



# Supporting our communities





Capacity and resilience in the NHS

LandAid

Local communities

Customer health and wellbeing

In July 2019, we launched Redefining Real Estate, committing the BPF and its members to make a greater contribution to communities across the UK and to improve trust in what we do in partnership with national and local governments.

Delivering on this promise remains at the heart of our ambitions.

This is the real estate sector's first social impact report. It is a very different report to the one we envisaged over a year ago. No-one could have foreseen then how Covid-19 would challenge not only the resilience of our communities but our everyday lives and how we live, work and relax.

This report is a collection of real-life examples of how we've been living up to our commitment, to be a force for good in local communities, during the year of Covid-19.

We believe that it also tells the story of an industry committed to delivering on its long-term promise to create positive change, and to enhance the vital role real estate plays in underpinning social wellbeing. That commitment will be much needed in 2021 and beyond.

**Melanie Leech**  
*Chief Executive, British Property Federation*

**David Partridge**  
*President, British Property Federation;  
Senior Partner, Argent LLP & Chairman, Argent Related*



# LandAid



In March, as lockdown began, LandAid, the property industry charity, knew that something had to be done to support the thousands of young homeless people who had been adversely affected by the pandemic, and that it needed the industry's help to do this. On 7 April LandAid launched the LandAid Covid-19 Emergency Fund. With a kick-off from founding partners Helical, Knight Frank, Landsec and M&G plc, the fund has now raised over £1m and given all of that out in grants to 106 charity projects across the country, supporting thousands of young people.

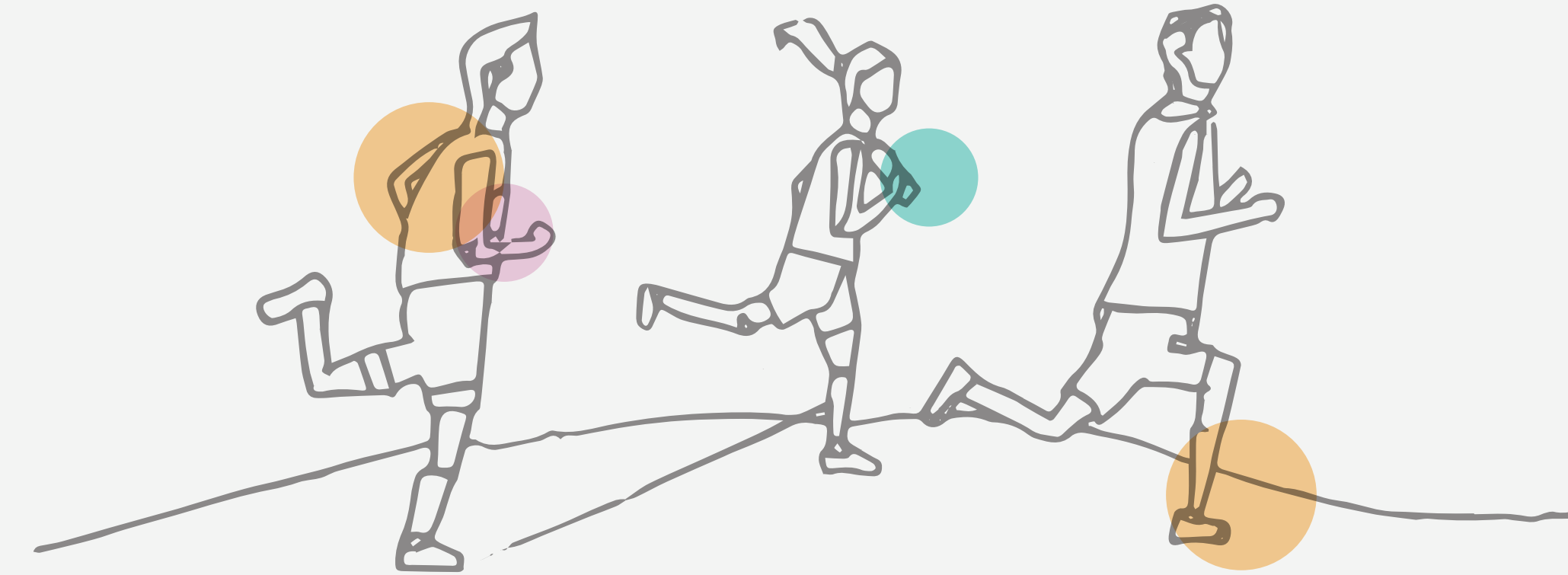
£1m+

raised for the fund

106

charity projects funded

# LandAid Support, lifelines and hope.



### Covid-19 Pro Bono Appeal

In addition to the fundraising appeal, LandAid also launched its Covid-19 Pro Bono Appeal aimed at matching the skills of the industry with the needs of charities. Since March, the panel has provided help to 32 charities. Thanks to offers from property company professionals of health & safety advice, marketing & comms advice, IT/tech advice, planning support, property search & advice, charities have been saved thousands of pounds.

Through the LandAid Covid-19 Emergency Fund and Pro Bono Appeal, the industry has stood up to help those who need it most through the pandemic.

### QuaranTEN and Steptober

In normal times, LandAid raises a big proportion of its income through its events including the LandAid 10K and SleepOut series. With lock down this became impossible but it didn't stop the team coming up with new and innovative ways to raise these funds. In June, it launched QuaranTEN – a way for all of its supporters, wherever they were in the country, to take part in its annual 10k albeit virtually. 760 participants decided between walking 10,000 steps, running 10km or running 10 long miles across a week in July, together they raised £118,000.

Despite some better times over the summer, social distancing and the rule of six continued to make it difficult for colleagues to come together this year.

But that's where Steptober came in. A two-week long step challenge starting on the 1 October, teams of four from companies across the industry took part. Together they raised £112,000. But it also gave a great sense of camaraderie to those taking part, and an opportunity to socialise together as they battled to take the most steps.



# LandAid Support, lifelines and hope.

## Becky and YMCA North Tyneside

YMCA North Tyneside has been supporting people in its community since 1879. The charity creates supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

LandAid gave a grant of £9,862 from the LandAid Covid-19 Emergency Fund to cover extra staff costs, ensuring they could continue to deliver its invaluable services to its young people. The grant also funded counselling services to help vulnerable young people.

### Becky's story

Becky had only been living in supported accommodation with YMCA North Tyneside for a week when lockdown hit. She found this very hard as she did not know anyone well in the building and was unable to see her Nana and Grandad and friends from College.

She was losing weight as she couldn't eat due to high levels of anxiety due to the pandemic and worrying about her Grandparents. She didn't feel confident talking to other young people and was becoming isolated in her flat. Staff were aware that Becky was becoming isolated, they encouraged her to communicate from her flat via the many measures in place to support social distancing support work, they would ring her, text her, facetime her and support her via more formal counselling sessions.

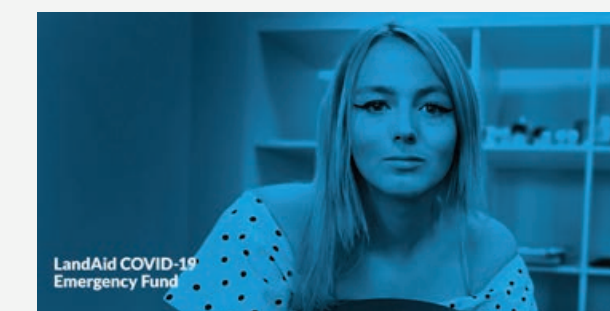
This made Becky feel much more secure and settled, she began going for socially distanced walks with staff. She said these 'walk and talks' along with the counselling and support significantly improved her mood and she got to know the staff team, opening up to them about her support needs.

The YMCA received a number of food deliveries over lockdown and she began

to share this food and enjoy meals more. She started going to the YMCA Allotment and tended to the flowers and plants there, getting fresh air and sunlight was vitally important and lifted her mood. She met a couple of other young people doing a similar thing and said she felt connected and more confident to be herself and make friends. Becky took that motivation and made 'Hello' cards for older people in isolation in the community, reminding them they are not alone.

Without the help and support of LandAid and its proactive approach in supporting YMCA North Tyneside through the LandAid Emergency Grants Fund then a good deal of this would not have been possible. The funding allowed YMCA to provide extra staff support, expert counselling and extra activities/services that helped young people such as Becky.

Becky is now a much happier young person post-lockdown.



**5,300**  
young people supported this year

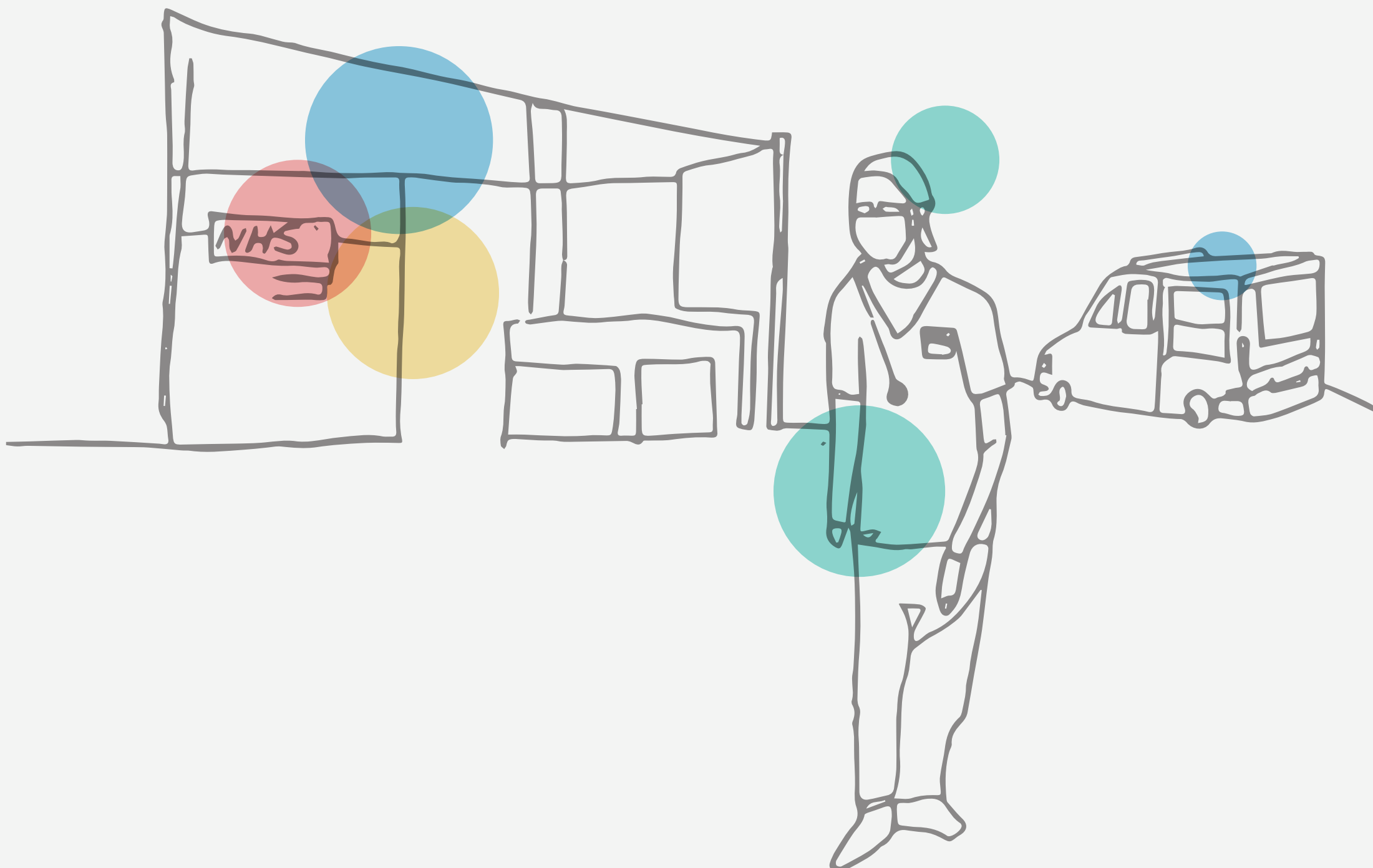


## Thank you.

The LandAid Covid-19 Emergency Fund has supported volunteer costs, provided PPE, supplied food, basic provisions, arts and activity materials, covered cleaning costs, data packages, tablets and phones. But most importantly, it has given young homeless people across the UK, many of whom lost their unstable employment and were forced to isolate in single rooms away from loved ones, a vital lifeline of hope.



