

YOU SAID WE DID



201
DEANSGATE

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

Overall
Satisfaction
GOOD

- What we were doing well
- What we could improve
- How satisfied you were with Cushman & Wakefield and the property Landlord.

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

HIGH SATISFACTION

Security/FOH

Maintenance

Responsiveness
to requests

YOUR HIGHLIGHTS

Building
refurbishment

Events & employee
engagement

YOUR KEY CONCERNS

- More transparency of building PPM
- Consistency of FOH staff

OUR ACTIONS

- Introduced Angela Jones, our new permanent Front of House representative, to bring a warm and engaged service delivery on site.
- Launching a new monthly Newsletter for March with more transparency over previous PPM performance and future events, significant dates and planned activity across the site, including projects and maintenance for the month ahead.