

# 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

- Extending the fencing on the Marriot's Court elevation, relocating fire exit doors and dry riser inlet in this location. Expected completion March / April 2026.
- Take a more pro-active approach to reporting anti-social behaviour here with City Co and log incidents.
- Front of house / Security will conduct a sweep of the external area first thing each morning and move on any personnel sleeping etc.

### Cleanliness / External Maintenance

- Ad-hoc deep cleans and other PPMs were postponed in 2025 due to ongoing landlord fit-out and refurbishment works onsite. We're committed in 2026 to maintain the cleaning contract PPM planner.
- Deep cleaning of carpets and bathrooms across site already completed in Feb 26.
- High level window cleaning was not completed at quarterly frequency in 2025. Extensive 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 to be checked and cleaned where marks are present.
  - Stairwells to be cleaned thoroughly, including edges, corners and handrails.
  - Bike stores to be swept daily and kept free from debris; racks and access panels to be wiped weekly, and the floor will be cleaned using a scrubber dryer once per week.
  - The car park is to be swept routinely daily and kept presentable. Once per week, a sweeper will be used to sweep the entire car park.

### 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