



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 24 v 23**  
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**

- Contractors have been scheduled to attend site to survey and provide quotations for redecoration in common areas.
- Cleaning teams have been briefed specifically regarding drainage issues to address dampness and improve hygiene standards on daily / weekly cleaning regimes.
- Actively managing lost property / disregarded items

**Air Conditioning**

- SMART have replaced the previous AC contractor to improve reliability and response times.
- Performance will be monitored over the next quarter to ensure the new contractor meets service expectations.

**External Maintenance / Window Cleaning**

- Window cleaning will be maintained on a strict quarterly basis inc us of new drone cleaning.
- Communication will be issued to occupiers ahead of each visit to manage expectations.

**Cycle Facilities**

- Costs are being obtained for upgraded heated and vented lockers to support active commuters.

**Commitment to CX enhancements**

- Meetings to be scheduled to review service delivery and identify areas for enhancement.
- Focus areas include presentation, responsiveness, and tenant engagement/requests.
  - Upgrade uniform to clearly identify FoH personal
  - Engagement - Encourage the team to position themselves at the main entrance at key stages of the day to assist with greater interaction with occupiers and visitors

**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