

# Customer Focus

## Our Long-Term Partnership with Tenants

Hysan values long-term partnerships with its tenants and strives to provide the highest standards in service and property management in meeting and exceeding their needs.

### Tenant Relationship Management

Communications is key to understanding tenants' needs and regular meetings with tenants provide the necessary platforms for our teams of account managers to understand and respond to their individual requirements. Feedback from tenants on services and property facilities is followed up internally by means of service management systems such as ServiceScan®.

### Property Management

Hysan's ServiceScan® service management system uses a comprehensive set of service levels for all property management services including car parks, lifts and escalators, security, request handling, cleaning and maintenance. The system identifies a series of key performance indicators that is measured monthly in each building, enabling us to monitor service performance and identify opportunities for improvement. Since implementing ServiceScan®, Hysan has amended service levels to continuously improve delivery and meet customer requirements. The programme has generated considerable positive customer comments and it was awarded the Best Practice Award shortly after implementation.

As part of Hysan's Satisfaction Management System to measure customer satisfaction levels for ongoing service improvements, a comprehensive customer satisfaction survey covering customer service and property management service areas was conducted between April and May 2004. 585 office, retail and residential tenants were surveyed by means of one-on-one interviews on six customer services areas including Public Area Services, Problem Handling Ability, Building Staff Performance, Security Staff Performance, Technical Performance, and Communication Channels. The two property management service areas surveyed were Facilities Provision and Site Factors.

The findings indicated that 99% of our tenants were satisfied with the overall service areas with the remaining 1% only slightly unsatisfied. The survey also aimed to identify those service areas that have the greatest impact on the satisfaction level of tenants and it helped prioritise organisational improvement efforts in these areas. As a result of the survey, an improvement plan has been drawn up that will see Hysan providing more staff training, redesigning some work processes and offering additional services in tenanted areas. Quarterly tracking surveys with tenants will be carried out in future for continuous tracking of customer satisfaction levels.

