



thecornerstone

Introduction

IN OUR FIRST ISSUE OF THE RGM CORNERSTONE, WE PROMISED THAT THIS WAS GOING TO BE A TENANT NEWSLETTER WITH A DIFFERENCE!

We wanted it to be an interactive communication tool between you, the people who rent space and work in our buildings, and us, the ones you rely on to help make your day-to-day professional lives easier, more pleasant and productive.

We begin, against the backdrop of our capital city's continued development, by taking a look back at the history of the Princes Building (where NAPA now stands) and explain how one of our commercial rental properties, Princes Court, pays homage to this lost architectural gem. We focus on your health by offering solid advice about how to protect yourself against dengue fever and also offer tips on how to conserve water – they're easy to follow and they have a positive impact on our environment.

With each newsletter we have published, we have asked you for feedback and kept you abreast of developments that affect you as tenants of our properties. In this issue, we are happy to share with you the results of our recent Tenant Survey! We were so pleased with the level of responsiveness that we received – your candour and honesty in answering our questions have been invaluable in helping us to understand where we are coming up short and to find ways in which to serve you better. This issue has a summary of the results of that survey, which we're sure you're excited to read!

We hope that this edition of The RGM Cornerstone is one that you will enjoy – and of course, give us your feedback about!

Princes Court: TAKING ITS PLACE IN HISTORY

PRINCES COURT, THE PREMIER RGM PROPERTY SITUATED ON KEATE STREET IN PORT OF SPAIN, IS A VALUABLE ADDITION TO AN AREA THAT IS STEEPED IN HISTORY.



The National Museum and Art Gallery is a stone's throw away at the top of Frederick Street, as is Memorial Square; the newly erected National Centre for the Performing Arts (NAPA), which was built on the site of the former Princes Building, stands directly opposite.

The Princes Building, located in what had come to be known as "The Little Savannah", had been a beloved city landmark for over a century. It was originally commissioned at a cost of \$76,800 and was to be ready for a visit by the Duke of Edinburgh in 1861. Sadly, the royal visit never materialised, but the building was put to good use – its ballroom hosted many fashionable society galas, theatrical productions, receptions and bazaars over the decades – it was even the venue for the inaugural Music Festival event. Some

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areas of the building were also used to house classrooms (it is not widely known that Queen's Royal College actually began operating at the Princes Building, only moving to its present spot in 1904) and offices, but perhaps its most popular use was as the home of the late Lord Kitchener's Calypso Revue Tent. The Princes Building was destroyed by a fire in 1977, but its grounds continued to facilitate public sporting activities such as lawn tennis until the location was earmarked as the site for NAPA.

Completed in 2002, Princes Court, in contrast with its predecessor, was constructed with a budget of about \$48 million; its use is strictly as a commercial lease space, housing the prestigious corporate offices of Atlantic LNG Company of Trinidad and Tobago and Guardian General Limited. Still, it is a building that pays homage to the area's colonial past: not only does its façade

salute its architectural predecessors via subtle etched glass renderings (the innovative, seven-storey, etched glass curtain wall houses the elevator shaft and features the monumental classical order from which the building's design was derived, with inset panels of local vernacular architecture at its base), but it boasts stunning views of the Princes Building Park, the Queen's Park Savannah and the city of Port of Spain.

63,000 square feet are spread out over six floors, including full basement parking (with additional space at ground level) and a rooftop entertainment terrace, making the accommodation both spacious and comfortable. A state-of-the-art Building Management System (BMS) monitors the Princes Court's energy efficiency and security systems.

You Spoke; We Listened! THE RESULTS OF THE RGM TENANT SURVEY

FOR THE FIRST TIME, RGM UNDERTOOK A TENANT SATISFACTION SURVEY, AN EXERCISE WHICH WE INTEND TO CONTINUE ANNUALLY AS PART OF OUR SERVICE EVALUATIONS. WHILE WE DID NOT GET THE VOLUME OF RESPONSES WE WERE HOPING FOR, WE CERTAINLY RECEIVED SOME USEFUL FEEDBACK THAT WE HOPE WILL MAKE AN IMMEDIATE IMPACT IN HOW WE DELIVER SERVICE.

