



# thecornerstone

Here we are – at the year’s mid-point – and we’ve got a lot to report and even more to look forward to! Mid-year is traditionally a time of reassessment, change and new beginnings; a natural milepost at which to streamline goals and gather increased energy for the rest of the year.

The RGM team certainly harnessed a lot of its energy for the renovations we carried out on the Princes Court rooftop – we’ll tell you all about the amazing transformation!

Speaking of transformation, we recently had the chance to reopen a world of learning for a group of preschoolers, by giving them the gift of technology: it was a happy ending to a troubling story and we’re so pleased to have been able to help. We’ve also got a few inspirational quotes for you about creating positive change.

In other news, the results of our annual tenant survey are out, and we’re excited to share them with you. Every day, we strive

to delight you with our service and the standard of our corporate office space, so it’s reassuring to know that our efforts are making an impact. Finally, on the topic of space, we’ve got some on offer, and will share those details with you!

Thank you for being an integral cog in the wheel that is RGM. We’re looking forward to what the rest of 2018 holds in store...

## Raise the Roof!

**WITH 64,000 SQUARE FEET OF OFFICE SPACE SPREAD OVER SIX STOREYS, PRINCES COURT IS ONE OF PORT OF SPAIN’S PREMIER CORPORATE OFFICE LOCATIONS. ARCHITECTURALLY, IT MELTS ELEMENTS OF HISTORIC AND MODERN TRINIDAD – YET, DESPITE THE BUILDING’S PRIME LOCATION AND TOP-NOTCH FACILITIES, IT WASN’T LIVING UP TO ITS FULLEST POTENTIAL.**

Why? The rooftop space was underutilised – tenants simply didn’t find the space functional enough – and they were right! It needed an upgrade, so RGM modernised the space, transforming it into an attractive area that tenants now want to use.

The goal for this project was primarily to make the space a convenient one to use during the day. This required making the washrooms more modern and comfortable, and shading the terrace area from harsh noonday sun without compromising the panoramic views.



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The rooftop can now accommodate seating for 52 people, and tenants have been using the space much more frequently for meetings, meals and informal get togethers. The rooftop is also available to them as a venue for office functions.

From top to bottom, we can now truly say that Princes Court treats its tenants like royalty!



## The Future is Bright

**OSCAR WILDE ONCE SAID THAT THE SMALLEST ACT OF KINDNESS IS WORTH MORE THAN THE GREATEST INTENTION. HAVING RECENTLY HAD THE OPPORTUNITY TO LEND A HELPING HAND TO A GROUP OF YOUNG CHILDREN AND THEIR DEDICATED TEACHERS, WE COULDN'T AGREE MORE.**

Imagine coming to school but not having any of the learning tools you're used to. This is exactly what happened to the pre-schoolers of Belmont Wesleyan Holiness Prep, which was recently robbed of two laptops, a projector and the students' tablets. All their recreational equipment was gone too, so the children had nothing to play with. Even the school's stocks of juice and water for the kids' lunches had been taken.

Most disheartening of all was their having to explain to the children what had happened – but, being resilient, they were soon back to their exuberant selves.

At RGM, we were so moved by their plight that we donated 17 tablets. The school is once more beginning to operate like it used to, and the children are challenged and happy.

While crime remains a real challenge in our society, it is important to counter that narrative, to lift one another up and to make a positive difference in our communities. That, above all, is what makes our future bright.