# Capacity and resilience in the NHS



We've been supporting the NHS since March to build capacity, provide accommodation and space, and ensure resilience. From building Nightingale hospitals, providing free car parking for NHS staff, to raising emergency funds and sewing healthcare workers' scrubs, the real estate sector has stepped up to help the NHS cope with the strain it has been under this year.



# Capacity and resilience in the NHS

## JLL

In Bristol, JLL's mechanical and electrical engineering business Integral partnered with Kier Construction and the NHS to convert a university exhibition and conference centre into a critical-care, 300-bed Nightingale hospital in just 20 days.

On the site of the University of West of England Frenchay campus, the new hospital facility had to be operational in just over three weeks which meant the project required quick-thinking and immediate action.

The Integral team received an initial call on a Thursday, and undertook a site visit at the conference centre the following day and began working with an external design consultant on the layout of the new Nightingale hospital over that same weekend.

While speed was of the essence, safety was the priority, with contractors adhering to social distancing guidelines while working.

The exhibition centre's high ceilings and wide open spaces allowed for a modular approach, creating corridors for power cabling. As the hospital has a patient to medical staff ratio of around one to four, there were also many other elements to consider from breakout areas and changing rooms, to storage areas and pharmacies.

The NHS Nightingale hospital in Bristol was opened by the Earl of Wessex in a virtual ceremony on 27 April. There are approximately 17 mobile generators on site, more than 7.5km of medical gas pipework, as well as tanks providing 7500 litres per minute of oxygen which

all require maintenance support, which JLL's Integral FM team continue to manage.



Your teams have done you proud and built not just a field hospital but one of the UK's smartest ICUs."

Tim Whittlestone

Chief Medical Officer, Bristol Nightingale Hospital







# Capacity and resilience in the NHS

## Landsec

Landsec has been working with the NHS at a local level, to help the remarkable people at the front line of fighting Covid-19. They've used their spaces to provide free car parking for NHS staff and other key workers, as well as for mobile blood banks to ease pressure on hospitals.

“The use of the Lewisham Shopping Centre Car Park for our mobile blood testing vans has been an absolute lifeline for our kidney patients. We really do not know how we would have coped throughout lockdown without them. They have undoubtedly saved lives, by allowing shielded patients to feel safe enough to attend for blood tests as a really high proportion of our older patients are simply too frightened to attend

hospital. Many patients have commented about how convenient it is to have blood taken close to home, somewhere they can drive to. Lots of patients have asked if they can continue to use the mobile service once lockdown ends because they love it so much.”

Dr Kate Bramham  
*Honorary Consultant Nephrologist and Clinical Senior Lecturer, King's College Hospital NHS Foundation Trust*

Landsec also offered an office to emergency services as a base for refreshments and bathroom facilities during their shifts, and gave Public Health England free advertising on Piccadilly Lights for public health messaging.

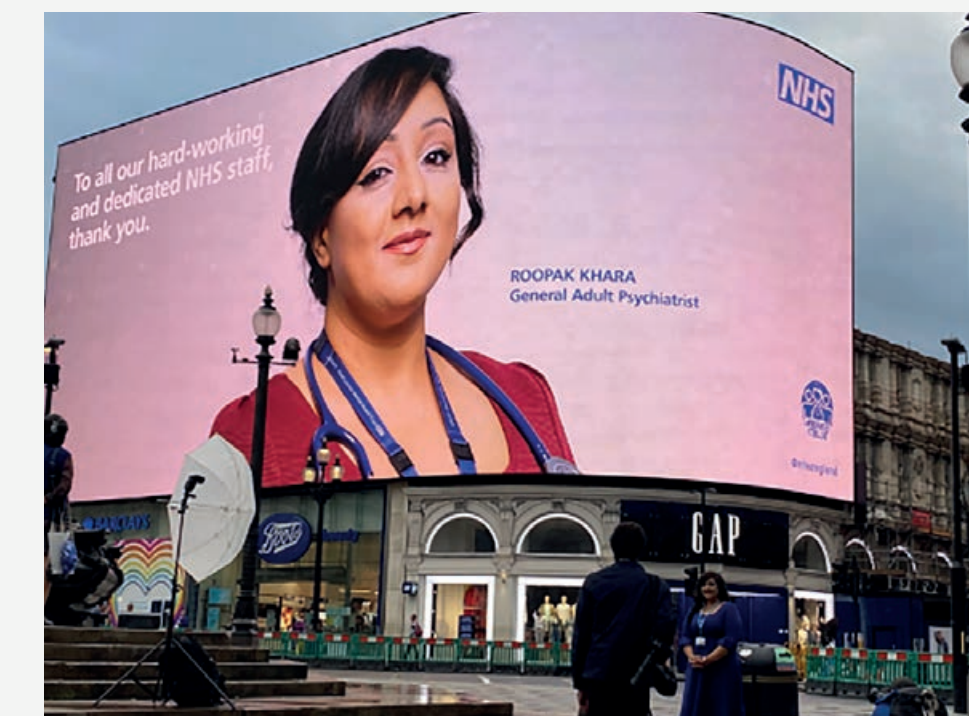
More widely, Landsec has committed to supporting the most vulnerable people in their local communities around the UK. At the start of the pandemic Landsec pledged to give £500,000 to existing charity partners. To date, they have given emergency grants and long-term funding to their charity partners totalling over £400,000 from their Covid-19 community fund, including a £100,000 donation to LandAid. Landsec has also been engaging the skills and expertise of their workforce through virtual volunteering, providing support to people and charities in the communities they are a part of.



The use of the Lewisham Shopping Centre Car Park for our mobile blood testing vans has been an absolute lifeline for our kidney patients...”

Dr Kate Bramham  
*Honorary Consultant Nephrologist and Clinical Senior Lecturer, King's College Hospital NHS Foundation Trust*

**£400k**  
 emergency grants





# Capacity and resilience in the NHS



Having the ability to wash the clothes used whilst seeing patients and avoiding the need to take it home is very reassuring, and just another way to help keep the stress levels down.”

Dr Nathalie Dukes

## Schroders

Schroders has been supporting NHS Charities Together as part of its employee-led global response to support the local communities in which the business operates. So far, £4.3 million has been raised to provide support to 93 charities across 90 countries worldwide that offer food, medical aid and essentials, as well as providing help to those who are on the frontline. In the UK, Schroders hosted the Battle of the Brits charity tennis tournament to raise funds for NHS Charities Together, whilst on the ground the real estate team has provided temporary office accommodation to the NHS free of charge and access to centrally-located parking spaces for key workers to use, including at Ruskin Square in Croydon. Schroders is very grateful to the groups, individuals and

charities who have been working hard to help communities on the frontline.

“These challenging times are highlighting the importance of close partnership between the private and public sectors more than ever and we are grateful to Ruskin Square for their generous support of our incredible Metropolitan Police and NHS Emergency workers.”

Matthew Sims  
Chief Executive of Croydon BID

## Bruntwood

Bruntwood supported the Manchester Foundation Trust Charity who were overwhelmed with donations, receiving goods for wellbeing packages. The team used Citylabs 1.0, Bruntwood SciTech’s flexible office and laboratory space, to create, store, and deliver these packs, to support key NHS workers who have continued to work tirelessly throughout the pandemic.

Bruntwood also promoted volunteering opportunities throughout the crisis, and the generosity and commitment shown by colleagues throughout lockdown was incredible. A special shout out goes to one of their receptionists, Jane Jones – who single-handedly dedicated 112 hours to sewing scrubs for our doctors and nurses.





# Capacity and resilience in the NHS

## Assura

Assura brought vacant space into use to help primary care cope, as well as helping with room for PPE storage, testing and overspill parking for NHS staff.

Despite the challenges for construction teams, Assura has completed construction of seven new healthcare buildings since April. At Assura's primary care building in Birkenhead, a whole floor was mobilised for day-case respiratory care.

Small things also made a big difference – at Freshney Green Primary Care Centre building in Grimsby, Assura donated a washing machine for laundering scrubs on-site.

## Savills

Savills has this year allocated over £800,000 of charitable funds to over 40 charities including LandAid and hospital tranquillity gardens, created in memory of those who have died during Covid-19 pandemic. The firm has shared over 150 positive stories throughout its UK network from employees, many of whom volunteered as NHS support-workers. Savills also worked with its clients to support the NHS, reviewing 30 commercial sites to identify where space could be donated for critical care beds, accommodation for workers, car-parking, additional storage, and operational supplies. Savills and its employees continue to source opportunities to assist colleagues, clients and communities in these challenging times.

“It was an honour to be able to bring Ground Control and several divisions of Savills together to support this worthwhile project. We have been able to create great spaces for NHS workers to be able to relax and reflect, as well as provide a sense of wellbeing for many hard working NHS staff, especially during the pandemic..”

Lyndsey Berry  
Savills Property Management:



A massive thank you to Bruntwood and MSP for being so generous and so flexible enabling us to respond to the ever increasing needs of our frontline staff.”