- **The most forthcoming tenants were from Albion Plaza, where a whopping 47.8% of the respondents answered our questionnaire**

Queen's Park Plaza tenants were next, with 26.1% and there was a tie for third place between Isthmus Court and Newtown Centre, both coming in at 21.7%

- **Appearances and Aesthetics**

When asked to rate the appearance of the properties, most responses put RGM in the range of 2.3 to 3.3 on the scale, where a 3.5 rating is highest. Tenants were most pleased with the cleanliness of windows, the Building Directory and maintenance of the common areas.

- **Property Features**

There was a wide range of answers in this section, with average ratings coming in between 1.75 and 3.2 on a scale of 0 to 3.5. In terms of value, air conditioning rated highest, followed by customer parking and freight elevators. Building locations scored the lowest and there was a clear need to improve our after-hours access.

- **Facilities Team**

The rating of our Facilities Management Team ranged between 2.2 and 3.3; RGM is pleased that you favourably viewed our problem resolution skills and willingness to keep you happy, both of which scored highest.

- **High Maintenance**

In rating our maintenance service, the general indication was

that we respond to requests in a timely manner and fulfill those requests satisfactorily! However, there were some clear areas for improvement and the survey results have inspired some initiatives that should make an immediate impact.

- **Security**

While the survey showed that tenants feel the security staff are knowledgeable about their jobs, we scored lower than we'd like (2.6 to 2.72) in areas like responsiveness, professionalism, accessibility and appearance. This is definitely an area for improvement that we are acting on immediately.

- **Highly Recommended**

As a real estate provider, one of the most satisfying statistics for us was that 85.7% of you would recommend our properties to others.

- **Better Building Amenities**

From more pleasant landscaping to fixing water woes, recycling options to handling parking overflow, 92.9% of you felt we could improve certain building amenities.

- **Bright Ideas**

Many people shared suggestions about how to improve our service:

- Improve communication between tenants and Facilities Management
- Become more eco-friendly
- Look closely at value for money



Dealing with Dengue Fever

PRACTICALLY EVERY PART OF TRINIDAD AND TOBAGO SEEMS TO HAVE AN ABUNDANCE OF MOSQUITOES THESE DAYS – WHICH IS AN ANNOYANCE IN AND OF ITSELF – BUT IRRITATION SOON TURNS TO DANGER WHEN THOSE STRIPED Aedes Aegypti CARRY THE DENGUE VIRUS, ONE OF FOUR VIRUS SUB-SPECIES THAT CAUSE DENGUE FEVER. WITH NEWSPAPER HEADLINES REPORTING RECORD NUMBERS OF DEATHS FROM DENGUE FEVER RECENTLY, IT MAKES SENSE FOR YOU TO UNDERSTAND THE RISKS AND WHAT YOU CAN DO TO LESSEN THE PROBABILITY OF YOU OR YOUR LOVED ONES CONTRACTING THE DISEASE.

Spread

Dengue is not a virus that can be spread directly from person to person. It needs a conduit, and the female Aedes Aegypti is happy to oblige. Dengue spreads through the human population when a mosquito bites someone infected with the disease and goes on to bite someone else; it only takes one bite for the virus to take hold.

Symptoms

The first sign of dengue is the onset of a very high fever, usually accompanied by a headache and muscle and joint pain. (In infants and toddlers, the pain appears to be much less than in adult cases of the disease). One telltale sign of the condition is a skin rash that appears blotchy, close to the skin, red and inflamed. (In infants and toddlers, the blotchiness/redness often appears under the soles of the feet and on the palms of the hands). The most important thing you can do to manage the disease is to stay well hydrated, drinking lots of fluids like coconut water and fresh fruit juice, which help to restore electrolyte and water levels to the body. Good foods to eat include fruits and vegetables like tomatoes, potatoes and avocados, which are all great sources of electrolytes.

