

# 11

YORK STREET



**YOU SAID**  
**WE DID**

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

For our 11 York Street occupiers this presented an early indication of how your businesses and teams were settling in to the property, with many having only been on site a few months at this point.

Since then, we've become a fully occupied building and have built on these experiences of early 2023.

### IMPROVEMENTS YOU WISHED TO SEE

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

### Our Actions

Overall  
Satisfaction  
**EXCELLENT**

- Shared annual waste management reporting
- Introducing food waste recycling
- Improved communication through weekly updates
- Additional training and support for out of hours exit

### YOUR HIGHLIGHTS

On site team & support given

Guest experience & welcome

High standards of presentation

### HIGH SATISFACTION

Front of House

Communication

Maintenance