Sarah Naismith

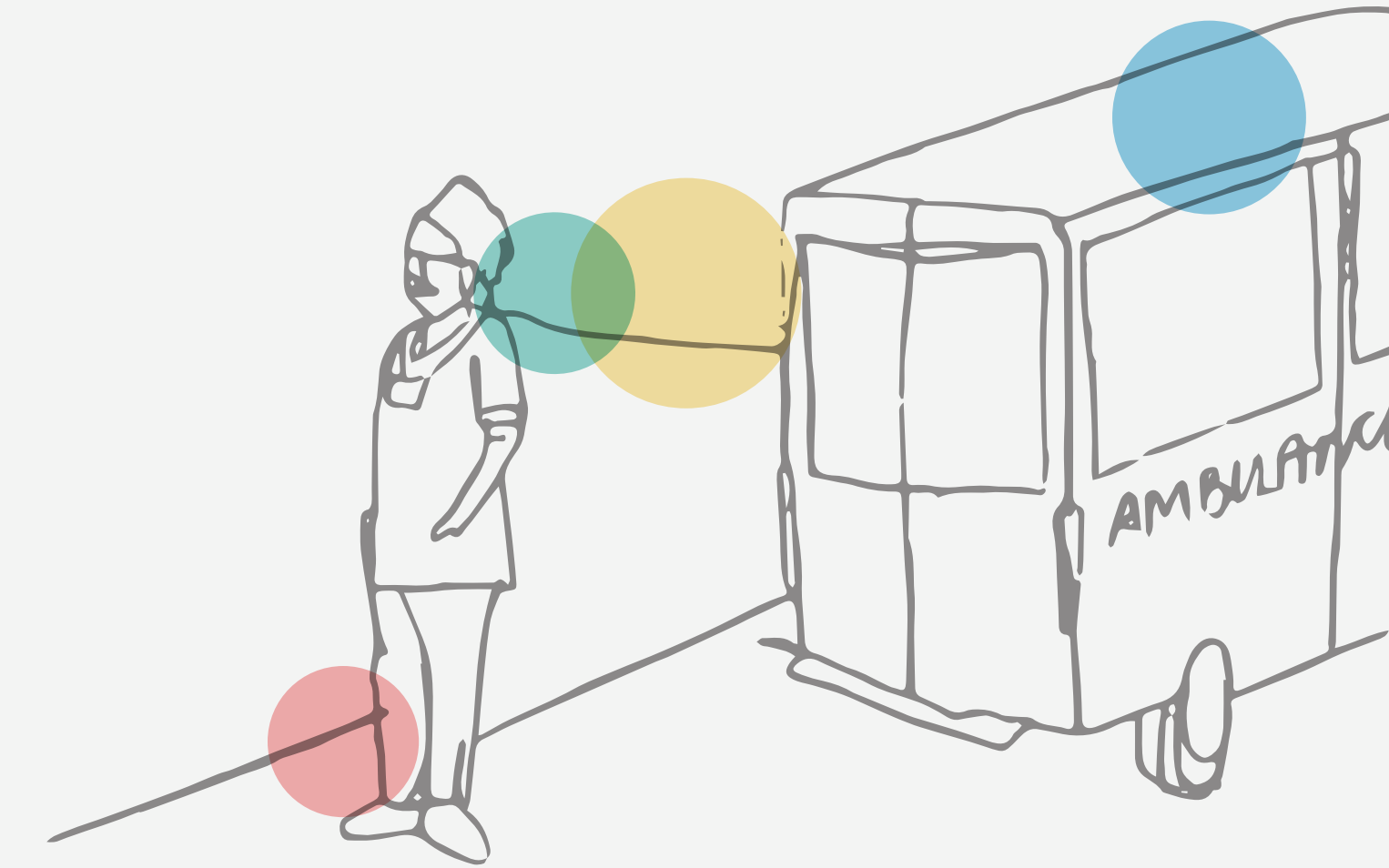
Director of Charities at the Manchester Foundation Trust Charity

**£800k**  
allocated to charitable funds





# Capacity and resilience in the NHS



## Aberdeen Standard Investments

Aberdeen Standard Investments are working with CBRE to assist the NHS to help with additional needs for premises and parking facilities, particularly those within close proximity to an NHS or private hospitals.

## The Kirkgate, Epsom

After hearing through a friend of the difficulties NHS nurses and doctors were facing in nearby Epsom Hospital, a member of our asset and property management team liaised with tenants at The Kirkgate to organise repeat donations of tea, coffee, biscuits, sugar and squash to staff members.

Staff had previously been unable to leave their units due to the PPE they had to wear, meaning they had to pay for their own tea and coffee, whilst many of the shops they usually go to were closed.

The team at The Kirkgate are also in the process of donating a Christmas Tree to Headley Court, a nearby Covid-19 rehabilitation centre and will continue their annual tradition of collecting for the local food bank.

## Broadwalk Shopping Centre, Edgware

At Broadwalk Shopping Centre we actioned several initiatives;

- > As part of the 'NHS Crisis Donation Appeal' our asset management team collaborated with the centre manager to collect food, cakes, drinks and essential items for nurses and carers at nearby NHS hospitals and care facilities.

Recipients included key workers at Edgware Community Hospital, while the team also sent supplies to 'Pease Hospice Care' and Watford General Hospital.

- > Tenants were also encouraged to contribute, with Sainsbury's being kind enough to donate a substantial sum to the collection, for which they received a written thank you from the Hospice.
- > We also opened up our car park to provide free access for key workers including nearby NHS staff, police and TFL workers. Watford General is hard to access other than train lines so this made a real difference to NHS and key workers commuting in.





Capacity and resilience  
in the NHS

Thank you.



# Local communities



We've been supporting local communities to overcome the impact of Covid-19 – from helping to protect the most vulnerable in society and providing CV screening and support to residents who had lost their jobs, to pedestrianising roads for businesses to trade safely and redistributing unused computers among families in need.

We are invested in our communities for the long term, and this includes playing our part in helping people and businesses to face today's challenges.



# Local communities

## Argent

While Argent supported several campaigns in 2020, from emergency foodbank drives, mental health and wellness initiatives and support for local young people, it understood that the work and recruitment environment for its local community had changed considerably. At King's Cross, the recruitment service set up by Argent and the King's Cross Central Limited Partnership, which manages the estate, responded to the pandemic by pivoting the service to emerging community needs. Pre Covid-19 the recruitment service, King's Cross Recruit (KXR) was responding to a buoyant recruitment market. It had placed over 1,200 people

into employment since opening in 2014, of which just under 70% were local residents from either Camden or Islington. During 2019 the service delivered £770,000 of Social Value outcomes supporting local people into employment.

In 2020, the KXR team continued with recruitment activities, but believed that they could utilise their skills to address the growing need for deeper CV screening and support candidate support, and help people that had lost employment due to the pandemic. They provided an in-depth CV Screening Service and Employability Advice to candidates. This year, the KXR team has

worked closely with 60 people to help them access the job market and put them in a stronger position to secure work. Comments from users of the service:

“Thank you so much for taking the time to review my CV, I have not needed to update this document for 17 years. But from your feedback an update was definitely needed. I hope I have followed all your points as they were all great! I think the CV already looks so much better. I think your company providing this free service is excellent and a great way to give back to the community.”



I think your company providing this free service is excellent and a great way to give back to the community”

Service User





# Local communities

## Argent (continued)

In addition, the team at KXR developed a pilot scheme of paid work experience placements for five young local unemployed people with our Estates Team. Through the scheme, we were able to deliver a number of job outcomes. Upon completion, one resident was offered a four-year engineering apprenticeship, one was offered full time employment and two were offered temporary employment. This programme was also timed to align with our support for local youth homeless charity New Horizon's campaign, *10 Days to Take on Youth Homelessness*. One of the candidates on the KXR work experience

programme, Dane, was also a client of New Horizons. We were delighted that one of the outcomes of the programme was a full-time engineering apprenticeship role at King's Cross for Dane.



It's been amazing, this was something I really needed. It's very encouraging when you go into a role and they help you grow!"

Dane, Work Experience Candidate







# Local communities

## SEGRO

SEGRO launched its new £10 million Centenary Fund and since 21 April they've funded 51 community projects up and down the country in response to the Covid-19 crisis. This is helping some 25,000 of the most vulnerable members of the community.

Tiny Toes Tiny Feet – delivering free baby essentials, such as nappies, wipes and baby formula during the pandemic to families who have escaped domestic violence or suffer severe financial difficulty – is one of these 51 charities to have benefitted from this Fund.

SEGRO has also provided two warehouses in kind to food redistribution charity, City Harvest, enabling it to help thousands more vulnerable Londoners urgently in need of food.

City Harvest collects surplus food from all segments of the food industry and delivers high quality, nourishing food with an estimated annual value of more than £6 million to over 300 local organisations across the capital. In turn these organisations provide some 80,000 meals on average per week for community programmes including homeless shelters, soup kitchens, family centres and domestic abuse refuges.

The new space is on SEGRO's Acton Estate in West London and will complement City Harvest's existing facility, also on the estate. It will enable the charity to accept more food donations and essentials to be distributed across London.

“City Harvest’s successful, rapid response to growing levels of hunger during the Covid-19 crisis was made possible by SEGRO’s support. This crisis will leave a long-lasting need for our scaled-up food redistribution efforts amongst London’s vulnerable communities. With SEGRO as a partner, we will utilise this additional depot space to triple our impact, allowing us to deliver millions of additional nourishing meals annually.”

Laura Winningham  
CEO of City Harvest



Due to Covid-19 our office space was closed down which meant we weren't able to receive donations or get access to our donations in order to help our families. Thanks to the SEGRO Centenary Fund we are now able to buy essential items such as nappies, baby food and baby formula and continue supporting our clients.”

Samantha Negbenebor  
CEO, Tiny Toes Tiny Feet





# Local communities

## British Land

Since the start of the pandemic, British Land has re-deployed £250,000 through their Community Investment Fund to support local communities. To provide additional support, the Board of Directors waived 20% of their base salaries or fees for three months, which was allocated to the FY21 Community Investment Fund budget

Throughout its history, British Land has worked with its network of local partners to support local communities in a way that works best for that area. Since the pandemic, British Land has partnered with these groups, refocussing many of its existing community programmes to respond locally to the crisis. To support the leadership of its community partners, British Land ran a number of initiatives such as funding expert, strategic advice from The Business School (formerly CASS

Centre for Charity Effectiveness), with 12 organisations taking part in the training.

British Land also worked with the East London Business Alliance (ELBA) to help redirect workers to areas where there was a clear need.

” British Land has been partnering with us and their suppliers and customers for eight years on Broadgate Connect, connecting more than 400 East Londoners to employment opportunities in and around Broadgate.

Early in the Covid-19 crisis, they asked us what we could do together to most effectively support those in greatest need in our communities, now and in the coming months. We quickly agreed to re-route Broadgate Connect, reinforcing support for the candidates we’ve placed into jobs over the last

two years. Our team have been phoning these people, finding out who is in need and then providing them with information, advice and guidance.

We’re signposting people who are looking for work to areas where there are clear opportunities, like supermarkets, healthcare and deliveries. We’re continuing to give support with CVs and interview skills and we’re going beyond this, providing advice on critical services and housing where needed.”

Julie Hutchinson  
*Employment and Skills Director, ELBA*

British Land also doubled its annual donation to Shelter’s housing advice line and, through the National Literacy Trust, funded reading resource packs for families in need from 20 of its locations.



It really is brilliant that BL has supported the charities it assists in this way – very grateful to you and colleagues for doing this.”

Simon Ryder

*The Floating Classroom (Paddington Central community partner) on his experience of the CASS mentoring programme*

**£250k**  
deployed to support local communities





# Local communities

## Hammerson

This has been a really challenging year for everyone, and we all know that charities and other organisations have really gone the extra mile. Hammerson wanted to show how grateful they are for everything these groups have done and continue to do to help our local communities. So, back in August its Marketing and Sustainability teams joined forces to launch The Giving Back Project across its UK flagships. The project is all about giving something back to those groups that have pulled out all the stops this year and need a helping hand to ensure they can continue to carry out their valuable work.

