

55 Spring Gardens



**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
Excellent**

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

Our Actions

YOUR KEY CONCERNS

- Billing & accounting
- Temperature control & Management
- Value for money
- Understanding Business Needs
- Security

- Retraining issued to all key contacts on temperature management and processes.
- Restructure of Security and Front of House provision.
- Increased dedicated client accounting Hub resources in 2023 and continue to do this in 2024.
- Increase in dedicated specialist cleaning teams, including high-level and floor restoration.

HIGH SATISFACTION

Occupier Engagement

Cleaning

Communication

Friendly and helpful team

Commitment to continuous improvement

Front of house