

7 Mar 2017

# Trinity Leeds wins national award for outstanding customer service

**02 March 17:** Land Securities' Trinity Leeds has been named the UK's best [CollectPlus](#) location in the brand's quarterly awards programme, which recognises excellent customer satisfaction and service levels over the period October to December 2016.

Through CollectPlus, the UK's largest independent store-based delivery and returns service, shoppers can conveniently collect online purchases and return unwanted items from more than 360 high street and online retailers, including John Lewis, New Look and ASOS. The CollectPlus network has evolved to incorporate over 6,000 CollectPlus locations across the UK, including 40 shopping centres. Trinity Leeds Customer Service Lounge was rated highly for customer satisfaction during October – December 2016.

Trinity Leeds' Centre Management Team prides itself on its relationship with customers and has fostered the development of its CollectPlus services over the past three years to align with its customers' increasing use of Click & Collect. More and more customers at Trinity Leeds are combining online and in-store shopping by picking up and returning their online purchases at the scheme. Owned and managed by Land Securities, the largest commercial property company in the UK, Trinity Leeds is the city's biggest shopping and leisure destination, with over 120 shops, cafes, bars and restaurants. This award cements Land Securities' commitment to providing its loyal customers with the most convenient and welcoming experience at its shopping centres. Being named the CollectPlus 'Store of the Quarter' recognises the efforts of General Manager David Maddison and his hardworking team to provide unrivalled customer service at Trinity Leeds.

The scheme joined the CollectPlus network in December 2014, and has regular opening hours of 9am to 8pm Monday to Saturday, and 11am – 5pm on Sundays. The CollectPlus collection point is located at the Customer Service Lounge adjacent to Trinity Kitchen, where many of the city's shoppers have opted to go for their orders during Q4 2016 – the busiest shopping period thanks to Cyber Week and Christmas.

**David Maddison, General Manager of Trinity Leeds, was presented his award by Neil Ashworth, CEO at CollectPlus, who said:** *“I'm delighted to present David Maddison and the team at Trinity Leeds with our Store of the Quarter Award for Q4 2016. This quarter is known for its intensive demands thanks to key calendar dates, such as Black Friday and Cyber Monday, and the Christmas trading period. However, Trinity Leeds has managed the service with professionalism and we're proud to be associated with the shopping centre. It's rewarding to see our partnership provide a convenient and efficient service to existing customers of Trinity Leeds.”*

**Rob Jewell, Portfolio Director at Land Securities said:** *“This award is a great achievement for Trinity Leeds, showing how the team has worked closely with our loyal catchment area to provide the best possible customer service – providing new ways to send and receive goods and parcels, and exceeding national standards every day. Trinity Leeds' Centre Management Team prides itself on its relationship with customers and has fostered the development of its CollectPlus services over the past three years to align with the customers' increasing usage of click-and-collect.”*

Research has demonstrated that stores benefit from offering the CollectPlus service, as two-thirds (67%) of customers dropping off or collecting a parcel, across the network, are visiting that

particular store for the first time.

CollectPlus now handles in excess of 400,000 parcels a week and in September 2016 handled its 75 millionth parcel. Drop and Collect Limited trading as CollectPlus is a wholly owned subsidiary of independent parcel carrier, Yodel. For more information, visit [www.collectplus.co.uk](http://www.collectplus.co.uk).

**-ENDS-**

### **Notes to Editor**

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### **ABOUT COLLECTPLUS**

Drop and Collect Limited trading as CollectPlus is the UK's largest independent store-based parcel delivery and returns service. It offers a simple and convenient way for people to collect online purchases from or return unwanted items to more than 350 high street and online retailers, including John Lewis, New Look and ASOS – all at their local convenience store.

It is also possible to send parcels to any UK address from a CollectPlus store, making it a convenient option for those who sell products via online marketplaces such as eBay, as well as acting as a cheaper and convenient alternative parcel service for sending packages to friends and family.

Founded in 2009, CollectPlus was the first business to offer third party Click & Collect in the UK and now has a network of over 6,000 conveniently located parcel stores across the UK, nearly all of which are open early 'til late seven days a week. 90% of the UK's urban population live within a mile of a CollectPlus point and 89% within five miles in rural areas.

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### **ABOUT YODEL**

UK independent parcel carrier Yodel handles over 155 million parcels every year and has a relationship with 85 per cent of the UK's top retailers. The company is headquartered in Hatfield and has over 60 locations across the UK, including three central sorts and over 50 service centres.

Yodel offers a range of services to meet the needs of its clients and their customers. Through Arrow XL, Yodel can also offer a two-man service for white goods and large items up to 120kg.

## ABOUT LAND SECURITIES

Land Securities is the UK's largest listed commercial real estate company. Our £14.5 billion portfolio totals 23.6 million sq. ft. and includes some of London's most desirable office buildings and the UK's most successful shopping and leisure destinations.

We are the biggest office developer in London, where we own and manage a portfolio totalling more than £8.2 billion. Our relentless customer focus delivers vibrant working environments, both in our developments and through thoughtful asset management, which resonate strongly with businesses looking to attract and retain top talent. In the City, our 1.7 million sq. ft. of real estate includes the award-winning New Ludgate scheme, and the landmark 20 Fenchurch Street. In the West End, our expertise in place-making and public realm has seen the transformation of Victoria, SW1 into a vibrant destination that is attracting global businesses and visitors alike.

In Retail, our commitment to creating an outstanding consumer experience, combined with the strength and resilience of our 17.5 million sq. ft. of assets, means we provide the space where consumers want to shop and retailers want to be, both now and in the future. Our focus on collaborating with our retailers and anticipating consumer needs not only delivers an unrivalled experience for our customers, but our footfall and sales figures consistently outperform the industry benchmarks.

Whether in offices or retail, sustainability is key to everything we do. For us, being a sustainable business means ensuring Land Securities remains healthy and successful for years to come. To achieve this we need the support of our customers, communities and partners. That's why we lead the way on sustainability in the UK listed real estate sector by focusing on three key areas: creating jobs and opportunities through our award-winning Community Employment Strategy, which has put 779 disadvantaged people into employment since 2011; efficient use of natural resources; and sustainable design and innovation.

Land Securities delivers value for our shareholders, great space for our customers and positive change for our communities.

## ABOUT TRINITY LEEDS

- [Trinity Leeds](#) is a retail destination located in Leeds' prime shopping district bounded by Briggate, which sits within the top ten busiest streets in the UK, Commercial Street and Albion Street
- Trinity Leeds won the global Best-of-the-Best VIVA Design and Development 2015
- Trinity Leeds is situated in the heart of the city and is a state of the art shopping and leisure destination and includes 110 new shops, stores and restaurants, bringing big international brands and the best of fashion, food, arts and culture to Leeds. 65 of the brands are new to Leeds.
- The development was the only major retail destination to open in the UK in 2013
- Trinity Leeds includes leading international brands such as Apple, Mango, Hollister, Victoria's Secret, Superdry, Topshop/Topman, H&M, Marks & Spencer, Everyman, D&D London, KIKO Milano and DKNY Mens.
- Trinity Leeds achieved a BREEAM "Excellent" rating and 28% improvement above Part L (CO2 emissions) of the UK Building Regulations
- As the largest city after London and Birmingham, Leeds' resident catchment is over 5.7m