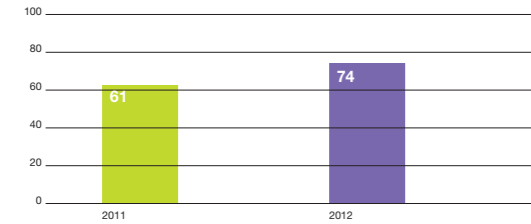
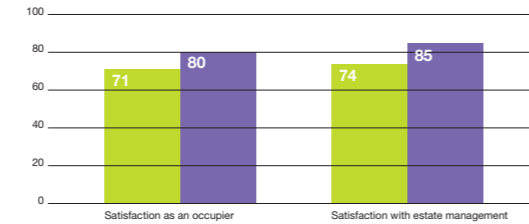


Key ■ 2011 ■ 2012

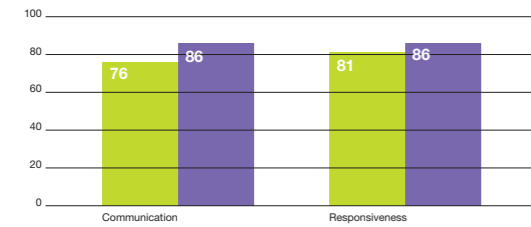
Understanding of business needs %



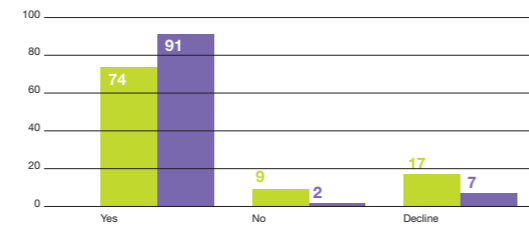
Overall satisfaction %



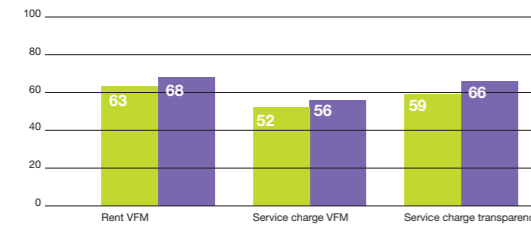
Communication comparison %



% of occupiers who would recommend MAG



Rent and service charge %



2011/12

Thank You

Thank you for taking part in our recent customer survey.

We're pleased to announce that 54% of customers participated, which has helped provide valuable information about the buildings you occupy and the level of service we provide.

We've designed this leaflet as a short recap of the items raised and the actions we have taken as a consequence. We also identified the key areas from this year's survey and our plans for addressing these going forward and we hope you find this useful.

You told us

Our scores have improved across all areas since last year.

Services

All service scores increased this year.

Security & Police

This was rated as the most important service to you. 31% of customers answered that there should be an improvement in security at the site.

Signage

This is one of the top three areas to focus on in 2012. Customer opinions on signage were mixed, with some stating there had been an improvement and others saying there was still some improvement needed.

Outside Lighting

This was the third most important service to customers and we will focus on improving lighting in 2012.

Service Charge & Invoicing

All billing, value for money and transparency scores have improved from last year. Scores for billing were particularly positive.

Service Charge Value for Money

Your average score for this was fair, showing an 8% improvement since last year. However, there were greatly varying opinions held by customers on the value of the service charge.

Transparency

This area achieved a 13% improvement.

Relationship

All relationship scores improved.

Overall communication improved by 14% and responsiveness improved by 6%.

Handbook

You told us that the handbook was of importance to you, but quite a high number of customers stated that you had not looked at it yet.

Customer forum

51% said that you would like to have a customer forum to discuss property matters.

Understanding

A number of customers are looking to expand and stay at the airport. Our score for understanding our customers improved from last year.

Broadband & Wi-Fi

You asked about improved broadband service across the estate.

Toilets

Some customers commented that the toilet facilities need to be improved.

Car parking

Some customers stated that there are not enough car parking spaces for visitors.

Satisfaction

Satisfaction with estate management has improved by 16%. The number of customers who would recommend us was 91%, representing an increase of 18% from last year's figures.

We have responded

We are really pleased that our scores overall have increased since last year and we will continue to focus on areas in which you would like to see improvement.

Services

Security & Police

We agree that security is one of the most important services we provide at the estate and will continue to focus on this. Among our customers, there are differing opinions on security and different understandings regarding what level of security is currently provided. Please see your handbook for clarity of the current provision. We will speak to the customers who said it should improve to see if there are any further security measures that can be taken.

Signage

The tenants' name board was updated in June 2012 and other signs around the estate will be updated throughout 2012 and 2013.

Outside Lighting

Due to constraints with the electrical network it is unlikely that we can provide any further street lighting during 2012. We will talk to customers about further external lighting on their own buildings.

Service Charge and Invoicing

We are really pleased that the scores have increased in this area, in particular our invoicing.

Service Charge Value for Money

Further to last year's survey we retendered the security, landscaping and toilet cleaning contracts. Due to this reduction in landscaping costs, we were able to increase the litter picking which you have told us has improved this year and that you are pleased with the standard delivered. We will also communicate further on any savings, results and performance of services provided.

Transparency

The 2011 and 2012 reconciliation was sent out in June 2012 and we will endeavour to continue improving transparency and compliance with the RICS service charge code.

Relationship

You suggested a number of services that you would like to see at Aviation Business Park, including:

Customer forum

We will organise a customer forum for all commercial occupiers. A breakfast was held in conjunction with the development launch in June 2012. A second forum is to be organised for Autumn 2012.

Handbook

We will send out updates of the handbook as and when changes are made. This will ensure all customers

have an up to date copy. If you do not have a copy of the handbook, please go to the following link: www.aviationpark.co.uk/occupiers-handbook.html

Understanding

Broadband / Wifi

The property team has been communicating with Dorset County Council to ensure that Aviation Business Park gains from the benefits of the governments' super fast broadband initiative. Please go to the following link to register your interest: www.dorsetforyou.com/superfast

Toilets

We will look at a program of works to improve these facilities over the next 12 months.

Car parking

Please contact us to discuss solutions if this is a problem for your business.

Your contact details

35% of occupiers were not able to be contacted for this year's survey. Please let us have your up to date contact details to ensure that we are able to get all forms of communication to you.