

### The Brief: Regus / Spaces - Planned and Reactive Works

Moolands has been a trusted partner for Regus (IWG plc, formerly Regus), a global leader in providing flexible workspaces, by managing their plumbing, drainage, gas, and groundworks needs in over 80 of their buildings, spanning an area from Luton, London, Kent and the South East. As Regus facilities serve a diverse clientele, ensuring that all systems operate efficiently and safely is essential for maintaining the high standards expected by their customers.

Regus faced several challenges in maintaining their facilities:

- **Diverse Locations:** With numerous sites across various regions, each location had unique plumbing, drainage, gas, and grounding requirements that needed tailored approaches.
- **Operational Disruptions:** Any issues with plumbing or gas systems could lead to significant disruptions, affecting tenants' productivity and satisfaction.
- **Compliance and Safety:** Maintaining compliance with health and safety regulations was paramount, particularly regarding gas installations and drainage systems.

To effectively manage these challenges, Moolands implemented a comprehensive and proactive maintenance strategy:

1. **Initial Assessment:** We conducted thorough assessments of all plumbing, drainage, gas, and groundwork systems across Regus locations to understand the specific conditions and requirements of each site. This evaluation allowed us to identify existing issues and any potential risks that needed immediate attention.
2. **Tailored Maintenance Plans:** Based on our assessments, we developed customised maintenance plans for each location, encompassing regular inspections, servicing, and necessary repairs. Preventive measures were put in place to anticipate and address potential problems before they could interfere with operations.
3. **Emergency Response Service:** Understanding the importance of operational continuity, we established a rapid-response team available 24/7 to address any urgent plumbing, gas, or drainage issues that arose at any site. This capability ensured that any disruptions could be dealt with quickly and efficiently, keeping Regus operations running smoothly.



4. **Groundworks Management:** Moolands also took responsibility for groundworks, ensuring that the outdoor areas of Regus facilities were well-maintained and safe for all users. From managing drainage around the property to landscaping, we ensured that external infrastructures complemented the internal services.

Through our partnership with Regus, Moolands achieved several positive outcomes:

- **Improved Operational Efficiency:** Our tailored maintenance plans helped keep things running smoothly for Regus, so tenants could focus on their work without being distracted by plumbing or gas issues that might disrupt their day.
- **Increased Safety and Compliance:** By sticking to regular inspections and safety regulations, we made sure that all systems were safe and reliable, greatly reducing the chances of any problems arising.
- **Enhanced Customer Satisfaction:** With well-maintained facilities creating a dependable environment, Regus was able to improve the experience for their clients and tenants, helping everyone feel more comfortable and satisfied in their workspace.

The partnership between Moolands and Regus demonstrates our commitment to delivering high-quality plumbing, drainage, gas, and groundworks services necessary for their dynamic workspaces. By taking a proactive and collaborative approach, we have helped enhance operational efficiency and safety, enabling Regus to focus on providing exceptional flexible workspaces. This case study illustrates our ability to meet the unique needs of our clients while reinforcing our dedication to service excellence and client satisfaction.