Hammerson announced that nine of its UK flagships would be donating £20,000 each to up to 10 worthy local causes heavily impacted by the pandemic, or £180,000 in total, across the following categories:

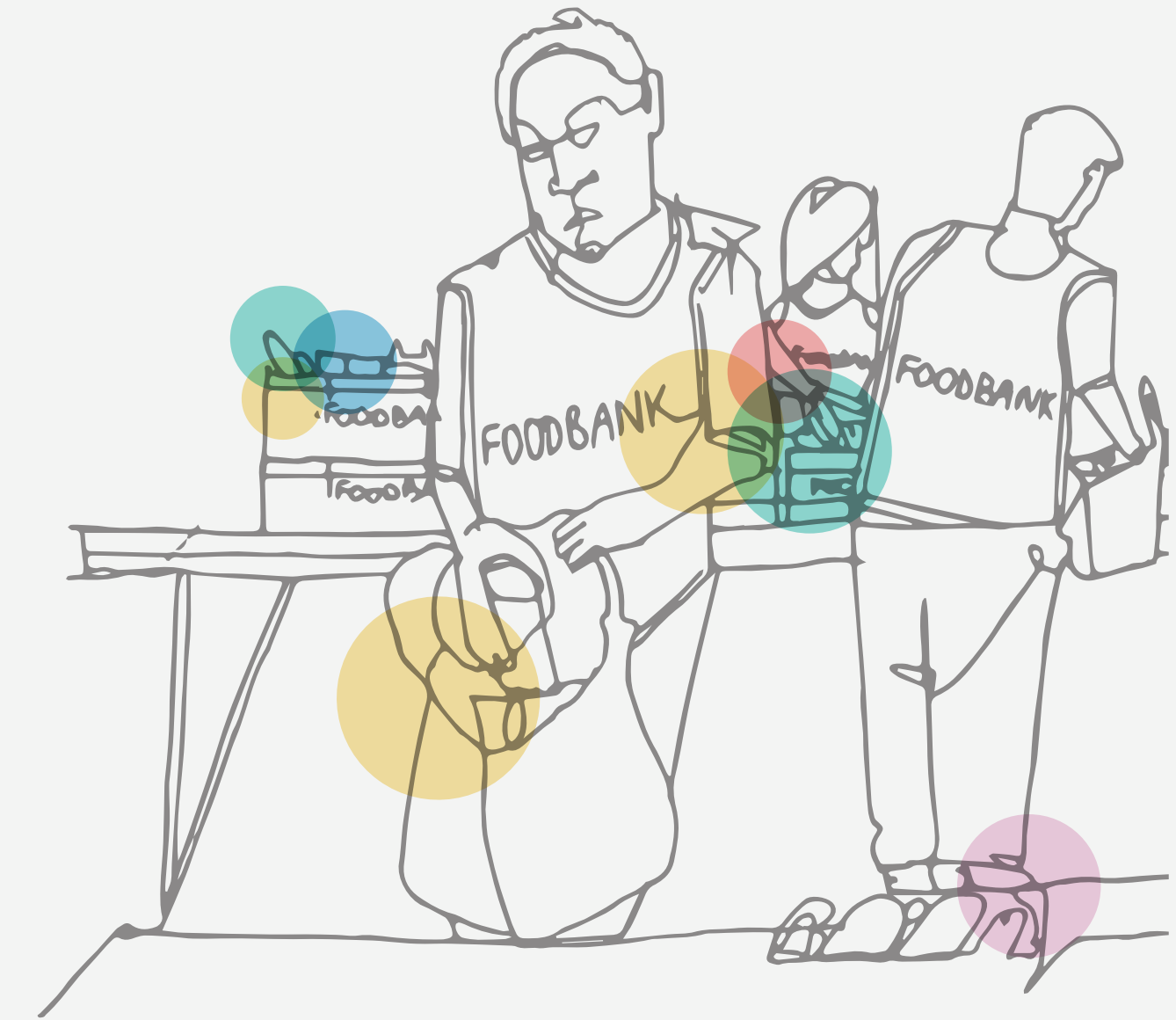
- > Food Banks supporting and tackling food poverty
- > Providing support services to people affected by domestic violence and abuse
- > Supporting those who are homeless or rough sleeping
- > Providing employment opportunities, enterprise or skills development

Alongside Hammerson's £20,000 sponsorship of LandAid's SleepOut Series – where property professionals braved one night outside in Birmingham, Bristol and London to help prevent young people from facing the same prospect, every night – Hammerson's UK and Ireland Managing Director Mark Bourgeois took part in a record breaking challenge to raise money for LandAid and Shelter From The Storm. Shelter from the Storm is a free emergency night shelter, which provides bed, dinner

and breakfast to 38 homeless people every night of the year. Together with his cycling partner Doug Hart, Mark broke the record for the fastest tandem cycle ride from Edinburgh to London by a massive 50 minutes. And on top of that, they did it on one of the hottest days of the year. So far, Mark and Doug have raised £17,000 for the charities.

“We really excited to be receiving a donation from Highcross. As a proudly local organisation it means a lot to us to be supported by such a well-known Leicester business. The funding will make a huge difference to the number of women we can support”

—  
Deb Knight  
Development Manager, Quetzal



**£180k**  
donated





# Local communities

100  
food parcels  
in one week

## Hammerson (continued)

“Leeds Women’s Aid is absolutely delighted to receive a grant of £2,500 from Victoria Leeds. The funding will help us to continue to provide a range of the very best services for vulnerable women and families who are victims and survivors of: domestic, sexual and honour-based violence and abuse; forced marriage; trafficking; stalking and harassment.”

Nik Peasgood  
CEO, Leeds Women’s Aid

“We are so grateful to receive the generous donation of £2,000 from Cabot Circus. The money will go directly to our new Rough Sleeping Prevention and Early Intervention Service, which will be crucial this winter

by offering rapid support for people in Bristol before they start sleeping rough. Our prevention team works intensively with people experiencing homelessness to find the best way for them to move towards a safe and secure home. That might be by helping them to keep their current accommodation, or supporting them to access rented accommodation, supported accommodation, or by helping them to safely move to accommodation in an area where they have friends or family. This money will help us prevent people from sleeping rough and support them through a particularly difficult winter.”

Igor Fotta  
Manager of the Rough Sleeping and Prevention Service, St Mungo’s in Bristol

“We are delighted to have been awarded this grant. It will go a long way in helping us support people in need in Reading. The current pandemic has put a huge strain on families and individuals. In one week alone, we gave away food parcels for over 100 individuals and their dependents.”

Grace Gomez  
Chairperson and founder, New Beginnings



The Open Door Centre is absolutely delighted to be the recipient of a very generous grant from Hammerson plc enabling us to deliver lunches to older, vulnerable members of the community of Barnet”

David Parry  
Chairman, The John Trotter Trust





# Local communities

## Taylor Wimpey

Community is at the heart of Taylor Wimpey's ethos and, it quickly became apparent that we could use our resources to help those most affected by the pandemic. Following the shutdown of our construction sites, our site teams began donating surplus PPE to local NHS and care organisations. It quickly became clear that there was a widespread, urgent demand for supplies. Using our buying power and resources we were able to procure and deliver aprons, gloves and masks to over 50 care homes, with the help of our employees. Taylor Wimpey employees also raised over £70,000 for three charities – NHS Charities Together, Crisis and Childline.

“We're so grateful to Taylor Wimpey East London for this kind donation and for their support in the current climate.

Our staff work incredibly hard every day to ensure that our residents are healthy, happy and safe, so this donation of vital equipment along with the care package is a huge boost to us in such a difficult time.”

The Marillac Neurological Care Centre in Brentwood

“As a charity it makes such a difference to Friends of the Elderly and the Retired Nurses National Care Home to be able to top our stock of Personal Protective Equipment. We are so thankful for this wonderful donation from Taylor Wimpey which allows us to do so.”

Friends of the Elderly





# Local communities

## Battersea Power Station

In April 2020 Battersea Power Station and Wandsworth Council joined forces to launch the Power to Connect initiative setting up a laptop and tablet refurbishment project, which collects devices that are in working order but no longer used, refurbishes them as Google Chromebooks with the help of volunteers and redistributes them to families across Wandsworth. Since launching Power to Connect, over 370 devices have been collected, refurbished and donated to 47 local schools and 6 community organisations in Wandsworth, resulting in more than 900 families receiving support. In September, Power to Connect was crowned the winner of the

Community Impact category at the AbilityNet #Tech4Good awards for the efforts made to tackle digital poverty in Wandsworth. Power to Connect is now a registered Community Interest Company and continues to operate across the borough. With 6,000 families in Wandsworth currently eligible for free school meals and a second national lockdown, the need for Power to Connect to continue is clear.



  
**370**  
laptops donated  
to 47 local schools



# Local communities

## Trowers & Hamlins

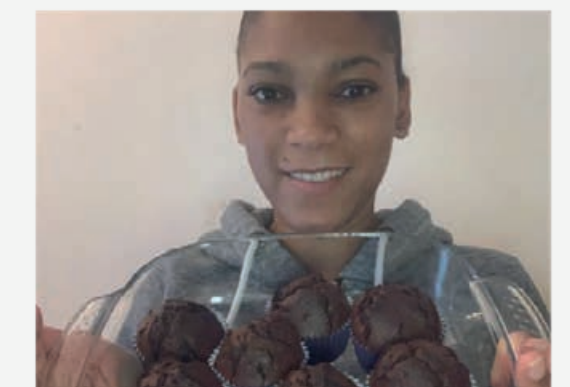
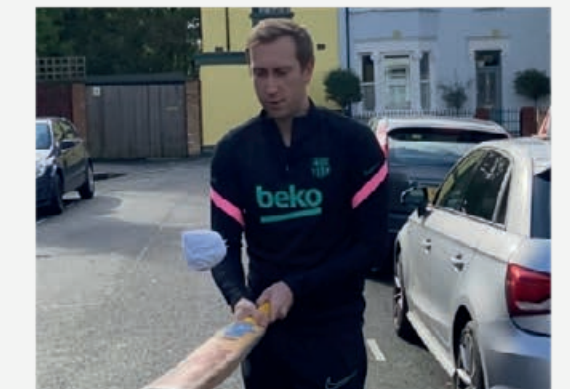
Trowers & Hamlins signed up to the Care Leaver Covenant which aims to highlight the successes of care-experienced young people and campaign for extra support for vulnerable groups and those leaving the care system. The firm will support the Covenant with their legal responsibilities on a pro-bono basis, having already developed a 12-page 'Toolkit' to equip councils with the ability to offer dedicated support for care leavers at the procurement phase.

Trowers is supporting Great Places Housing Group's Christmas campaign to help families struggling in the run up to Christmas including helping community centres to provide Christmas dinners for vulnerable residents, helping 298 adults and 79 children across 9 different projects over the holiday period.

The firm also raised money for the virtual 'London Legal Walk 10X challenge' through various sports and activities in support of a mutual aim to provide free legal access to people in London.

“We can't thank Trowers enough for the £5,220 they have donated as it will make a huge difference to the people we service across the north. For some, it will allow some to have a little light in their life around Christmas, which as we know will be compromised for many because of the pandemic. Our social value agenda is embedded in the organisation's DNA and by working with companies like Trowers we are able to go the extra mile to help the most vulnerable.”

