



YOU SAID WE DID



In July 2023, we asked you for feedback to help us understand..

- What we were doing well
- What we could improve
- How satisfied you were with Cushman & Wakefield and Aviva Investors.

**Overall Satisfaction
GOOD**

Here is what you told us and actions we've taken.

Our Actions

- YOUR KEY CONCERNS**
- Cleaning
 - Improve communication around Maintenance
 - Value for money

- Shared annual waste management reporting
- Introduced food waste recycling
- Monthly newsletter including PPM Updates.
- New Cleaning contracts Manager introduced in 2023.

HIGH SATISFACTION

Satisfaction with Landlord

Friendly and helpful team

Communication

Front of house

Responsiveness to requests