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"Companies will need to respond to the needs and aspirations of both younger and older generations to attract and retain the best employees. Neither generation is driven primarily by finances, with quality of life, flexible working, and careers the key elements that will drive future demand for serviced office space."

- Lewis Cone, B2B Analyst

## This report looks at the following areas:

- What are the key factors creating demand for serviced office accommodation?
- How have changing economic conditions affected the market?
- How are trends in working practices going to change the nature of demand for serviced office space?
- What does the future of the UK serviced office sector look like?

#### Definition

Serviced offices are commercial buildings providing short-term contract accommodation, including reception services, furniture, telephony and information technology infrastructure.

MBD's market definition includes serviced offices, semi-serviced offices, business centres and managed workspace.

For the purposes of compiling the market size, third place locations (work spaces for drop-in customers rather than dedicated office space) and co-working spaces (work spaces, usually pay-as-you-go, dedicated as a shared working environment) are excluded. However, these types of accommodation are considered when analysing market trends, commercial opportunities, and operators' performance.

Serviced offices are fully fitted and furnished. The operator is not only responsible for the building maintenance, but will also provide a range of business services, which may include meeting and conference facilities, as well as support services - from catering to presentation equipment, reception, secretarial and clerical services, IT and telecommunications support, video conferencing and internet access. This enables clients to occupy the premises and outsource costly internal operations.

All of the values quoted in this report are at current prices unless otherwise specified.

The term billion refers to 1,000 million.

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**DID YOU KNOW?** 

This report is part of a series of reports, produced to provide you with a more holistic view of this market



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## **Further Sources and Contacts**

Trade associations

**Business Centres Association** 

Trade magazines

Commercial Property Monthly

Estates Gazette

Property Week

Trade exhibitions

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