

Tenant Satisfaction Studies

AltusInSite's Tenant Satisfaction Studies identify, measure, improve, recognize and reward the performance of buildings, owners, managers and their occupants relative to credible benchmark data through:

- Occupant satisfaction surveys that identify the key actions (communication initiatives, service refinements and capital appropriations) that will have the optimum impact on occupant satisfaction, performance and retention;
- Credible identification of performance differences, brand values, performance recognition and performance pay drivers
- Measuring the performance of buildings, owners and managers relative to market norms or benchmarks, and;
- Through the identification of occupants' referral and recommendation rates, issue reporting and resolution rates, staff competency, HVAC and other systems' performance, all relative to market benchmarks.



AltusInSite's Tenant Satisfaction Studies have been completed in more than 880 buildings since 1998.

More than 890,000 surveys have been distributed to tenants in buildings located across Canada. In addition, each year AltusInSite establishes what is normal for each major market (Benchmarks) by completing independent surveys with thousands of randomly selected occupants of office buildings.

ALTUSINSITE'S TENANT SATISFACTION STUDY CLIENTS

Avison Young Property Management
 BC Buildings Corporation
 BC Investment Management Corporation
 Bentall Corporation
 Beutel Goodman Real Estate Group
 BLJC Facility Management Services
 Brookfield Management Services
 The Cadillac Fairview Corporation
 Canada Lands
 Clarica Life Insurance
 Cora Group
 Emerald Property Services
 Gentra Inc.
 GWL Realty Advisors Inc.
 HOOPP
 Ivanhoe Cambridge
 Kaneff Property Management
 Kolter Property Company
 Manulife Financial

Morguard Investments
 The Bank of Nova Scotia
 O&Y Enterprise Real Estate Services
 O&Y/CB Richard Ellis
 Ontario Municipal Employees Retirement System
 Ontario Realty Corporation
 Ontario Teachers' Pension Plan Board
 Oxford Properties Group
 Penreal Capital Management
 Public Works and Government Services Canada
 Redcliff Realty Management Inc.
 Royal Bank Real Estate Operations
 RT Realty Advisors
 Saskatchewan Property Management Corp
 Standard Life
 Stockton & Bush Property Management Inc.
 Sun Life Financial
 TD Investment Real Estate
 Tonko Realty Advisors

Employee Performance Studies

AltusInSite's Employee Performance Studies (EPS) identify, measure, improve and recognize the performance of employees and their employers relative to credible benchmark data through:

- Employee Performance Studies that identify the key actions (communication initiatives, service refinements and capital investments) that will have the optimum impact on employee retention, employee attraction, employee productivity, corporate effectiveness and corporate profitability
- Credible identification of the drivers of and constraints to performance improvement with a special focus on corporate real estate, HR and IT opportunities
- Measuring the performance of specific workplace attributes (including corporate attributes, premises attributes, building manager attributes, building owner attributes and building attributes) relative to market norms or benchmarks.



AltusInSite's related work in the field includes the following studies:

- A 1996 Study of Workplace Productivity to identify the Drivers of and Constraints to office productivity
- A 1997 Study of Leaders in the Office Building Management Industry to determine the viability of performance measurement and industry benchmarking services
- An ongoing study involving more than 650,000 office building occupants focused on workplace performance and opportunities for improvement
- A 2002 Study of CEOs CFOS and Heads of CRE, HR and IT to determine the viability of performance measurement and industry benchmarking services