

# **Relationship performance in partnering relations in the real estate industry**

**Tero Lehtonen** (tero.t.lehtonen@tkk.fi)

CEM Facility Services Research, Helsinki University of Technology, Finland

## **Abstract**

The aim of this paper is to present the research questions posed in the research project and to describe the different phases of the project. The research, related to relationship performance in partnering relations, focuses on the real estate industry and is undertaken at Helsinki University of Technology in co-operation with real estate owners and real estate service providers operating in Finnish property markets. The objectives of the study are to identify the factors that make a partnering relation successful and to understand the enablers and attributes of partnering relations in real estate services. The research consists of two phases: the first phase is qualitative, based on a study of multiple-cases in which six ongoing, and five dissolved, relationships between real estate owners and real estate service providers are analysed; the second will be a quantitative study using survey methodology. The preliminary results of the first phase are also reported.

**Keywords:** inter-organisational relationships, relationship management, real estate services