

## **SVEAFASTIGHETER WINS THE KUNDKRISTALLEN AWARD FOR GREATEST IMPROVEMENT IN SERVICE – FOR THE SECOND YEAR IN A ROW**

**Sveafastigheter has been awarded the Kundkristallen Award for the greatest improvement in the Service Index 2025 in AktivBo's annual tenant survey. This is the second consecutive year that Sveafastigheter has received the award, providing clear evidence that the company's long-term, systematic work based on its property management mantra *Whole, Clean, Well-Maintained and Safe* leads to higher tenant satisfaction.**

The Kundkristallen Award is based on tenants' own assessments and reflects how they perceive service quality, staff interaction and safety in their homes.

- Winning the Kundkristallen Award two years in a row is no coincidence. It is the result of consistent, professional and goal-driven work across our property management organisation. When our tenants feel at home, it not only creates safer residential areas, but also a more stable and sustainable business, says Erik Hävermark, CEO of Sveafastigheter.

- We are both proud and delighted to receive the Kundkristallen Award again. It shows that our efforts to continuously improve service are making a real difference and are clearly noticed by our tenants. We will now continue our long-term work to create safe residential areas where our tenants can thrive even more, says Ola Svensson, Head of Property Management at Sveafastigheter.

The award covers Sveafastigheter's residential portfolio from Boden in the north of Sweden to Kävlinge in the south of Sweden and reflects the strong commitment of employees throughout the organisation. Sveafastigheter now continues its journey towards the vision of becoming Sweden's best residential property company, guided by the management mantra *Whole, Clean, Well-Maintained and Safe*.

This year, the award is shared with three other residential property companies.

**For further information, please contact:**

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**Image Attachments**

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