



# Trusted Commercial Solutions That Increase Asset Value

# Turn Insights Into Action

Commercial real estate (CRE) is evolving rapidly, and you need a trusted partner to help you navigate change and achieve your business goals. Grace Hill provides industry-leading solutions and worldwide industry benchmarks, proven to boost property performance.



## Enhance Stakeholder Experiences

Effectively conduct tenant, employee, and investor surveys to capture unbiased feedback.



## Improve Property Performance

Benchmark with the Kingsley Index™ and drill down by property type, asset class, and location.



## Increase Portfolio Value

Translate survey results into clear insights to prioritize capital expenditures and enhance sustainability efforts.



“Maintaining a good reputation with quality service improves NOI through reduced loss-to-lease, lower total vacancy loss, and avoiding unnecessary turn costs. Applying conservative assumptions, the improvement in NPS over time is likely generating an additional \$50-\$60 million in value for our investors.”

**Thomas Stanchak**

Director of Sustainability, Stoneweg US

# Supporting CRE Success Across Sectors



Office



Industrial



Medical



Retail



Multifamily

Improving tenant satisfaction by just one point **increases renewal intention** by

**8.6%** and offers an **11.5%**

higher chance of **recommending** the property.

- Maastricht University and MIT Research

## Tenant Surveys

Gain actionable insights with tenant surveys and trusted CRE benchmarks.

- Understand tenant satisfaction and uncover renewal risks.
- Increase renewal rates by proactively addressing concerns.
- Raise ESG standards and increase GRESB score.
- Determine the likelihood of recommending properties.

## Employee Engagement Surveys

Attract and retain top talent by proactively capturing ongoing feedback.

- Gather unbiased feedback to measure employee sentiment KPIs over time.
- Leverage AI to instantly consolidate feedback and easily identify common themes.
- Filter your survey results by property, region, department, or employee demographic.
- Export results to easily share with leadership and investors, or for GRESB initiatives.



“Having launched employee surveys with other companies, this is always a task I've dreaded in the past. Grace Hill made the process easy, listened to feedback provided, and found creative solutions to capture the data we were looking for. The team was amazing, and I truly look forward to working with them again for next year's launch!”

**JaLyn Pagnotta**, Managing Director, HR  
Rose Associates



## Investor Surveys

Strengthen investor relationships and build confidence.

You deserve to know what your investors really think, yet most firms are missing a powerful opportunity to build trust through surveys. Grace Hill turns stakeholder conversations into a competitive edge by capturing candid quantitative and qualitative data to help you manage attrition risk and guide strategy.

## SkillCat

Increase your team's skills and reduce repair costs with mobile maintenance training.

- Offer accredited, CRE-specific maintenance training on any mobile device.
- Access HVAC, Electrical, Plumbing, Appliance Repair and Maintenance courses created by trade professionals.
- Help techs achieve and maintain required EPA training and industry certifications.

## Policies & Procedures

- Streamline operations and create a consistent experience across your properties.
- Customizable policy library covers key vertical industries and subject areas.



“Within a few months, we saw a 10% decrease in vendors.”

**Zach McBrein**  
Regional Asset Manager,  
Four Star Realty

You need a solution built for CRE success.  
**Learn how Grace Hill can help** you turn feedback into action.