Stephanie Cameron  
Great Places' Social Value Specialist





# Local communities



I just wanted to say a massive thank you ... for all the incredible work you are doing raising funds for XLP. At XLP we all think you are incredible for going for this 5k challenge in such an enthusiastic way.”

Tim Sledge  
Director of Fundraising, XLP

## DWS

Earlier this year DWS announced it would donate €1 million to charities in countries around the world where DWS is active, and which have been particularly hard hit by the pandemic, as well as encouraging employees to donate.

€400,000 of this total has been donated to three UK-based charities that provide services for socially disadvantaged people – especially the homeless and children: The Akshaya Patra Foundation UK, The Whitechapel Mission and Feeding Britain.

Through the donation to Feeding Britain, DWS helped fund a ‘food bus’ to provide good quality, affordable, fresh food to communities in areas of high deprivation in the London Borough of Wandsworth.

DWS is additionally helping to fund The Global Health Research Accelerator, a social enterprise launched by The Global Health Network and the University of Oxford, which works with frontline medical professionals to set up and conduct critical research to tackle and prevent epidemics and diseases affecting impoverished communities.

## Town Legal

As a boutique law firm with 36 staff, Town Legal has tried to keep people active and motivated during lockdown. For a wet weekend in the summer everyone and their family members, young and old, pledged to run, walk, cycle or scoot at least 5 km to support XLP, a City-based charity close to our office and dedicated to encouraging and empowering some of the most disadvantaged young people in London who face even greater challenges in the Covid-19-affected world. The event raised £5,595 but also helped to spread awareness of the charity via social media with various photos of team members and their families.







# Local communities

## Capco

Since the pandemic, Capco has been working with its stakeholders to benefit the local Covent Garden community. The heritage of Covent Garden is incredibly important, Capco therefore took early action to ensure the safety of the estate with additional security presence deployed to protect residential homes and commercial premises.

In addition, Capco has been working with a number of selected charity partners and is one of the main sponsors of the Covent Garden food bank. It is providing funding for a chef at Dragon Hall community centre serving the elderly hot meals, with surplus food used as ready meals for the food bank.

Temporary seating in the Market Building provides vulnerable residents a weather proof location to meet outdoors in accordance with current guidelines.

In partnership with Westminster City Council, Capco has made enhancements to public realm by introducing additional pedestrianised streets in the area. Additional outdoor seating on these streets provides over 500 incremental outdoor covers to support our restaurants. Capco welcomes the new measures on pedestrianisation which will further improve air quality in the area and will help work towards a cleaner, greener capital.

Capco has invested in excess of £500k this year in community support, increased security and cleaning provisions and public realm enhancements across the estate.

Capco is supporting its customers in challenging circumstances. An example, independent seafood restaurant 'The Oystermen' adapted its business from a sit down restaurant to offer a grocery delivery service, followed by takeaway and delivery from its Henrietta Street site. An additional pop up in the Market Building and the provision of outdoor seating supported The Oystermen during this period.



Capco have proved that they have the well-being of the local community at heart and their support during these most difficult of times - both financially and personally - has had a huge positive impact..."

Phil Walls

Manager, Covent Garden Community Centre@ Seven Dials Club





# Local communities

Providing Christmas lunch for older people

**Capco** *(continued)*

”Covent Garden Community Centre (CGCC) opened a food bank on 30th April 2020 at the onset of the pandemic as food poverty was growing in our local area. As part of our efforts to create a sustainable model for the food bank we contacted many landowners and businesses in the area for help.

Andrew Hicks and his team at Capco responded immediately and have been the most generous supporters of efforts to tackle food poverty in the neighbourhood. They have donated £30,000 so far and have supported the purchase of staple food products when the surplus supply ceased, covered the wage

of our chef to ensure ready meals were available for distribution to the vulnerable and shielding older residents and most recently, are covering the costs of a series of socially distanced Christmas Lunches for our Over 60s groups - this will see 132 people have lunch over 3 days. The first dates for the lunch were booked out within 2 days of being offered - and it has been reported that this event is the only thing keeping people going now that we are in Lockdown 2.

Capco have proved that they have the well-being of the local community at heart and their support during these most difficult

of times - both financially and personally - has had a huge positive impact on our organisations and local vulnerable people alike.”

Phil Walls  
 Manager, Covent Garden Community Centre@ Seven Dials Club





# Local communities



Without Legal & General’s support we would have struggled to store supplies donated generously to enable us to combat hidden hunger amongst our community members...”

Adeola (Trustee) on behalf of Newham Foodbank

## Legal & General

During this intense and sometimes disorientating environment, Legal & General Investment Management Real Assets has seen an incredible number of employees volunteer to support vital social services. Whilst many individuals across LGIM Real Assets have taken action, the business has also put several of its assets to good use.

Newham Foodbank moved in to one of its industrial units in Beckton, London, at no cost to the charity. They have been using the unit to collect stock from local stores, break down orders, and distribute to other food banks across London. Acting as a critical support network for local communities, Newham Foodbank has fulfilled 5,238 orders, helping 9,033

Adults and 6,414 children, that’s a total of 15,447 people since April. LGIM Real Assets is proud to facilitate Newham Food Bank’s important work.

“Words cannot express our gratitude. From just a phone call using the phone numbers of the agent listed on the advert boards for rent, to having conversations with managing agents who understood the work we do and linked us to Legal & General who corporately decided to support us fully. Without Legal & General’s support we would have struggled to store supplies donated generously to enable us to combat hidden hunger amongst our community members. During this period we continue to

safely store and provide food for our community members. Thank you so much.”

Adeola  
Trustee on behalf of  
Newham Foodbank





# Local communities

## The Howard De Walden Estate

At the beginning of lockdown, The Howard De Walden Estate took swift action to support Age UK Westminster, their local foodbank and West London Mission, making donations that would go immediately towards supporting some of the most vulnerable people in their community. This was followed up by further donations to groups supporting victims of domestic abuse and working to tackle homelessness in Westminster. As well as honouring existing commitments, Howard de Walden has prioritised supporting local people and intuitions all impacted by the pandemic, donating over £200,000 already this financial year.

“The Howard de Walden Estate has been an amazing local partner for WLM. Their support prior and during the pandemic has been essential to our ability to contribute to the ‘Everyone In’ initiative to bring people off the streets in Westminster. They have promoted our needs to the wider community within Marylebone and been an effective corporate citizen in supporting campaign’s such as the Westminster Hidden Network and the brilliant work of the ‘Story of Christmas’ fund. We are incredibly grateful for what Howard de Walden Estate do for us.”

Roger Clark  
CEO, West London Mission





# Local communities



We're ever so grateful to the lifesavers at Knight Frank and in particular Catherine, who delivered our groceries to us every week throughout lockdown. We don't know how we would have coped without you. A huge, huge thank you from us all."

Representative from Dulwich Alms houses

## Knight Frank

As a Partnership, Knight Frank builds enduring relationships and particularly so in these last few months of uncertainty we are proud to have supported the communities in which we operate.

For example, our Fulham office enabled a local restaurant to use its outside space for additional tables and seating so that they could welcome more customers. The Dulwich team also delivered a weekly shop of essentials throughout lockdown to Dulwich Alms houses and presented key worker clients with John Lewis hampers.

Over the summer, our graduate cohort set the challenge of walking, running, or cycling 874 miles virtually from Land's End to John O'Groats, raising

over £83,000 for LandAid Covid-19 Emergency Fund and local NHS charities.

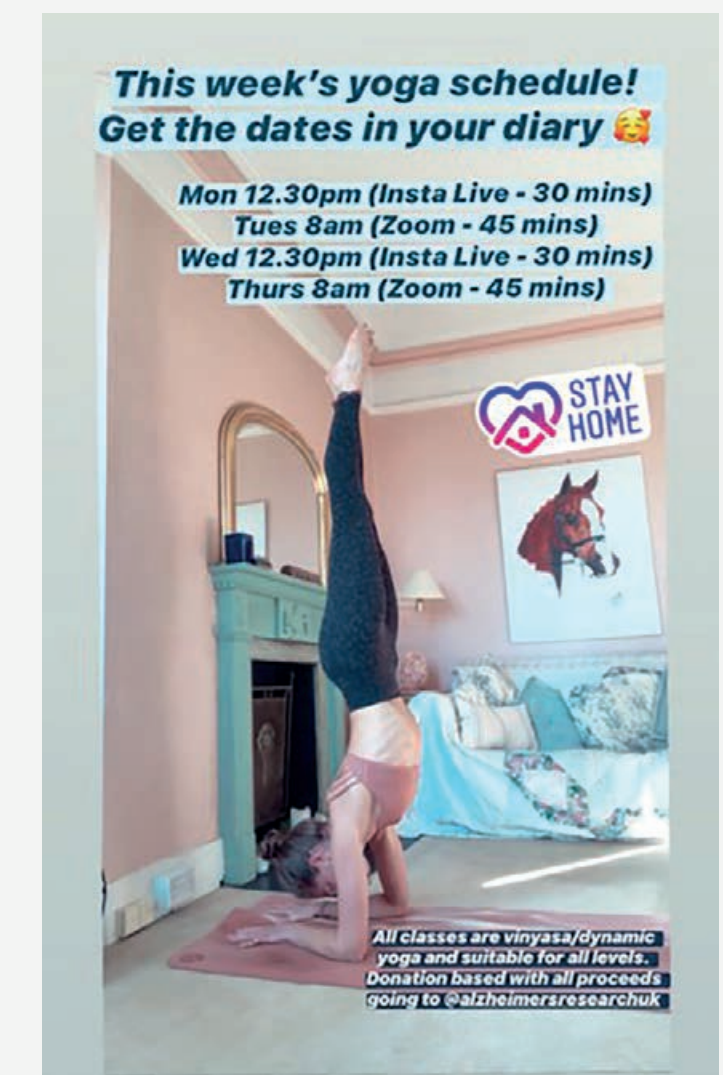
Knight Frank Taxi Driver, Gary Burton, also worked tirelessly to help the NHS and local communities, supporting the Ambulance service to drive emergency cases to hospital, delivering medication to vulnerable people and helping those without transport to be tested.

Associate, Toto Lambert, held online weekly yoga classes for participants across Knight Frank, raising money for Alzheimer's Society and helping to look after the wellbeing of our teams.

We are extremely proud of the efforts our whole firm has gone to, to support each other, our clients, local businesses and key workers during this time.

"Combining this [extra outdoor space provided by Knight Frank] with our own terrace is enabling us to adhere to social distancing without losing any covers. It is a huge help to us, and we are looking forward to welcoming plenty of customers to St Clements in the warm and sunny days ahead."

Local business owner  
St Clements Café





# Local communities



Going to university and living independently for the first time can be a daunting... Leapskills' workshops help Year 12 and 13 pupils prepare for this jump and build the skills they need to thrive at university."

Michelle Donelan MP  
*Minister of State for Universities*

## Unite Students

Unite Students offered a rent rebate to students in the final term of 2019/20 due to Covid-19, at a cost of £100 million. By also offering rental waivers and deferrals in excess of c.£500,000 to our business tenants, we ensured we were doing the right thing for local business too.

To support local communities in lockdown, our employees donated food on behalf of students. We developed a Home Charter to ensure the safety and wellbeing of students and nearby residents. The business also donated a total of £40,000 to three charitable causes chosen by staff, which included NHS Charities Together.

