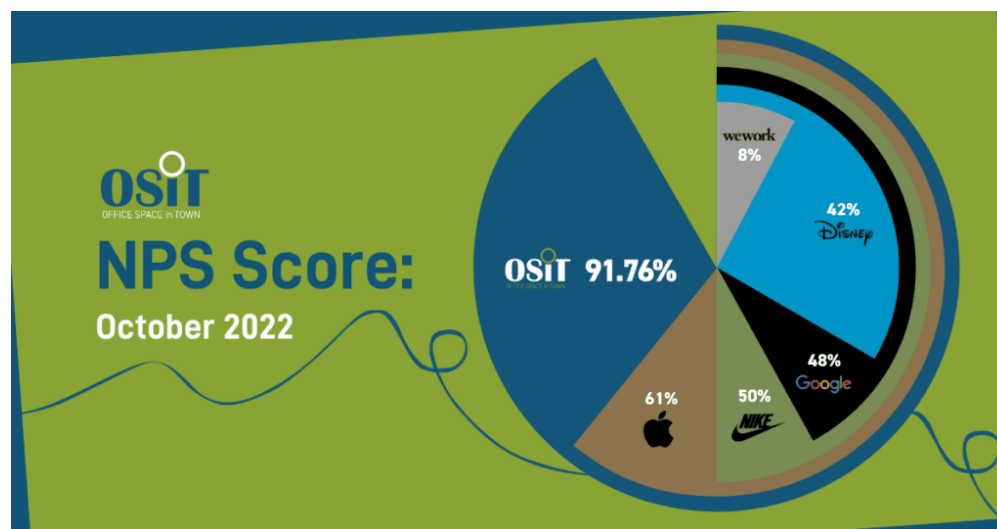


Office Space in Town achieves net promoter score (NPS) of 92

3 years ago



[Office Space in Town \(OSiT\)](#), London's leading serviced and flexible workspace provider, has achieved a NPS of 91.76.

In a recent survey of its client base, 91.76 per cent of respondents confirmed that they would recommend OSiT. The survey follows significant business success for OSiT, who recently acquired Brightbay Real Estate Partners' 80% share in its London portfolio, valued at £220m, giving the company 100% ownership of its entire serviced office portfolio.

This comes after large international conglomerates such as Disney, Google, Nike, and Apple have presented scores of 42, 48, 50, and 61 respectively. In fact, one of OSiT's largest flexible workspace peers, WeWork, has a NPS of just 8.

Demand for flexible workspace has increased rapidly in recent years, with The Instant Group finding demand across the UK is up 22% in the last 12 months. Moreover, the size of space being taken with flex operators has also increased by 44% since the pandemic as larger companies incorporate more flexible workspace in their real estate portfolios. At current trajectories, the number of flex spaces will double by 2026 and account for more than 150m sq of office space in the UK (10% of total UK office space).

As providers look to take increasing market share, operators that leave a lasting, positive impression on clients and colleagues will stand the test of time in an ever more competitive industry.

Niki Fuchs, CEO at OSiT, commented: "We are delighted to have received such glowing feedback from our clients. As the flexible workspace sector continues to grow, we are committed to maintaining the high standards of service we currently offer as OSiT expands and takes increasing market share.

"For workspace operators, particularly flex providers dealing with shorter lease lengths and, consequently,

higher client churn, client and colleague referrals are of immense importance to success. This Net Promotor Score gives us not just confirmation of our ability in this area but also a platform on which to build with room to grow this figure moving forward.”