

Our responsibility to society

	Unit	Germany		Poland		GRI
		2022	2021	2022	2021	
Tenants and society						
Customer satisfaction ²⁶	%	81.0	83.0	94.0	n.a.	
Average length of tenancy	years	10.3	10.2	1.2	-	
Flats with occupancy obligation	%	1.5	n.a.	-	-	
Low-barrier residential units ²⁷	number	14,400	14,200	1,134	361	413-1
Residential units 'Young Living'	number	13,460	n.a.	-	-	
Aktiv-Treffs (Activity Lounges), children's and family centres ²⁸	number	27	26	-	-	
Support of non-profit initiatives, donations and sponsoring ²⁹	TEUR	407	599	630	9	

²⁶ The satisfaction rate for Germany was determined for 2022 from sample surveys of tenants, for 2021 from the portfolio-wide tenant survey. The satisfaction rates for the Poland region refer to regular surveys of tenants and buyers.

²⁷ Includes flats that are free of thresholds or accessible via a lift, as well as flats with barrier-free or low-barrier fittings. TAG Germany: About 17 % of the units are accessible via lifts. Vantage: 100 % of the units are accessible via lifts.

²⁸ The 'Aktiv-Treffs' are operated by TAG in cooperation with social partners.

²⁹ Donations to social institutions, etc. incl. personnel and material cost subsidies from cooperations. Not included are rent reductions for social institutions and committed or paid out funding of the 'TAG Miteinander Stiftung' (2022: over TEUR 300).