To directly support young people during school closures, we recreated an online version of our Leapskills programme. This DfE-endorsed resource helps prepare

young people for shared living, and to date has supported thousands of school-leavers.

Despite the pandemic, the Unite Foundation – of which Unite Students is the main benefactor – was able to enrol 80 new scholars. The Foundation provides free accommodation and support to care experienced and estranged students through university.

Testimonial about Unite Foundation:

"The Unite scholarship opened up university for me and then university has opened up the world."

Lili  
*Unite Foundation scholar*

Testimonial about Leapskills:

"A huge thank you to the staff at Unite Students for choosing NHS Charities Together Covid-19 Appeal as one of your beneficiary charities and to the company itself for making such a generous donation. It will make a real difference for the work of NHS charities across the country."

Ellie Orton  
*Chief Executive of NHS Charities Together*





# Local communities

## NewRiver

The importance of the Trussell Trust came sharply into focus during the pandemic – reporting a 90% increase in demand for emergency food parcels in April 2020. NewRiver, which has been a corporate charity partner since June 2019, has seen a phenomenal response from staff and customers across the portfolio with over 820kg of food donated over the summer alone. Operationally, the business supports the local food banks through dedicated collection points, providing storage space, and running volunteer recruitment and awareness campaigns. NewRiver’s Board also waived 20% of its salaries during lockdown to boost funding to a total £250,000 since the partnership began.

“We are grateful to NewRiver for our existing active partnership over the past year and we are further overwhelmed by the increasing support from NewRiver in light of the Covid-19 outbreak. This level of generosity will help us continue to support our network of food banks to provide the best possible emergency help to people referred at an uncertain time. We’re stronger together and this support will make a real difference to the lives of people in crisis – thank you.”

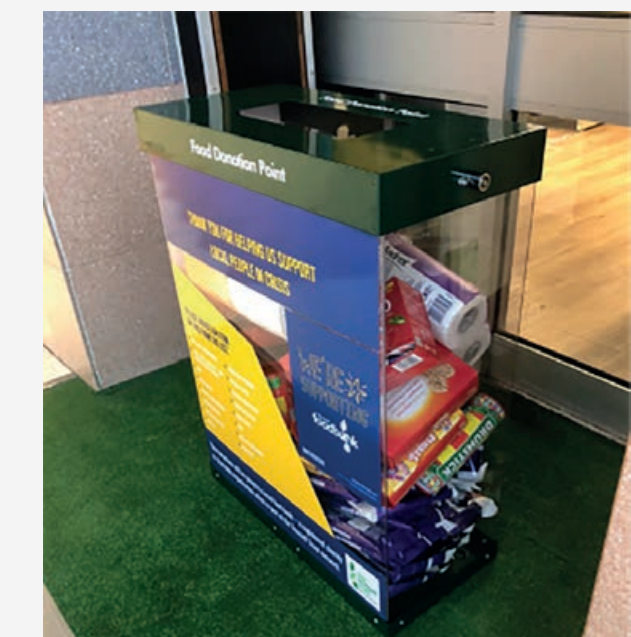
Emma Revie  
Chief Executive, the Trussell Trust



This level of generosity will help us continue to support our network of food banks to provide the best possible emergency help...”

Emma Revie  
Chief Executive, the Trussell Trust

**1350kg**  
food donated  
this year





# Local communities



## Clifford Chance

Clifford Chance acted for Sistah Space in successfully challenging their eviction from their premises on Mare Street, London.

Sistah Space, a charity specialising in support for domestic violence survivors from the African and Caribbean communities, were formally asked to relocate to premises they had previously expressed safety concerns about. They contacted Clifford Chance Accelerate>>>, the firm's global gender parity group, to assist in challenging the decision.

Clifford Chance's Property Litigation team proposed an expedited mediation to enable the charity to continue its vital work supporting women and families in a safe space. Sistah Space procured three

risk assessments, which confirmed that the proposed alternative premises were unsafe for use by those experiencing domestic violence.

Following mediation, Sistah Space were granted a new licence to occupy their original premises in Mare Street which enables them to continue to work in the community whilst finding a permanent premises.







# Local communities

## Delancey

Delancey and its platform businesses implemented a number of initiatives to help the communities in which its assets are based. Examples include: the creation and support of two food banks through charity Dads House – one in Elephant and Castle, the other in Earls Court – which were given free retail units as well as food donations to fill the banks; Car parking licenses and spaces for the use of the Covid-19 Task Force, Police, NHS and other essential workers at a number of the development sites; Online community hubs bringing essential information and free online virtual community exercise, craft and children’s classes were created to help reduce the feelings of isolation felt by many during the pandemic. The websites have already had more than 6,000 users to date. Here East’s tenants also provided support to aid the Covid-19

crisis, including Visor production through UCL. Whilst the school business Alpha Plus Group launched a Hardship Fund, designed to support families financially impacted by the crisis, with individual schools offering their help to NHS workers ranging from providing food to running errands.

“I wanted to say a huge thank you to every single person who works for Delancey, for all the support we have been given from day one. If it was not for you guys supporting us, so many families would have been lost. Our charity has helped over 15,000 struggling families and provided around 180,000 meals since we opened in March.”

Billy McGranaghan  
Founder of Dads House





# Local communities



I am again very thankful to you/Jessica and The Poplaw Legal Advice Clinic – for offering people like me the help that we desperately need.”

Recent testimonial from a Poplaw client

## Dentons

Dentons has been providing free legal advice to the residents of Tower Hamlets and surrounding London boroughs since 2006 on matters related to employment, welfare benefits, debt, housing and consumer matters. Our clients are typically not otherwise able to access or afford legal advice making our clinics a vital service in our local communities. Prior to lockdown, the weekly drop-in, face-to-face service operated out of two libraries in Whitechapel and Poplar so we quickly remodelled the clinics in March to continue to provide this vital service. Since lockdown Dentons volunteers have provided 550 hours of free legal advice to 192 individuals by email and by telephone, and we continue to advertise the service via local agencies, including Poplar Harca and Idea Stores across East London, to keep local

residents informed that the service is still available.

### National Centre for Domestic Violence

Since the Covid-19 pandemic began, there has been a spike in reports of domestic violence in the UK. The domestic violence charity, Refuge, reported a surge of 700% to its helpline in a single day in April. Dentons has been working with the National Centre for Domestic Violence to support its response to the increased number of individuals seeking assistance.

Dentons partnered with the National Centre for Domestic Violence to provide pro bono support in 2016 due to the ever-increasing number of domestic violence cases being reported. Since the start of the Covid-19 pandemic, we have

ramped up the number of cases we work on in response to the increased need for pro bono legal services. Prior to lockdown we were taking on two cases per month, but at the height of lockdown, we were taking up to five cases per week and continue to take cases each week.

### Support for small charities and foodbanks in the UK

In response to increasing levels in child poverty and families struggling to make ends meet in the UK since lockdown, the Dentons Charitable Trust made donations to foodbanks in our locations across the UK totalling £25,000. The Trust has responded to other areas of need by making donations to small charities supporting the homeless, the elderly, families of prisoners, youth projects and hospices.





# Local communities

## Dentons *(continued)*

”I am writing to say how grateful I am to you for initially assisting me in finding someone who could advise me in my employment issue. Jessica, who I was assigned to - to help/advise me has been immensely helpful. As soon as I had the initial phone appointment with her, I felt so much better. Whereas before speaking to her - I was in such an awful state, uncertain if I would ever find anyone to understand my crisis and help me.

I had many doors which had been shut to me and I was feeling very helpless. Not just by what had happened to me by my employers but no one who could assist me and help me. Jessica has listened and advised me and offered me so much support than I ever thought possible. She has

gone way beyond the extra miles and I cannot thank her enough for all the time and help she has given me. With Jessica’s help, I have been able to submit a grievance to my employer - which was important to do. I am again very thankful to you/Jessica and The Poplaw Legal Advice Clinic - for offering people like me the help that we desperately need.”

Recent testimonial from a Poplaw client





# Local communities

## Cadogan

Alongside staff and public safety, protecting the strong sense of community and rich tapestry of independent shops, restaurants and cafes that make Chelsea so special was Cadogan's immediate priority. A Business Community Fund was created, which has provided over £20 million financial support to over 240 occupiers as well as supporting the NHS and increased funding to local charities. Taking full advantage of Chelsea's uncrowded outside spaces, entire areas were reimagined with an additional 500 socially distanced alfresco seats introduced. Duke of York Square's Fine Food Market was moved to the running track which allowed for picnic 'bubble' seating and Pavilion Road was pedestrianised to ensure ample space and a more pleasurable experience for

those visiting their local artisan stores, creating new community hubs.

“Cadogan was quick to respond to the pandemic and reached out to support us immediately. Their forward thinking and long-term approach to working together was refreshing, not only on rent terms but in showing initiatives to boost trading with the pedestrianisation of the street, marketing support and a fully-funded courier bike delivery service.

As a business that has an arm in retail and another in hospitality, we have been fortunate to be able to lean on the retail side and see it grow significantly throughout this period to cover the restaurant trade deficit. This, together with



This, together with Cadogan's support, has enabled us to keep the whole team employed on full pay.”

Alex Hunter  
*Founder, The Sea The Sea*

**£20m**  
 to over  
 240 occupiers

Cadogan's support, has enabled us to keep the whole team employed on full pay.”

Alex Hunter  
*Founder, The Sea The Sea*





Thank you.



# Customer health and wellbeing



We've been working around the clock to support our customers' health and wellness, as lockdown fundamentally changed how we live and work. From establishing 'buddy systems', and online pub quizzes and yoga classes, to ensuring accommodation is cleaned meticulously, we've been working hard to keep our customers healthy and happy.



# Customer health and wellbeing

## Get Living

Before Covid-19, Get Living was running more than 50 neighbourhood events a year to bring people together within its London and Manchester locations. When all planned events were cancelled, the team had to rethink how its local communities could be supported. With a focus on resident wellbeing and championing local independent businesses, Get Living has now hosted more than 100 virtual events since April, entertaining and educating over 9,000 people. The line-up has included the popular Big Night In weekly pub quizzes, Makers Meet creative workshops, Live Session exercise and meditation classes, virtual speed dating and an inclusive talks programme covering Pride and Black History Month.

“This is fantastic! Thank you Get Living for supporting performers and artists and providing a platform for performance at this time.”

Louise, on Facebook

During the first lockdown Get Living’s East Village community team stepped up to deliver a Community Pantry initiative that between 1 April and 31 June delivered 348 food parcels across the neighbourhood.

In late March the team connected with Triathlon Homes who made them aware of 80 vulnerable residents who might need support with collecting food items, medications and other essential items.

Volunteers were needed and – after advertising via the building lobby screens, local Facebook and Instagram channels, as well as word of mouth between neighbours – more than 70 people within East Village came forward willing to help. The group was also supported by East Village based design company ‘D-Labs’ who donated 20 professional face shields to keep staff and volunteers safe.

