

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.

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

**Overall
Satisfaction
EXCELLENT**

Our Actions

- Reviewing lighting schedules - ESG
- Improved Waste Streams inc food.
- EV chargers coming by end of year 2024
- Regular Business check-ins
- Monthly newsletter including PPM Updates.

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