

RELOCATION GUIDE



'Our brand is not a logo – it's a promise'

Welcome

Welcome to the Vista Group's free, no obligation Relocation Guide which has been formulated to help you through your imminent business relocation.

In our experience as relocation specialists, moving commercial location is an intricate manoeuvre. Whether your company is large or small, your relocation is likely to be handled by a member of your staff who may be a specialist in their own field but whose everyday work does not encompass the required logistical experience needed which, if not handled correctly, could increase the cost of your relocation significantly. For that individual, it may be a daunting task so with this in mind we would like to assist you in the process.

This guide will answer many of the questions that arise during this process and certainly may prompt you into anticipating any eventuality. Our helpline is also available to you at **no cost** (other than that of a phone call) and with **no obligation** if you need more help.

You can reach our helpline staff on **020 8984 0831**.

Of course, it doesn't go unnoticed that we offer many of the services that you may require during your relocation – office furniture acquisition, removal, planning and installation, storage facilities, way-finding and building signage, and defunct business asset disposal including WEEE, but we are not selling these services to you unless, on completion of your own relocation evaluation, you think we can be of some assistance.

Why are we doing this? Well, it's simple really, when our clients are fully informed and ready for their relocation, it makes the process run smoothly for everyone – the client, the relocation company, landlords, service and utility companies etc. It is also more efficient and effective, everyone saves time and MONEY!

Good Luck with your relocation and I hope your business continues to thrive.

Richard Wilson, Managing Director

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Roles & Responsibilities – Your Move Team

To prevent surprises or disputes further down the line, involve others from the very beginning and decide how you are going to keep everyone up to date with developments.

- Ensure that someone senior enough to make decisions is involved and that there is a route to get the Managing Director's approval, no point in forging ahead then finding he/she wants to change things.
- The Move Team Leader should be someone who is motivated, an experienced multi-tasker, organised and knows your business inside and out! Above all the Move Leader must be able to stick to your budget.

Depending on the size of your organisation you will need to ensure that the people who handle the following aspects of your business are involved:-

- Managing Director,
- Facilities Manager,
- Office Manager,
- IT Manager,
- Operations Director
- Marketing
- Human Resources
- Secretarial/PAs/Administration

Consultation & Feasibility – Your Stakeholders

You will need to consult with various people during the relocation process including, if you have them, your Parent Company, Board Members, Unions, Regulators, Department Heads and Staff.

According to the Information & Consultation of Employees Regulations 2004 if you have 50 or more employees you must inform and consult with them on any changes that directly affects them.

<http://www.legislation.gov.uk/uksi/2004/3426/contents/made>

In terms of feasibility, you will need to determine not just what space you require immediately but also what you are going to require for future growth , if you are going to avoid an unplanned premature and costly expansion or another move.

- How much space do you think you will need (in square feet)? Start by calculating the size, capacity and usage of your current space.
- How many people/ workstations will you need, taking into account your departmental growth rate and any planned changes in operations or space?
- What other spaces will you need – kitchen, executive offices, meeting rooms, toilets, break-out spaces etc.?
- What storage do you have at the moment – desks, lockers, document storage, storerooms, secure storage/safes, off-site storage? How much and what type of storage space do you need in your new office?
- What is the timescale for your relocation?

Project Budget – How Much Will It Cost?

Relocating is an expensive venture and moving offices without a clear idea of budgets could be disastrous for your business. If your chosen suppliers won't provide you with full cost estimates free of charge, then look for another supplier and please allow for a contingency. Being in possession of the expected costs of the relocation will allow you to communicate a realistic picture of the financial implications and impact on your business. Take into consideration:

