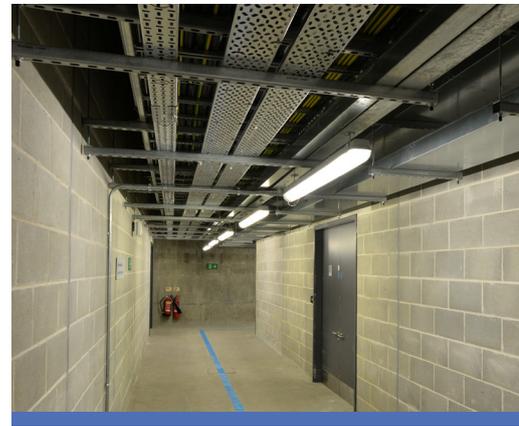
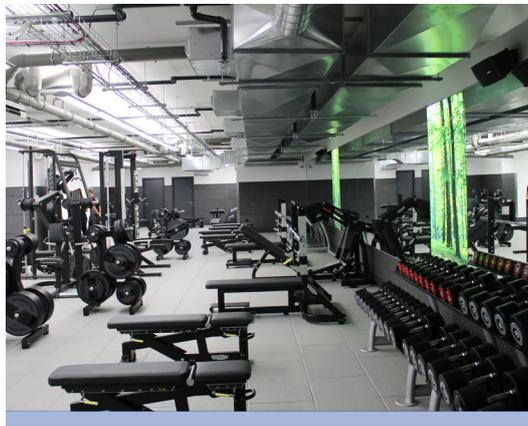
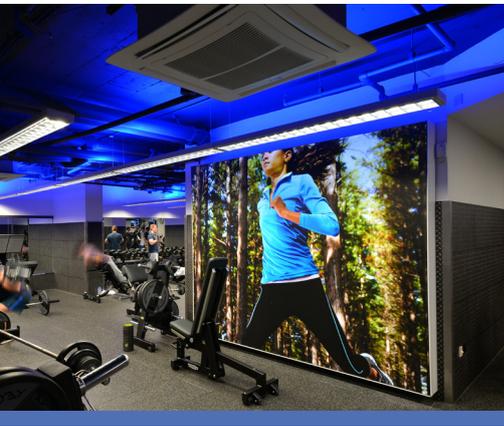


# CASE STUDY LA FITNESS



## HEADLINES

APPROACHED

by LA Fitness to alleviate continuous maintenance problems

AUDITED

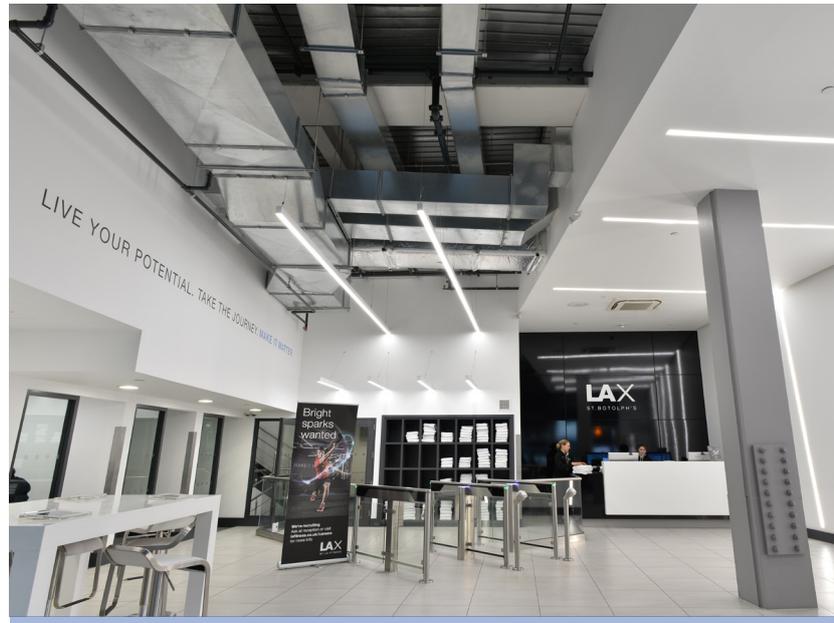
existing equipment and implemented a new preventative maintenance strategy

70%

reduction in breakdowns and emergency call outs for cooling and hot water failures

30

clubs now managed after the success of our work on an initial 12 sites



## KEY FACTS

Project title: LA Fitness  
Location: Central London and M25 boundary  
Services: M&E, ventilation, reactive maintenance initially leading to planned  
Value: £800,000-a-year

# CASE STUDY HOW WE DID IT



Reliability issues for the cooling and hot water generation of LA Fitness' Central London gyms was causing dissatisfaction with members and proving costly due to the high number of emergency call outs.



As such, we were asked to analyse the existing arrangements, services and equipment and devise a robust, sustainable, resilient strategy.

We were invited to discuss how we could help LA Fitness alleviate the problems it was facing regarding its on-going maintenance, in particular the business critical services that were failing too often.



Initially we were appointed to manage the maintenance of 12 clubs in Central London in a reactive role.

We quickly identified the underlying problems and that a comprehensive strategy was needed to bring it up to a more serviceable level.

While we could continue servicing the clubs on an emergency basis, greater savings could be made by putting in place a more robust pre-planned programme.

In turn, this would also increase satisfaction levels among gym users because we would prevent failures in advance so they were not affected.

Financial savings resulting from planned maintenance instead of reactive call outs meant LA Fitness was able to invest this money in improving and upgrading equipment to safeguard itself from further problems in the future.

The transformation of LA Fitness' maintenance programme resulted in us being appointed to manage its 30 clubs in London and the M25 boundary on a planned basis.

These clubs are the lifeblood of the business, generating 80% of the group's profits, which reflects the importance of the work we carry out.

## CLIENT REACTION

Initially approached to provide a reactive mechanical and electrical service, G&H extended their support to supply a thorough planned maintenance regime. This not only reduced failures of equipment and improved customer satisfaction but also proved a cost effective approach to building maintenance.

Mike Lea, Property Director, LA Fitness

## KEY CONTACT

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