



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.*

**Overall
Satisfaction
EXCELLENT**

MOST IMPROVED AREA 25 v 24

Value for Money

Security

Understanding Business Needs

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

What We Did

Investment in Standards

- Redecoration in GF bathrooms and basement shower room completed March 26. Quotes obtained for further common area redecorating - to be actioned in new SC year from Oct 26.
- Deep cleaning of basement shower room completed March 26 which included removal of lost property/unclaimed items.
- Introduction of a drainage 6 monthly PPM to M&E contract to ensure full deep cleaning of pipework and urinals to support with cleanliness in bathrooms across site.

Air Conditioning

- Chilled Systems awarded AC servicing - communication, professionalism and reporting much improved compared to previous subcontractor. Any AC reactive works experienced this year have been resolved quickly and efficiently.

External Maintenance / Window Cleaning

- window cleaning completion on strict quarterly basis continues to be a challenge with both the drone company and Tudor reviewing alternative methods - feedback shared consistently with Atlas and with occupiers via email/tenant meetings - may consider other subcontractors.

Cycle Facilities

- Quotes for heated/vented lockers shared with occupiers are majority approval sought but feedback not entirely positive and little support for the project so this will not be progressed this year but may be revisited in the future at tenant request.

Commitment to CX enhancements

- Training and feedback given regularly with FOH team, uniform actioned, continued focus on standards and expectations - next CX meeting scheduled for September.

Service Charge Management

- Service Charge is continuously reviewed to identify cost savings and maximise value for money, any adjustments will be communicated. 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

Satisfaction with C&W Property Team

Satisfaction with Aviva Investors

Front of House returned to 100%

LOWEST SATISFACTION

Value for Money

Cycle Facilities