



YOU SAID WE DID



In October 2024, we asked our occupiers for feedback on

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

**Overall
Satisfaction
EXCELLENT**

Here is what you told us and actions we've taken and importantly key changes from the 2023 results.

**Most Improved Areas
24 vs 23**

Value for Money
Common Area Cleaning
NPS

Our Actions

- Front of House team will be visiting retailers once a week to regularly check in.
- Monthly newsletters to include a who's who of local team
- Regular project work meetings and updates from site and Hub Team
- Significant cleaning schedules to be shared
- Reviewing all fob access for the Car Park to ensure only team members with authorisation are able to access.

Highest Satisfaction

Responsiveness with C&W team

9 of 12 categories rated
EXCELLENT for site facilities

Lowest Satisfaction

Security

External Maintenance

Value for money