



# YOU SAID WE DID

Atlantic House  
Atlas Business  
Park

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  
Adequate / Good**

## Our Actions

### External Cleanliness

- Pavement areas jet washed in Dec 25 and Jan 26.
- Works to fully clean the roof, remove debris, clean and disinfect area and install netting and anti-bird spikes was completed in Feb 26.
- We will continue to monitor this issue and instruct additional cleaning as required

### Maintenance

- Continue with 6 monthly servicing and completing any remedials in timely fashion.
- Commit to clear communication with occupiers who report issues to keep them updated and provide realistic timeframes for investigations or repairs.
- Hannah FM has met key occupier contacts and will continue to keep them updated with upcoming works/contractors onsite to help improve communication and occupier engagement.

### CX

- Adjustments made to CX offering following occupier feedback.
- GF studio room now left unlocked so occupiers can use this for their own fitness activities as requested by Bureau Veritas.

### Internal Cleaning

- Improved Cleaning schedules in place to ensure focus on daily / weekly cleaning regimes.

### Landscaping

- As a new season approaches, the landscaping contractor's performance will be closely monitored and any issues addressed immediately.

### Service Charge

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

## HIGHEST SATISFACTION

Shower Facilities  
Car Parking  
Helpdesk

## LOWEST SATISFACTION

Satisfaction with C&W Property Team  
Satisfaction with Aviva Investors  
Value For Money