Effective management of dengue symptoms is critical in order to avoid the disease progressing to one of two life-threatening stages:

- Dengue haemorrhagic fever, which, as its moniker suggests, can cause severe haemorrhage (young children are particularly susceptible) and
- Dengue shock syndrome, where unusually low blood pressure can lead to organ breakdown

These two dangerous stages are usually accompanied by respiratory and intestinal problems, which may worsen to shock anywhere between two days to a week after the onset of symptoms – these can include sore throat, nausea, vomiting and abdominal pain. You know you are entering the danger zone

when the body's extremities are cool and clammy; you may even notice a slight tinge of blue around the mouth. The haemorrhagic strain of dengue can cause bleeding (either via spit up, nosebleeds, bleeding gums or in the stool). Pneumonia is also common and blood transfusions may be needed to control bleeding. The mortality rate is significant at this stage of the disease, with children, the elderly and the infirmed being at higher risk.

Prevention

The good news is that there are practical steps you can take to try and avoid coming into contact with mosquitoes in the first place...

Be an ungracious host

The disease thrives in tropical climates like ours during the rainy season, when stagnant water becomes a rich breeding ground for mosquitoes. Ensure that your surroundings are not encouraging to dengue carriers.

Ready, net, go!

Mosquito netting is a simple and affordable solution to avoid getting bitten while you sleep. Take a cue from Project Mosquito Net – a collaboration that provided mosquito nets to children and pregnant women in Kenya as a way to stem the spread of malaria. Bottom line? The incidence of the disease plummeted!

White is the new black

Mosquitoes are attracted to dark colours, so lighten up – wear light coloured clothing, position a light throw over dark furniture. Long sleeves and pants minimise the likelihood of getting bitten, and you may also choose to spray yourself with “eau de mosquito” – repellent sprays and citronella oil have been known to keep the pests at bay, but you will need to keep re-applying.

Make a racquet

There's something to be said for the effectiveness of those



... dengue fever (continued)

mosquito racquets – they certainly do the job! Less sporty types may prefer traditional insecticide sprays, which are also effective, once you're okay with the chemical smell.

Tell the Ministry

Speaking of chemicals, one of the most effective ways to keep the mosquito population under control is regular spraying by the Ministry of Health – so if you're convinced that fogging in your area is overdue, make your voice heard.

Be a Conservation Nation

THERE'S A COMMON MISCONCEPTION THAT WE ONLY NEED TO CONSERVE WATER DURING THE DRY SEASON, BUT NOTHING COULD BE FURTHER FROM THE TRUTH. THE WORLD WATER COUNCIL SAYS THAT PROJECTED GLOBAL POPULATION GROWTH OVER THE NEXT 50 YEARS – WHEN COUPLED WITH THE EFFECTS OF INDUSTRIALIZATION AND URBANIZATION – WILL PUT EVEN MORE STRESS ON THE DEMAND FOR WATER AND HAVE SERIOUS ENVIRONMENTAL CONSEQUENCES.

We therefore need to reconsider our attitudes towards water conservation and take steps to reform our habits. Every drop makes a difference, so here are a few things that you can try at home (and at the office!) to help conserve, avoid wastage and make a little water go a long way...

AT HOME

Do checks and balances

Perform regular maintenance checks on your water heater, plumbing, faucets, water tanks and appliances and fix any leaks you find. Pay attention to your water bill and meter—use them to track your water use and detect leaks.

Tap into the mother load

Wash only full loads in your washing machine, or adjust the water level to reflect the size of the load.

Use pure energy

Choose appliances that offer water and energy-efficient cycle options. The extra money you spend at purchase will be paid back each month when your electricity bill is lower.

Set a good example

Teach your children how to turn off the faucets completely after each use. When washing dishes, brushing your teeth or sham-

poing your hair, turn the water on only when you need to rinse.

Be prepared

Locate your master water shut-off valve so that water can be saved if a pipe bursts.

AT WORK

Turn it off

No, not your Blackberry – the faucet! Just those few seconds of the tap being off as you soap or reach for a hand towel saves gallons of water.

A use for everything

Toilets are not garbage disposals. Flushing things like paper towels, etc. down the toilet places undue stress on the system and wastes more water than is necessary.

Waste not, want not

Before you pour your unfinished drink of water down the drain, consider whether it could be put to better use. Could it help to refresh a drooping office plant? Could a dab on a napkin clean your cell phone screen? Report any leaks or water losses to building management immediately.