



YOU SAID WE DID



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 40 Spring Gardens in 2024.

**Overall Satisfaction
GOOD**

Our Actions

- Shared annual waste management reporting for 2023
- Introduced food waste recycling
- Monthly newsletter including PPM Updates.
- New Cleaning contracts Manager introduced in 2023.
- Reinstated free magazine offering
- New air fresheners on the staircases
- install of the fencing to the fire exit to avoid homelessness presence
- Improvements to bathroom & shower facilities.
- Toilet roll dispensers
- Additional soap dispensers
- Laundered towel service
- Introduced music in shower rooms

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

HIGH SATISFACTION

Satisfaction with Landlord Communication
Responsiveness to requests

Friendly and helpful team
Front of house