

# 9 HIDDEN WAYS FACILITIES ENGINEERING IMPROVES THE OCCUPANT EXPERIENCE

Whether you run a hospital, office building, or school, there's one thing that all successful facilities have in common: proactive engineering maintenance. From reduced safety liability to cost savings, the benefits of expert engineering can aid facility managers and their buildings in countless ways. There are numerous ways in which comprehensive engineering services can enhance the occupant experience as well.

As in-person business increases, facility efficiency, comfort, and safety will be key in building occupant trust and retention. In fact, occupant satisfaction in the workplace has contributed to a **37% reduction in absenteeism** and a **21% increase in productivity**<sup>1</sup>. Prioritizing occupant happiness by ensuring that all your facility's inner workings run smoothly will dictate the long-term success of you or your client's business.

**Here's 9 ways onsite engineering maintenance benefits your occupants:**

## 1 Healthy air, healthy occupants

Unmanaged indoor air quality (IAQ) is likely to be 2 – 5 times worse than outdoor air quality<sup>2</sup>. Post-COVID, building occupants are expected to be hyper-aware of the air they breathe and potential contaminants. Regular HVAC filter replacement and maintenance can ensure optimal IAQ and allow occupants to breathe a sigh of relief.

## 2 Temperature control for optimal productivity

Uncomfortable employees make for an unproductive workplace. According to a CareerBuilder survey of more than 4,000 full-time U.S. workers, 22% say a workplace that is too hot makes it difficult to concentrate at work, and 11% say the same about chilly workplaces<sup>3</sup>. Routine chiller maintenance can ensure a "just right" workplace temperature for satisfied occupants.

## 3 Taking care of the essentials

When occupants return to the workplace, clean and functional restrooms will be an expectation, not a perk. A plumbing disaster could be a huge red flag that your facility was not prepared for occupant reentry. Onsite plumbing maintenance can help prevent a costly plumbing emergency through backflow preventer installation, water pressure evaluation, and more.

## 4 Worry-free electrical amenities

Through regular maintenance and monitoring, onsite electricians can help prevent occupant inconveniences, like an unexpected Wi-Fi outage or a malfunctioning EV charging port. In a recent survey, 83% of workers cited the quality of technology as the second most important factor of an ideal workplace<sup>4</sup>.

## 5 Impactful first impressions

As a facility manager, the last thing you want is for your occupants to be distracted by building blemishes. Onsite handyman services can help fix the little things, like cracked windows or chipped paint, before they become an eyesore.

## 6 Double the benefits by outsourcing engineering maintenance

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## 7 No second-guessing building security

Your workplace should feel as safe as your home. Expert locksmith services can provide peace of mind for occupants and facility managers alike. Whether it's a commercial lock rekey or repairing office locks, an onsite locksmith technician can help to secure occupant belongings and building inventory.

## 8 Maximized perk uptime

Building perks like coffee bars or workout facilities are key players in attracting occupants to a facility. An inconvenience like a faulty electrical outlet in the gym or an out-of-order café fridge could lead to occupant dissatisfaction. Through regular inspections, onsite maintenance engineers can respond to these issues before they become a disturbance.

## 9 Positive company reputation

It's no secret that a company's reputation can make or break their business. According to a survey conducted by Corporate Responsibility Magazine, 69% of job seekers would not take a job with a company with a bad reputation, even if they were unemployed<sup>5</sup>. With proactive engineering maintenance, you can prevent company red flags like downtime, lower equipment efficiency, unsafe working conditions, and more. Providing a safe and reliable environment for your occupants will result in a company worth bragging about.

### SOURCES

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