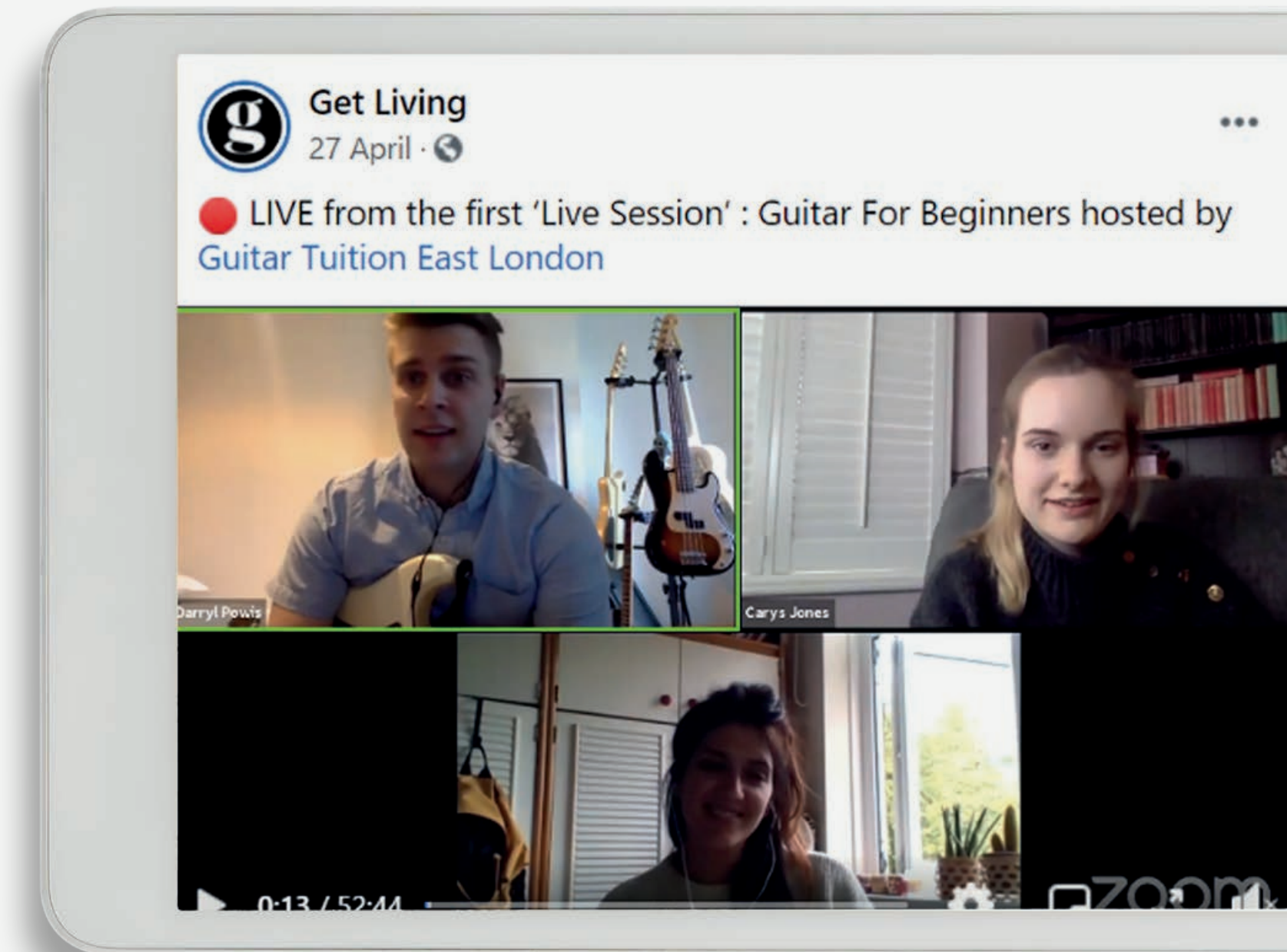
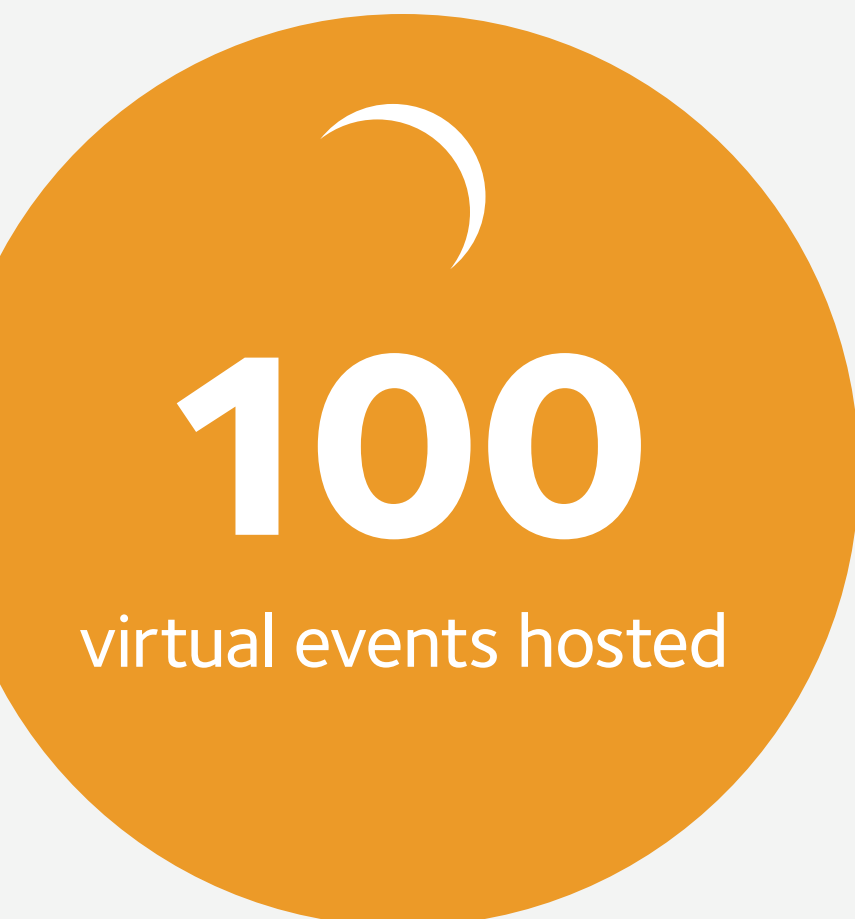
A buddy system matched the volunteers to residents who needed some support, with volunteers picking up essential food items or by collecting prescriptions, taking out bins and having weekly phone calls. The community support network has continued beyond the first period, with some of those relationships still standing and many new connections made between neighbours.



Saw the online events email you sent out. This is really cool. They are diverse and timely in these times! Good job team :-)”

Dilara

Get Living resident





# Customer health and wellbeing

## Grainger

At Grainger, with over 23,000 customers living in their homes, the Covid-19 lockdown brought to the forefront the importance of a well maintained, good quality home and the importance of great customer service.

During the lockdown, Grainger enhanced its outreach and support to its residents, including a 'buddy system', and paid particular attention to the welfare of more vulnerable residents who needed additional support. This included everything from helping set up online shopping for elderly residents through to over 200 virtual social events including Wellness Wednesdays to make sure everyone was coping okay at home. In addition, Grainger contacted its residents to offer support and help if they were

struggling to pay rent, and put in place rent support payment plans where appropriate for those impacted by Covid-19.

Grainger's Live.Safe internal health and safety cultural change programme was refreshed in 2020 and supported by a new Health & Safety Management System. During Covid-19 this ensured that through enhanced hygiene standards, building protocol and management processes, employees and residents were protected and Grainger's Resident Services teams were able to return to site as soon as restrictions allowed, in order to be there for residents. Innovative virtual viewings for sales and lettings enabled residents to continue moving.

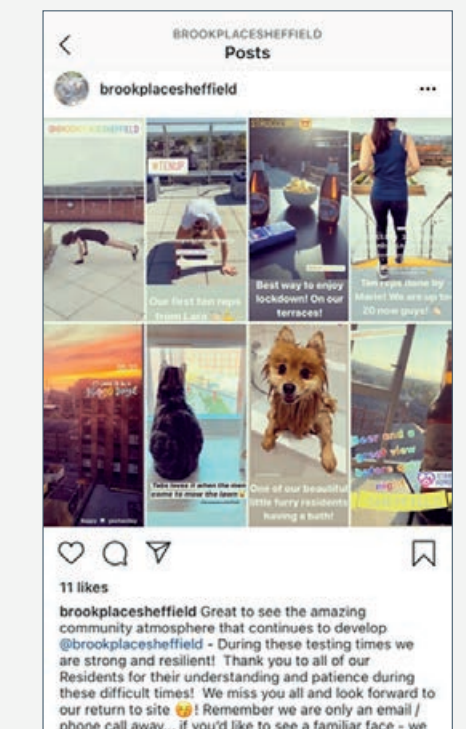
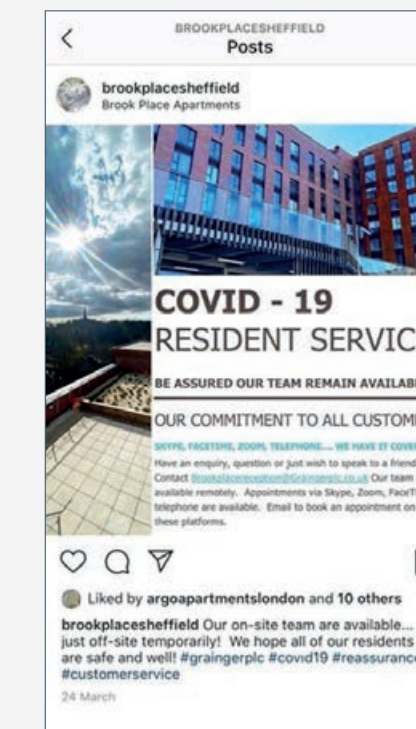
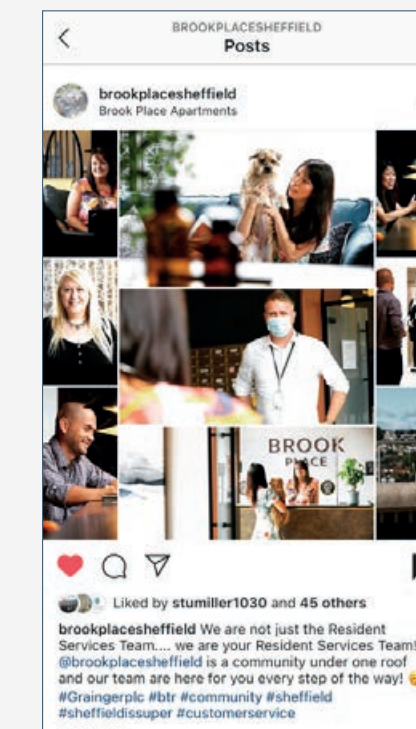
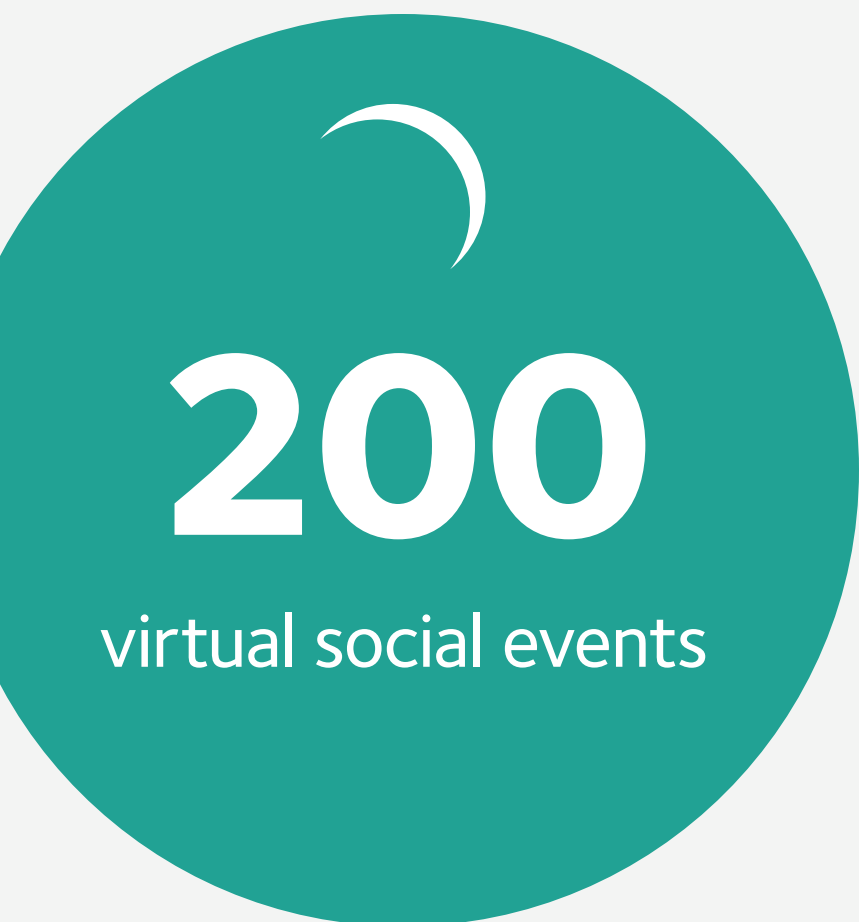
Helping residents to continue to feel part of the community within their buildings was a key part of the business's Covid-19 strategy. The 'Ten Up Challenge' hosted at Brook Place, Sheffield helped residents keep fit and engaged during lockdown. Residents contributed ten reps of their favourite exercises to the challenge, which raised money for a local hospital charity. Weekly yoga sessions were held virtually with a trained instructor and residents were able to use outdoor terraces to keep fit and enjoy some fresh air. Enhancements to building amenities to support residents working from home included an internet upgrade that doubled the bandwidth free-of-charge.



