

# 5 COMMON OFFICE MAINTENANCE ISSUES IN THE CITY OF LONDON

...and how Smart PPM from Space Design Maintenance eliminates them

A 10-minute guide for busy Office Managers

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# EXECUTIVE SNAPSHOT – THE 60-SECOND NUMBERS



## HVAC & AIR QUALITY

- 60 % of UK office staff say poor air cuts productivity

**QUICK WIN** › Quarterly filter change + live CO<sub>2</sub> monitor



## EMERGENCY LIGHTING

- Up to 60 % of London sites fail their monthly test

**QUICK WIN** › 5-minute "flick-test" & log



## PLUMBING / LEGIONELLA

- £1.8 million paid out DAILY for UK water-damage claims

**QUICK WIN** › Weekly flush & temperature check



## POWER / COOLING

- 43 % of outages start with a UPS failure

**QUICK WIN** › 6-monthly UPS load-bank test



## FABRIC & FINISHES

- 32 % of workplace injuries are slips / trips

**QUICK WIN** › Monthly walk-through & same-day fixes

Read on for the printable checklist (p 8) and your FREE PPM audit offer (p 10).

# ISSUE 1 – HVAC FAILURE & INDOOR AIR QUALITY

**Problem** – stuffy rooms, CO<sub>2</sub> > 1 000 ppm, employee headaches

**Regulation** – Building Regulations Part F:  $\geq 10$  L/s fresh air per person

## SMART FIX

1. Clean filters & coils every 3 months
2. Fit IAQ sensors with 1 000 ppm alert
3. Spring & Autumn pre-season service

**KPI** > Zero unplanned HVAC outages; CO<sub>2</sub> < 1 000 ppm

**Space Design Maintenance edge:** Your SAME engineer books every service in our bespoke app before filters hit their pressure limit.



# ISSUE 2 – LIGHTING & EMERGENCY-LIGHTING NON-COMPLIANCE

**Problem** – flicker, dim corridors, dead exit signs

**Legal** – Fire Safety Order 2005 § 14: emergency routes MUST be lit

## SMART FIX

1. Monthly quick test + annual 3-hour duration test
2. Replace failed lamps  $\leq 48$  h (target  $> 95$  % live)
3. Clean sensors & recalibrate LEDs quarterly

**KPI**  $> 100$  % tests on schedule; ZERO lighting failures in real incidents

**Space Design Maintenance edge:** Pass/fail photos auto-upload to your digital fire-safety log.



# ISSUE 3 – PLUMBING LEAKS & LEGIONELLA

**Problem** – tiny drips → floods; stagnant pipework → Legionella bacteria

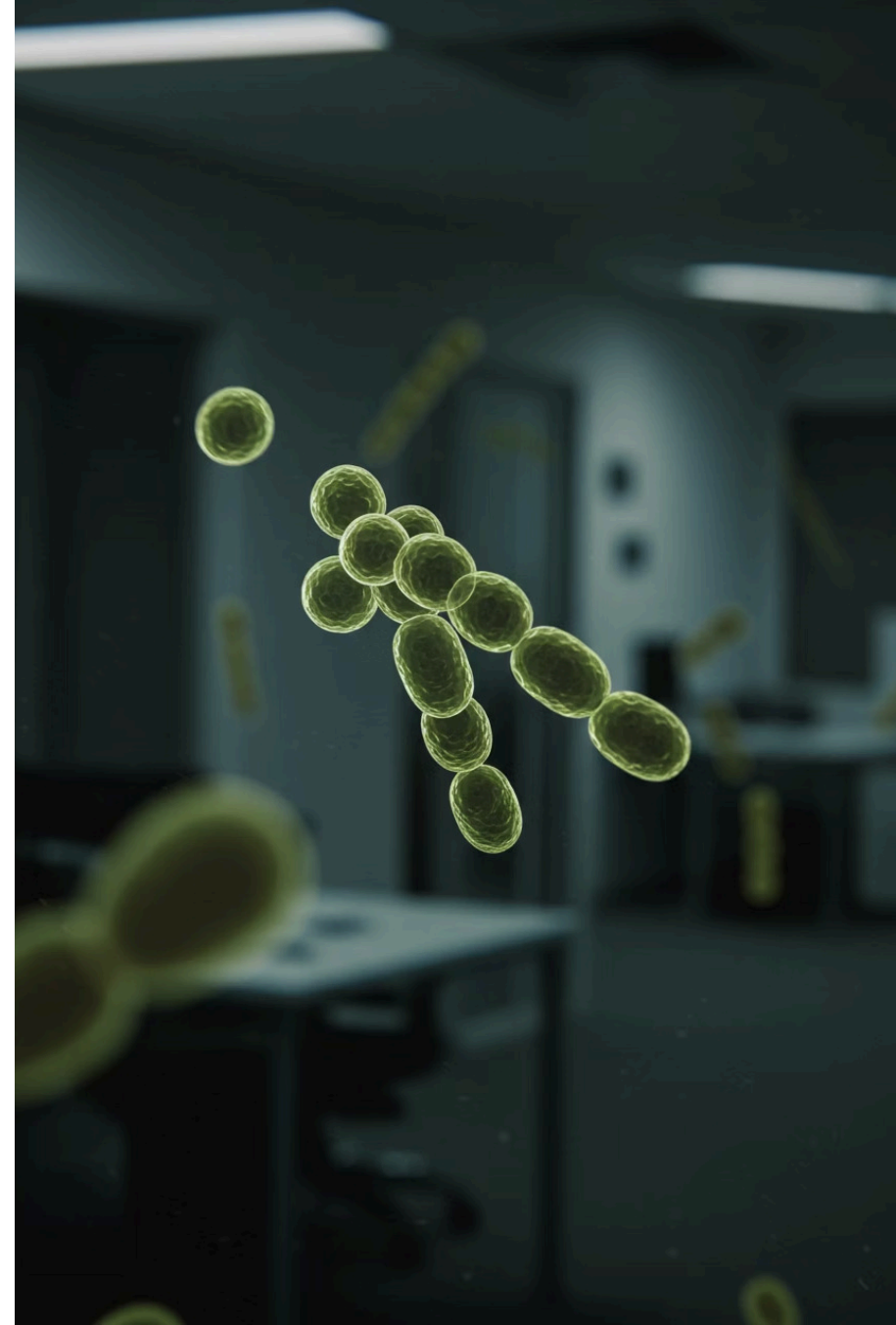
**Stats** – £1.8 m water-damage DAILY; ≈ 250 UK Legionnaires' cases / yr

