

YOU SAID WE DID

40
SPRING GARDENS

In October 2025, we held our third occupier satisfaction survey, we asked our occupiers to tell us

- *What we were doing well*
- *What we could improve*
- *How satisfied you were with Cushman & Wakefield and Aviva Investors.*

Here is what you shared and our actions taken following your feedback.

**Overall
Satisfaction
GOOD / EXCELLENT**

Most Improved Areas 25 vs 24
Value for Money
Satisfaction with Aviva Investors
NPS

Our Actions

Tackling Homelessness

- Fencing extension completed June 26 - issues with anti-social behaviour now non-existent.
- Continued reporting of any incidents/loitering to City Co and GMP as appropriate.

Cleanliness / External Maintenance

- Cleaning PPMs on track so additional deep cleaning of carpets has been completed again in May and August 26 and deep cleaning of bathrooms in June 26.
- High level window cleaning was not completed at quarterly frequency in 2025. Extensive BMU repairs were completed in Q3 and 4 so 2026 will go ahead as per cleaning contract scope.
- Day to Day Cleanliness standards
 - Communal corridors and stair landing walls – regularly checked and any visible marks cleaned as required.
 - Stairwells – detailed cleaning is in place, including edges, corners and handrails.
 - Bike stores – swept daily, racks and access panels cleaned weekly, with the floor machine cleaned once a week.
 - Car park – swept daily and kept presentable, with a full sweep once a week.

Common Areas Improvements

- The main reception area has been upgraded with additional seating, workstations and planting installed. The addition of a coffee machine and hospitality area deliver a greater occupier experience and installation of air curtains to the main entrance in Jan 26 has improved temperature management in the atrium area.

Service Charge

- PM will contact each occupier directly when the budgets are set and offer to have a meeting to discuss the budget for the year and answer any queries.

Highest Satisfaction

Satisfaction with Aviva Investors

FOH, Cycle Facilities & Car Parking scored
100% Satisfaction

Lowest Satisfaction

C&W Property Team

Value For Money

Security