



## Comparing Apples with Apples: **Questions to Ask When Choosing a Flexible Workspace Provider**

When you're researching flexible workspace providers, make sure you're comparing apples with apples. Not all memberships are created equal - work through this handy checklist to help you find the best fit for your business.

# 1. Where is it based?

Everyone knows it's all about 'location, location, location.' Look for coworking spaces in locations your staff will love, close to quality amenities and with easy transport access. Premium locations might cost more, but will help you attract and retain talent.

Also, consider whether there are multiple locations that you can take advantage of. Are you based in Auckland but meeting clients in Wellington? Check to see if you can use meeting spaces in other branches of the workspace provider.



# 2. What kind of amenities & utilities are there?

Ensure that the space includes everything you need to keep your business running smoothly, with consideration to what's most important for your business.

## Some things to look out for include:

- Cleaning and maintenance services - what's included?
- Inclusion of utilities, such as power, in the monthly membership fee
- High-speed internet access
- High quality office furniture, including desks, chairs, and storage
- Enough meeting rooms so that you can easily book one when you need it
- Private spaces for confidential discussions, and call pods for speaking on the phone
- Quiet spaces
- Client-facing lounge spaces for informal catch ups or hosting opportunities
- Printing, scanning, and photocopying facilities - what's included in your membership?
- Kitchen or break room with coffee and snacks
- Access to office supplies and equipment
- Break out spaces for informal staff meetings
- Event spaces
- App or member portal for space booking and events
- Onsite support, including reception and IT help
- Onsite cafes and bars
- Outdoor spaces and plants
- Thoughtful interior design

# 3. How flexible are the plans?

One of the best things about flexible workspaces is that they are...flexible. It's all in the name! Do the membership options on offer cater to your team's needs? Is the provider willing to adapt your membership as your business needs change, or if anything unexpected happens?

## Ask about your options when it comes to:

- Flexible membership plans
- Ability to scale up or down as your needs change
- 24/7 access or extended operating hours
- Ability to customise packages for your company-specific needs

**TIP:** Smaller or local providers tend to be more agile and flexible with their offering compared to global operators, who may have a more fixed product approach.

## 4. What community & networking opportunities are available?

Working in a coworking space alongside other businesses offers the perfect opportunity to network and collaborate. Some providers will organise events and workshops to help facilitate these connections.

Here at Generator we're known for our legendary calendar of events across our sites. We work with our members to understand how we can support their culture through events or engagement opportunities. It's one less thing your business needs to worry about.



## 5. How accessible & private are the facilities?

Are you looking for a private suite, or do you want to be amongst the action in a shared workspace? Or some combination of both? There are a few things to weigh up, such as price vs privacy vs the benefits of working in an open plan environment. How many of you are in the team, and how often are you going to be in the office? Does the provider have a dedicated team that can work with you to define your priorities and create a tailored workspace solution, or will you need to select something 'off the shelf'?



## 6. What kind of tech infrastructure is in place?

Nothing is more frustrating than getting to work and wasting precious time sorting out technical difficulties. A good workspace provider will offer support for IT issues, technical assistance, a stable power supply and backup options. A GREAT provider will grant you access to the highest quality tech with the capacity to support even the most grunty users. They'll also cater for custom network infrastructure requirements, including onsite tech support and video conferencing equipment.

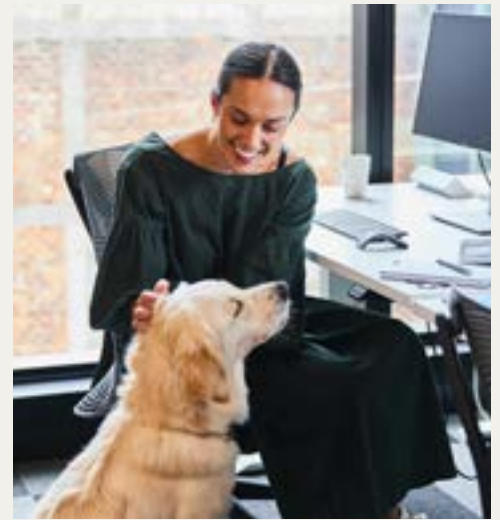




## 7. What's the work environment like?

When you feel good at work, you do good work. A positive work environment can boost productivity, reduce stress, and help you retain employees.

This is where the little things can make all the difference; whether it's a friendly greeting when you arrive, an onsite cafe with a barista that knows your order, staff to help take the load so you can focus on your business, or the energy you get being part of a community where businesses are working toward their goals.



## 8. What are the contract terms?

Before making your decision, make sure that you carefully review the contract, including cancellation policies and notice periods.



## 9. How much does it cost?

Determine your budget and compare pricing for different flexible workspace options. While it may be tempting to choose the cheapest option, explore all the services, perks, and customisation options included with each workspace and membership.

**There are a few hidden costs to look out for:**

- If you require access to meeting rooms regularly, make sure you build this into your plan upfront. The bill can creep up if you don't have meeting room bookings allocated within your monthly price.
- The included cleaning service might not cover your needs if you're a cleanliness fanatic, so you might need to factor in extra costs here.
- Will you be needing to use a printer regularly? Check to see what printing allowances are included in your membership.





# Get in touch

## Still got questions?

Talk to us to discuss your membership options. We can create a bespoke plan that caters for all your needs, for one predictable monthly fee. Email us at [connect@generatornz.com](mailto:connect@generatornz.com) and we will be in touch to discuss options.