

11

YORK STREET



YOU SAID
WE DID

In July 2023, we asked all our occupiers across the Aviva Investors portfolio for their feedback.

Overall
Satisfaction
EXCELLENT

OUR ACTIONS

- Shared annual waste management reporting
- Introducing food waste recycling
- Introduced weekly comms updates
- Additional training and support for out of hours exit
- Food caddie distribution
- Purchase Telescopic signs for fire marshals on every floor
- Decorated Cycle Storage Area
- Mirror Installation on all floors

IMPROVEMENTS YOU WISHED TO SEE

- Consistency of information
- Ease of out of hours exit.
- Weigh waste and publish data

ADDITIONAL COMMUNICATIONS

- Introduction of event space booking form
- Community and Event Summary Report 2023
- Rooftop Terrace Guide
- AV Training for all meeting rooms
- WhatsApp emergency group created

YOUR HIGHLIGHTS

On site team & support given

Guest experience & welcome

High standards of presentation

HIGH SATISFACTION

Front of House

Communication

Maintenance