## SMART FIX

1. Annual ACOP L8 Legionella risk assessment
2. Weekly outlet flush & temp log (Hot  $\geq 50$  °C / Cold  $\leq 20$  °C)
3. Leak sensors under sinks & AC pans

**KPI** > Zero positive Legionella samples; leaks fixed < 24 h

**Space Design Maintenance edge:** Sensors talk to our job-tracking platform – we're onsite before you spot the stain.



# ISSUE 4 – POWER / UPS OUTAGES & SERVER-ROOM COOLING

**Problem** – micro-cuts crash PCs; overheating fries servers

**Stats** – 43 % of outages start with UPS; 1 hour downtime  $\approx$  £20 000

## SMART FIX

1. Electrical Installation Condition Report every 5 yrs + annual thermal imaging
2. UPS runtime test twice a year; swap batteries at year 4
3. 24 / 7 server-room temperature monitor + redundant AC

**KPI** > 99.99 % uptime; server-room  $\leq$  27 °C at all times

**Space Design Maintenance edge:** After-hours "pull-the-plug" drills prove backups really work.

# ISSUE 5 – FABRIC & FINISHES DETERIORATION

**Problem** – frayed carpets, ceiling stains, scuffed walls

**Stats** – Slips/trips = 32 % of all workplace injuries ( $\approx$  £512 m/yr)

## SMART FIX

1. Monthly photo walk-through; fix safety items same-day
2. Deep-clean carpets yearly; repaint high-traffic zones every 2 yrs
3. Replace stained ceiling tiles within 48 h (and cure the leak)

**KPI** > ZERO slip claims from fabric faults; rising "workspace satisfaction" scores

**Space Design Maintenance edge:** Rolling micro-repairs beat end-of-lease dilapidation bills.



# PRINTABLE MASTER CHECKLIST

A4 PDF-ready format for complete facility maintenance tracking

## HVAC MAINTENANCE

- Change HVAC filters & clean coils | Every 3 months |
- Review IAQ dashboard | Weekly |
- Seasonal HVAC service | Spring + Autumn |

## ELECTRICAL SYSTEMS

- Emergency-light quick test | Monthly |
- Emergency-light 3-hr test | Annually |
- Replace failed lamps / LEDs |  $\leq 48$  h |
- Flush outlets & record temps | Weekly |
- UPS self-test | Monthly |
- UPS load-bank test | 6 months |
- Generator start-up (if any) | Weekly |
- Thermographic panel scan | Annually |

## PLUMBING & WATER SYSTEMS

- Legionella risk review | Annually |
- Inspect for leaks | Weekly |

## IT INFRASTRUCTURE

- Server-room temp review | Daily |

## BUILDING FABRIC & FINISHES

- Fabric walk-through | Monthly |
- Deep-clean carpets | Annually |
- Re-paint high-traffic walls | Every 2 yrs |
- Replace stained tiles |  $\leq 48$  h |

## COMPLIANCE & SAFETY

- Close safety defects | Ongoing |
- Audit PPM completion | Quarterly |

Print this A4 checklist and use it to track your maintenance schedule for complete facility management.



# WHY OFFICE MANAGERS CHOOSE SPACE DESIGN MAINTENANCE

30 Years Keeping London Offices Running

## Our edge

- Same engineer every visit
- Bespoke job-tracking ecosystem
- PPM-first mindset
- First-time-fix culture
- 24 / 7 City response

## Your benefit

- Continuity, zero learning curve
- Nothing slips through the cracks
- Fewer emergencies, lower life-cycle cost
- Minimal disruption to staff
- Total peace of mind

# FREE PPM AUDIT – EASY BOOKING

Stop guessing. Start preventing.

Call the number below. We'll assess your site and deliver a 90-day action plan – FREE for LinkedIn connections & email recipients of this guide.



## Contact Details

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## Office Location

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**BOOK NOW** and connect with Managing Director **Noel Campbell** on LinkedIn for professional maintenance solutions tailored to your needs.