During these tough times Louise has really shown commitment to her residents, even courtesy calls to check on tenants' wellbeing. Well done Grainger for going that extra mile; it does matter."

Mr. Quick

*Grainger Resident (online review)*







# Customer health and wellbeing



Participating in the course really helped me recentre my emotions and consider my priorities, plans and reflect on what I have already accomplished.”

University of Reading Student

## UPP

In accordance with official guidance, since the Covid-19 outbreak UPP has worked to keep its 35,000 rooms open and available to students, with its teams maintaining safe and secure accommodation for the near 9,000 students who remained on campus at the peak of the outbreak.

UPP worked to minimise the impact of the pandemic on residents and prioritised their health and wellbeing through the development of bespoke plans with each of its 15 university partners to address the physical environment, keep students informed and foster thriving communities.

Through its 'Home at halls' residence life programme, UPP supported the self-isolation of students, ensured access to Mental Health First Aid-trained teams and

invested in technology to move student experience activities online.

In addition to the direct role of the Civic University Network in supporting local communities, the UPP Foundation has brought together a range of charities to address the educational and employment challenges for young people during the outbreak.

Home at Halls' partnered with UNIHEADS to help deliver free, simple and proactive online mental health training to all students.





# Customer health and wellbeing

## Avison Young

Throughout the pandemic Avison Young has worked hard to support the health and wellbeing of its occupiers. At its mixed use estates and business parks we delivered online events addressing both physical and mental health, from activities such as Wellbeing Weeks, tailored sessions on long term health, nutrition and sleep – live bootcamps and even a live streamed DJ at Brindleyplace, Birmingham streamed live to over 21,000 people including viewers in Ibiza! A programme of “surprise and delight” was also initiated to celebrate people who had played a key role in supporting their colleagues throughout the initial lockdown period.

## M&G Real Estate

Quickly realising how Covid-19 would impact its customers and their wider, local communities, M&G Real Estate’s residential team launched a variety of initiatives across its portfolio, including:

- > Food collection bins in all lobbies and post rooms to gather food and provisions for local homeless charities homeless and the people in need
- > A series of clothing banks launched in April have collected 5,720kg of clothing, offsetting circa 20,519kg of carbon emissions at a projected resale value of £31,500
- > Newsletters offering online workout classes, cooking demonstrations, quiz nights, movie and offers to support local businesses

- > Socially distanced parcel and food delivery for those isolating in M&G buildings
- > Promotion of wellbeing and mental health charities to residents such as Mind Charity & Samaritans

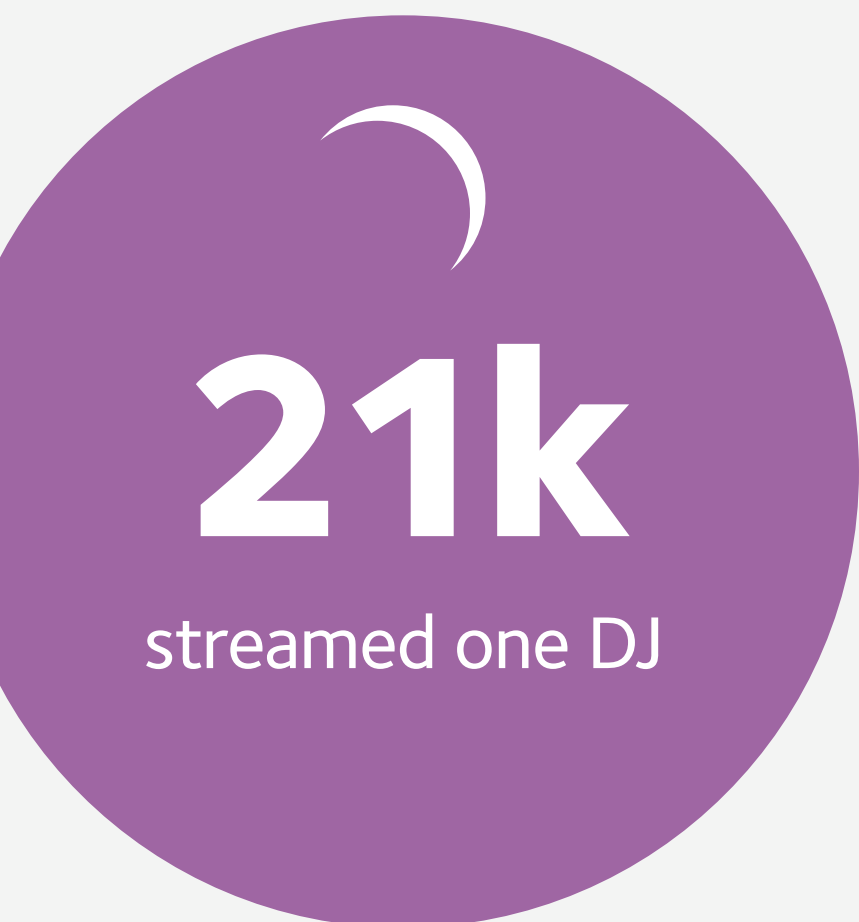
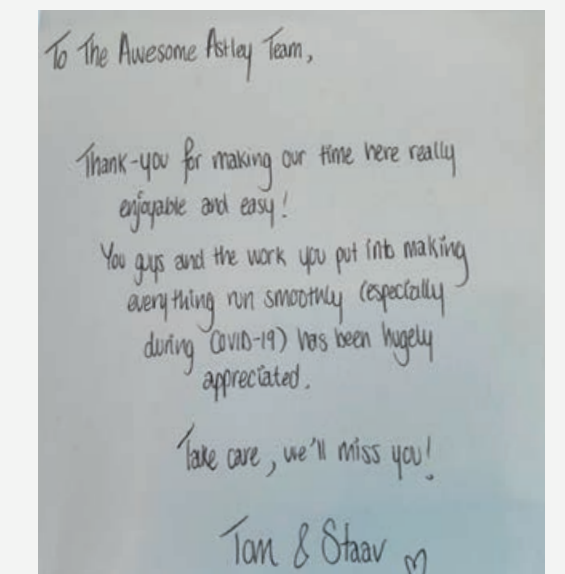


Dear Site Team

Thank you so much for helping us out during our Covid-19 isolation, we couldn’t ask for a nicer team of concierges, you made our isolation calmer & make living here so homely!

The BIGGEST thank you for everything.”

A resident from The Astley





# Customer health and wellbeing

## Quintain

During the Covid-19 lockdown, the Quintain Living team put great emphasis on providing additional support to residents and building the community during a period of solidarity. This included everything from daily rubbish collection from front doors for those isolating, weekly food boxes gifted to key workers, and a virtual events schedule which proved to be incredibly successful with 3,431 attendees since March. Where previous events were focussed on allowing residents to meet their neighbours, the schedule was quickly adapted to the likes of virtual wine tastings, candle making lessons, yoga and wellbeing and baking classes in partnership with a local bakery.

“I’m so grateful to you and the events team for organising this. It’s easy at a time like this to think of spending money on a virtual cocktail class as an unnecessary expense but please know that you have just made me so happy. I’ve had the worst week since all this started and I’m now genuinely excited and looking forward to something for the first time in weeks.”

“I just wanted to say thank you for everything you’re doing during lockdown, we really appreciate everything you’re doing, it makes this scary time feel a lot less boring and scary! We’re so lucky to be renting off such a brilliant company, and to feel so well looked after!”

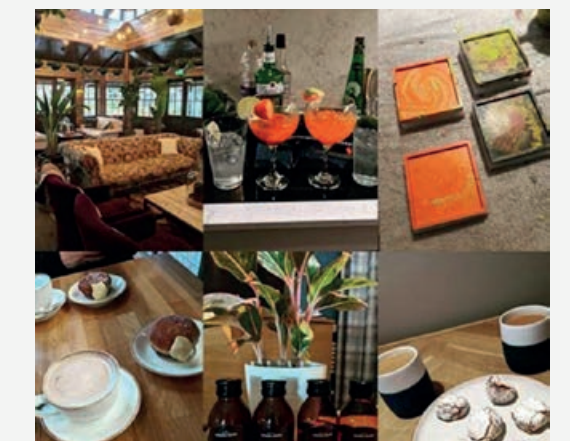
“During the Covid-19 outbreak, we had to complete our university degrees in our apartment, and we felt comfortable, safe and content to be at home 24/7. Management really looked after all residents during this time, and were supportive and understanding, with constant communications to reassure residents and look after everyone’s wellbeing. You cannot find the same sense of belonging and care in another home.”

Quintain Living residents



We’ve been blown away by your intelligent way of handling the pandemic – from prioritising safety to listening and performing your usual outstanding customer service.”

Quintain Living resident





Customer health  
and wellness

Thank you.



Contact us  
020 7802 0110  
[info@bpf.org.uk](mailto:info@bpf.org.uk)

