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Preparing for the upturn

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Preparing For the Upturn?

(Or are we just surviving?)

Upturn or?

- ▶ **Survival** has to be paramount – no survival = upturn irrelevant!
- ▶ Cost / Service reviews extremely necessary
- ▶ From ALL perspectives not just Landlord – more balanced if consider retailer needs / wants which should be related to shopper needs. Communication.
- ▶ Are all costs necessary? Adding value? Discretionary spend should be postponed unless short pay back visible. Communication!

Upturn or?

- ▶ Must provide safe, secure, secure inviting environment for shoppers – very much agreed!
- ▶ BUT!!!
- ▶ How clean is clean?
- ▶ How secure is secure?
- ▶ Energy, cost and consumption?
- ▶ Marketing? Promotions? Events?
- ▶ Communication? Internal & External?
- ▶ Maintenance / Major Works?

