

Sustainability Objectives and Targets 2010/11



			Targets also applicable to:						
Objective	Target 2010/2011	KPI	Investors	Employees	Environment & Biodiversity	Tenants	Community	Health & Safety	Suppliers
1. Tenants									
1.1 To improve and promote services to tenants.	1.1.1 Customer satisfaction ratings on tenant surveys carried out in 2010 to be at least equal to previous year or better.	Increase in customer satisfaction rating from 2009 survey.	✓	✓				✓	✓
	1.1.2 To obtain feedback from tenants on our Tenant website.	Rating of website to be obtained at Tenant meetings.	✓	✓					✓
	1.1.3 Asset Managers to meet with tenants twice a year and Building Managers to visit individual buildings at least once a week.	Number of Asset Managers meetings per building and number of Building Managers visits per building per year.	✓	✓					
	1.1.4 To offer fire safety training to tenants.	% of buildings where training is offered (only in multi-let buildings).	✓	✓					✓
	1.1.5 Minutes of tenants meeting to be completed and uploaded to the tenant website within one working week of the meeting.	Date tenant meetings minutes uploaded.	✓	✓					

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Objective	Target 2010/2011	KPI	Investors	Employees	Environment & Biodiversity	Tenants	Community	Health & Safety	Suppliers
1. Tenants									
1.2 To minimise disruption during developments to tenants in situ and neighbours.	1.2.1 All developments and refurbishments to have a Tenant Action Plan.	List of Tenant Action Plans.	✓	✓			✓		✓
	1.2.2 Asset Managers and Project Managers to undertake a post completion evaluation of the Tenant Action Plan for all developments and refurbishments over 5,000 sq. ft. within 3 months of practical completion.	List of evaluations undertaken within 3 months of practical completion.	✓	✓					✓
	1.2.3 To provide regular newsletters on all developments and refurbishments over 5,000 sq. ft.	Newsletters distributed.	✓	✓					✓