

# THE FIZZ CUSTOMER FEEDBACK



# WHERE THE FIZZ TRULY SHINES



83%

Say that the staff is  
**friendly & approachable**



82%

Rated the **location** as  
a top core feature

## HIGHLIGHTS BUILDING



78,4%

Residents **love** their  
**private space**



74%

Say that the **condition &**  
**quality** of the building is good

## HIGHLIGHTS BOOKING & SERVICE

### MOVE-IN SATISFACTION



76% positive

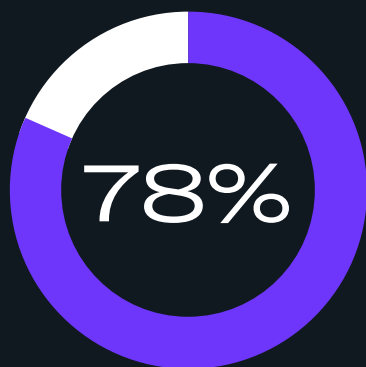
### BOOKING EXPERIENCE



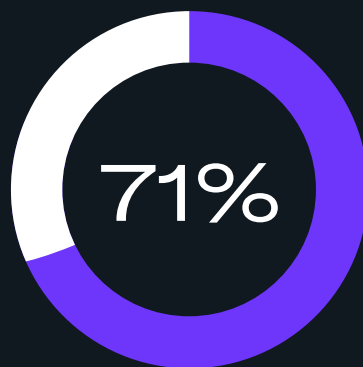
75% positive

Residents consistently highlight outstanding **bedroom quality,** connectivity & physical environment

## OVERALL HIGHLIGHTS



Overall Satisfaction



Overall House Management



# HAVENS LIVING

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## Customer Feedback



**HAVENS**  
L I V I N G



## HIGHLIGHTS

### Location & Building

85%

value living close to work  
thanks to the convenient locations  
of HAVENS LIVING homes

83%

enjoy the premium feel  
HAVENS LIVING provides

## HIGHLIGHTS

### Apartment Satisfaction & Move-In Experience

83%

express satisfaction and  
comfort in their apartment.

82%

reported a seamless and  
enjoyable move-in experience.

## MOVE-IN EXPERIENCE FINDINGS

### Aspects which made tenants feel welcomed

80%

Warm greetings  
from Hosts

78%

Management

77%

Welcoming atmosphere  
in community areas



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LIVING

# HIGHLIGHTS

## Booking & Service

### SERVICE SATISFACTION



78% positive

### BOOKING EXPERIENCE



77% positive

## FIRST IMPRESSIONS LAST.

Getting booking and move-in right builds the foundation for stronger resident relationships.



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