



SOCIAL IMPACT

Tenant and Resident Engagement

Consistent and quality outreach to both our residents and tenants is the key to the success of our building communities.

Resident Satisfaction

We listen to our residents and regularly seek feedback to better understand what we are doing well and where we can improve. Across our multifamily portfolio, we survey residents on a rolling basis through independent third-party research firms. All residents are surveyed at least once annually to understand resident satisfaction, including their experience interacting with our property teams, the quality of communication, and the status of each community and its amenities. This feedback is critical for our teams to take the appropriate actions to improve the resident experience.

Landlord-Tenant Communication and Sustainability Engagement

Through our tenant experience app, &you, we are able to provide a wide range of resources and services, to achieve a better work-life balance with the support of concierge services to help with both professional and personal needs. Through &you, we also connect with each tenant in our office portfolio via a channel dedicated to tenant sustainability education. On this channel we highlight our sustainability goals that tenants can support through their actions, including composting, space design choices, plug load management, and other energy reduction best practices.



Office Tenant Education

We focus a significant amount of our tenant education on emergency preparedness. We have the highest tenant participation at community tabletop exercises and seminars. Property Managers also host quarterly emergency preparedness trainings such as active assailant, evacuations, and cybersecurity. Our emergency preparedness manual is available through &you for all to learn how to handle various emergencies.

Health & Wellness

Both our office and multifamily properties include fitness centers to support our tenants' and residents' health and wellbeing. Most offer separate workout rooms for guided fitness and meditation classes. Throughout the year we also engage residents and tenants with various activities from health classes and fitness challenges to healthy eating and chef seminars. Throughout the office portfolio, we have also installed wellness and mothers rooms to support tenant satisfaction and workplace productivity.

Customer Service

Our WashREIT and third-party Property Management and Engineering teams take pride in their responsiveness and their superior customer service which results in long lasting relationships with both our residents and tenants.