

Progress against 2008 Objectives and Targets

Target	Achievement	Commentary
1. Tenants and the Community		
<p>1.1.1 To actively support and promote local community and industry initiative groups such as the New West End Company, Westminster Property Association, South Bank Employers Group, London First and the British Property Federation.</p> <p>KPI: Voluntary contributions to NWECC, s106 agreements, membership of WPA, South Bank Employers Group, London First and BPF.</p> <p>KPI: Meetings attended.</p>	100%	Achieved.
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<p>1.1.2 To conduct a tenant survey on contractor service levels with a view to improving the quality of service, where appropriate.</p> <p>KPI: Number of multi-let buildings where tenant surveys have been conducted.</p>	100%	Achieved.

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1.1.3 Asset Managers to meet with tenants twice a year and Building Managers to visit individual buildings at least once a week. KPI: Number of Asset Managers meetings per building and number of visits per building per year.	100%	Achieved.
1.1.4 To offer tenants pertinent training in one CR related area. KPI: % of buildings where training is offered (only in multi-let buildings).	100%	Achieved.
1.1.5 To ensure all developments and refurbishments over 10,000 sq. ft. are registered with the Considerate Constructors Scheme. KPI: Number of developments and refurbishments over 10,000 sq. ft. registered.	100%	Achieved.
1.1.6 To ensure £20,000 of donations/sponsorships are directed to causes that promote or improve activities in the Group's local community KPI £ donated.	100%	Achieved.
1.2.1 To arrange one community initiative involving employees, such as site visits for students studying building related courses. KPI: Number of community initiatives.	100%	Achieved.
1.3.1 To provide regular newsletters on all developments over 50,000 sq. ft. KPI: Newsletters distributed.	100%	Achieved.
1.3.2 All developments to have a Tenant Action Plan. KPI: List of Action Plans.	100%	Achieved.