



# 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.
- Further bird-proofing works including addition of bird repellent gel to roof completed in May 26 - pigeon issue much reduced since and continues to be monitored.

### Maintenance

- Review of contractor PPM planner completed March 26 - improvement in booking these in advance and items not going overdue.
- Longstanding repairs to external lamppost style lighting and estate CCTV cameras completed.
- Hannah FM has met with all key occupier contacts, has been attending site at least weekly, sending comms on upcoming works/contractors onsite and timeframes for larger repairs to improve tenant engagement.

### CX

- Adjustments made to CX offering following occupier feedback, attendance has improved.
- GF studio room now left unlocked so occupiers can use this for their own fitness activities.
- Outdoor seating installed May 26, ping pong table added to GF studio June 26, TV screen added to reception June 26.

### Internal Cleaning

- Improved Cleaning schedules in place to ensure focus on daily / weekly cleaning regimes as below.
- Communal corridors and entrance areas, staircases, landing walls, bike stores and car park litter picking.

### Landscaping

- Landscaping contractor performing well - responded to tenant feedback on hedge trimming needed and works instructed to complete cutting back of trees lining main road into site in Aug 26.

### 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