

YOU SAID WE DID



**Overall
Satisfaction
EXCELLENT**

**MOST IMPROVED AREAS
24 vs 23**

Understanding Business
Needs

NPS

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.

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

Our Actions

- **Security** - Additional relief officers trained to support consistent service delivery when staff shortages occur
- **Cleaning** - Overflow Coffee Shop area to be more closely monitored
- **Occupier Meetings** - Drive greater attendance of all occupiers
- **Communication** - Ensure all significant projects works are communicated thoroughly with regular occupier check ins to understand disruptions
- **Landscaping** - refreshed troughs at front of building. Reviewing alternative suppliers for main courtyard

HIGHEST SATISFACTION

All aspects of C&W property Team were rated 100%

FOH / Security / Lift & ext maintenance / Cycle & Shower Facilities all rated Excellent

LOWEST SATISFACTION

Toilets

Car Parking

Landscaping