

**YOU SAID
WE DID**



**Overall
Satisfaction
EXCELLENT**

Since the last Occupier Satisfaction Survey in 2023, we are continually aiming to improve the service you receive within the Manchester Hub.

Here are the additional actions we've taken at 11 Portland Street in 2024.

Our Actions

- Reviewing lighting schedules - ESG
- New Waste Management Contract in place which includes waste stream;
 - General/Mixed Recycling (Lge Yellow Bins)
 - Paper Card Only (Large Grey Bins)
 - Food Only (Domestic sized Green Bins)
 - Glass Only (Domestic sized Yellow Bins)
- EV chargers coming by end of year 2024
- Regular Business check-ins
- Monthly newsletter including PPM Updates.
- Community and Event Summary Report 2023
- Installation of Occupancy & Environment Sensors completed throughout (this data will be used to seek energy efficiency)
- Integration of BMS & A/C control system is now completed (this will enable the monitoring of system & energy performance)
- Consistency and Stability of FOH has been improved with the introduction of a New Team member and trained cover facilities

YOUR KEY CONCERNS

- Cleaning
- Maintenance
- Key people at the right times
- Marketing support for Retail occupiers
- More transparency of building PPM
- Consistency of FOH staff

HIGH SATISFACTION

**Security/FOH
Communication
Responsiveness to requests**

YOUR HIGHLIGHTS

**Security / reception teams integration
Relationship with local Hub team
Andy - Building Manager**