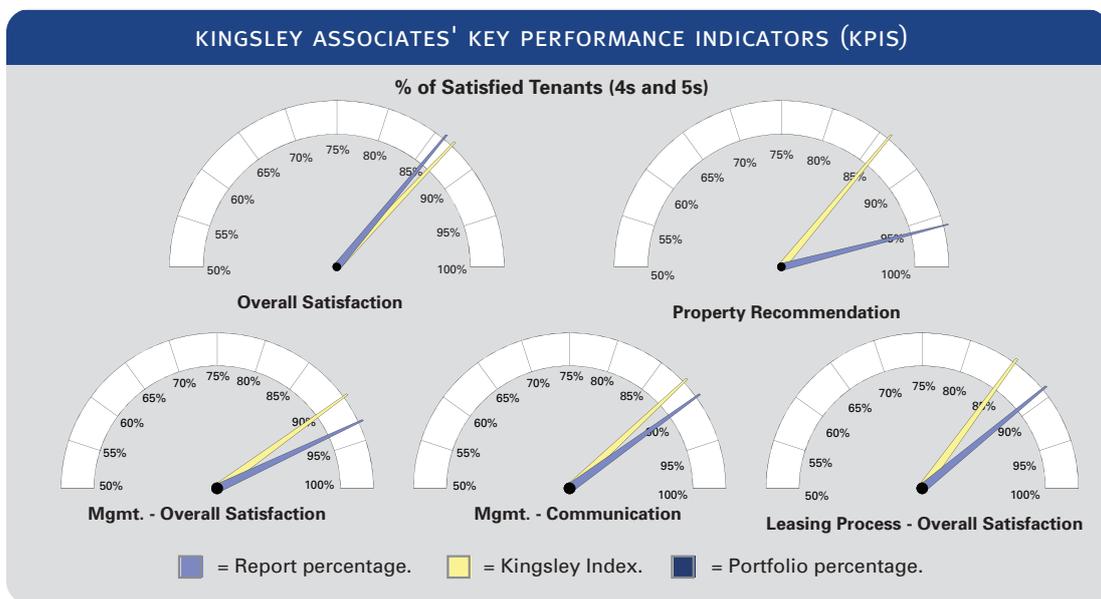
# The Tenant Survey Results Are In

“LET US...SURVEY THE POSITION, CONSIDER CAREFULLY THE ACTION WE MUST TAKE, AND THEN ADDRESS OURSELVES TO OUR COMMON TASK IN A MOOD OF SOBER RESOLUTION AND QUIET CONFIDENCE, WITHOUT HASTE AND WITHOUT PAUSE.” THOSE WORDS, SPOKEN BY THE WINNER OF THE 1934 NOBEL PEACE PRIZE, ARTHUR HENDERSON, ENCAPSULATE THE THINKING BEHIND RGM’S ANNUAL TENANT SURVEY. WE MUST MEASURE OUR PERFORMANCE IN ORDER TO IMPROVE IT.

That’s why, for the past five years, we’ve asked Kingsley Associates, a top strategy, research and consulting firm, to undertake the survey, using their ACE (Assessing the Customer Experience) system as a benchmark. Each year, we ask you to participate in the survey and we genuinely appreciate the time and care you put into answering the questions, expressing what you’re delighted with and what you’re concerned about. Your answers offer tremendous insight into what we’re doing well and what we need to do better.

We’re committed to continuing the annual tenant survey in order to keep ourselves ahead of the customer service curve, and based on your feedback, we make improvements after each survey report.

The 2018 report (which covers the past year) has shown steady improvement in all categories (general, property management, maintenance, accounting, security, parking), except when it came to certain aspects of the leasing process, cleaning and property features, and the timeliness of tenant improvements.



A needle pointing to 50% indicates that the percentage of tenants rating the area 4 or 5 is 50% or less. If no needles are present in a gauge, there were no responses for that question.

Overall **customer satisfaction** was more than **85%**, while over **95%** of you would **recommend an RGM property** to a colleague. Your satisfaction with the **management of our buildings** was also close to **95%**, and more than **90%** of you were **happy with our level of communication**. Finally, your satisfaction with the **leasing process** was around **90%**.

Additionally, RGM achieved the highest three-star rating on everything from accessibility and courtesy, to problem resolution and responsiveness. We also scored very high in the sustainable building operations category and our property recommendation percentage was well above the Kingsley Index, at 96%.

So thank you – we’re performing well above average, and just as importantly, your feedback has made us aware of what we have to improve. When you’re happy, we know we’ve done our job – and we’ll always strive to do it even better!



## Get Inspired!

Want to jump-start some positive change for the second half of the year? Consider these snippets of inspiration...

“Your life does not get better by chance. It gets better by change.”

– Jim Rohn

“The secret of change is to focus all of your energy not on fighting the old, but on building the new.”

– Dan Millman

“Comfort is the enemy of achievement.”

– Farrah Gray

## We've Got Space!

Need space? We've got some! Take a look, because we've got a feeling one of our "Class A" buildings is the perfect space for you and your business...

### SAVANNAH EAST



There's a reason this modern, energy-efficient multi-storey is the first LEED-certified building in the country – it delivers on long-term benefits to its tenants! Greater energy efficiency translates into significant savings on utility bills, and other elements – like lots of natural light, integrated green spaces and wellness facilities – boost productivity. Moving in is a breeze, thanks to raised flooring for personalised data configurations, as well as top-notch amenities (meeting spaces, entertainment areas, fitness facilities, safety and security). Quite apart from the amazing views, Savannah East is close to everywhere you need to be.

- **4 Floors – 46,687 square feet, able to be subdivided (the 1st floor is already divided into two separate spaces of 5,595 and 3,915 sq. ft.)**
- **Available immediately**
- **Parking ratio: 1:500, visitor parking**

### PRINCES COURT



With 64,000 square feet of space spread over six storeys, this premier commercial lease space does a great job of mixing the traditional and modern elements of Trinidad. Convenient located close to the Queen's Park Savannah but on the brink of downtown Port of Spain, Princes Court boasts top class facilities, panoramic views of the capital, and great attention to safety and security.

- **5th Floor – 11,318 square feet**
- **Available immediately**
- **Parking ratio: 1:500, visitor parking**

### NEWTOWN CENTRE



Strategically located along Maraval Road just south of the Queen's Park Savannah, one of the best features of this commercial property is that it really is "town made new"! Tenants are close to all the business and restaurant hubs in the area – including downtown – but without all the traffic and parking challenges.

- **4th Floor – 5,412 square feet**
- **Available immediately**
- **Parking ratio: 1:500, visitor parking**

All office space for lease is centrally located with underground parking. For further information, please contact:

- **Jean-Paul de Meillac at Terra Caribbean – 628.2391 or**
- **Bridget Jackson at Massy Realty – 628.0611**