

# Press release

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## Deutsche Wohnen conducts tenants' survey

**Berlin, 9 September 2019.** Up until November 2019, the residential property company Deutsche Wohnen will be conducting a tenants' survey in approximately 29,000 households in selected properties in Frankfurt am Main, Mainz and Berlin, and in a further 5,000 randomly selected households. The tenants' survey will be carried out annually until 2022 to ensure that in the course of these four years a complete survey will have taken place. The aim of the survey is to find out what customers think about Deutsche Wohnen's customer orientation and the range and quality of its services and then to improve the quality of what the company provides in these areas.

The questionnaire covers the following areas: the apartment itself and the estate or complex of which it is a part, overall satisfaction with Deutsche Wohnen, customer service, satisfaction with rent levels and socio-demographic questions. Tenants can complete the survey online or by post. For each completed survey returned to the company, Deutsche Wohnen will donate EUR 1.00 to a charitable organisation that is dedicated to the well-being of children and young people. Following the tenants' survey in 2017, a sum of approximately EUR 29,000 was donated to Deutsches Kinderhilfswerk, a charity that supports disadvantaged children. The charity used this sum to support its Germany-wide school satchel campaign, helping children growing up in financially difficult circumstances to make a good start to their school career.

In the last survey in 2017, more than 80% of the tenants surveyed were satisfied with their apartment, and 70% were satisfied with Deutsche Wohnen as their landlord. One of the wishes the tenants expressed was for personal contact in their estate to be made easier. Deutsche Wohnen responded to this feedback and has successfully established its own concierge service in its estates in Berlin.

As Lars Urbansky, a member of the Board of Management of Deutsche Wohnen with responsibility for business operations, explains, "The results of our last tenants' survey were of great value to us. Not only because we got to know the point of view of our customers better, but also because we were given ideas about how we could respond specifically to the issues raised. The results of the survey this year will also help us to critically scrutinise our own processes and to improve the quality of our services in response to our tenants' needs."

In order to conduct this year's tenants' survey, Deutsche Wohnen is working with *AktivBo GmbH*, which helps residential property companies to carry out professional tenants' surveys. Specifically, the company has been commissioned to statistically evaluate all the questionnaires. The results will only be evaluated in summary form, so it will not be possible for Deutsche Wohnen SE to identify individual respondents. The results of the survey will be published after its completion – probably in early 2020.

## **About Deutsche Wohnen**

Deutsche Wohnen is one of the leading publicly listed property companies in Germany and Europe with a business focus on managing and developing its portfolio, which consists mainly of residential properties. As at 30 June 2019, the portfolio comprised approximately 168,200 units in total, of which 165,500 were residential and 2,700 commercial. The company is listed in the Deutsche Börse's MDAX and is also included in the leading indices EPRA/NAREIT, STOXX® Europe 600 and GPR 250.