- Occupancy – rent, service charges, taxes, energy, maintenance etc.
- Property agents, building management, lawyers' transaction fees
- Insurance Costs
- Fire Prevention Plan Assessment
- Design & Installation Costs
- IT – cabling, equipment, relocation fees
- New Furniture – delivery and installations, disposal costs (old furniture, WEEE, rubbish, etc.)
- Printing Costs – marketing, stationery, website updates, redirection of mail, signage etc.
- Telecoms
- Dilapidation Costs – many leases require the space to be put back to its original condition (old/new space)
- HVAC checks, services etc.
- Energy checks
- Temporary storage Costs
- Contingency Budget (20% is not uncommon to allow for unexpected changes/costs)

New Location Priorities

Discuss with your Move Team and Stakeholders what criteria is important to provide your perfect relocation. As well as considering what the actual building will give you, you should also consider the following:

- Good access to major road links, public transport – making it easy for client to visit and staff commuting.
- Parking
- Local amenities (shops, restaurants, suppliers, etc.)
- Access to potential new employees
- Location of your competitors



Property Agents & Office Relocation

Do your homework!

Look for the companies that have a proven track record and a good grasp of all of the technical implications for your business and ensure they have a good knowledge of the area in which you want to relocate. From the outset make sure they have enough time to devote to your relocation project, if they are not available to take your calls, or attend site visits when necessary then they won't give you answers when you need them, go elsewhere!

When considering your new location, don't forget to think about:

- Are there any off-putting noises, smells or works going on near your office? Are these temporary or permanent?
- Are there any development plans or other issues for the area that you should know about?
- Are the other tenants' good, reputable businesses?
- Are there any potential business partners nearby?
- Are any of your competitors based close by?

Choosing a good office fit-out company is essential as the bulk of your budget will fall into the design and fit-out category of your relocation so get them on board early. They will guide you through much of the process and help you plan ahead and may even identify things that you've overlooked. Good office relocation companies will provide you with a designated point of contact, their project management will save you time. Essential to this whole process is their transparency in terms of fees, costs and charges, they should provide you with a costing if plans change or new items need to be purchased etc.

Check if they offer the following as part of their service:

- Survey your new building, help you calculate your needs and plan the space
- Provide a full detailed estimate of costs
- Advice and procurement of furniture

- Delivery and installation services
- Associated trades – electricians, plumbers etc. (or can recommend reputable tradesmen)
- Ensure you have any necessary planning permission
- Advise you of Disability Discrimination Act to help you comply wherever possible
- Health & Safety knowledge and advice
- Arrange IT cabling and installation
- Knowledge of Telephone systems and ability to arrange installation if required
- Advice on safe and secure packing and provision of crates, packing materials and storage (if required)

You should also check they are reputable, can complete on time and can work to your budget.

- Are they able to finance your relocation and have the purchasing power you need?
- Have they done moves like yours before - check they references?
- Do they have their own Health & Safety Advisor?
- Are they environmentally aware and abide by their environment duty of care?
- Do they have insurance?
- Do they make you feel confident in their abilities?
- ARE THEY GOOD VALUE FOR MONEY?



Building Surveys, Business Rates & Legal/Financial

Firstly, assess what needs to be done in your current premises to ensure you meet the Landlord's dilapidation requirements. Secondly, conducting a thorough survey of your new building could save you thousands. Consider the following as part of your building survey:

- Look at the overall condition of the building – is it listed (there may be limits to refurbishments) or a new building with unfinished building works?
- Will it adapt to your changing needs if necessary?
- Has it got disabled access and facilities? If not can these alterations be made to comply with legislation?
- Check the arrangements, contracts, servicing etc. for air conditioning, lifts, alarm systems etc.
- What facilities, fixtures, fittings etc. are included in your lease?
- What is the building energy efficiency rating?
- Is your space secure – consider shared access, windows, doors etc.?
- Arrange for any remedial repairs and specialist audits to be undertaken before occupation – general condition, checks for asbestos and other hazards.
- Fire Plan
- Can your IT/electrical requirements be met? How? If not, what work needs to be undertaken?
- Check you have all the insurances you need.

To ensure you don't overpay Business Rates you can check the information that is available on the Valuation Office Agency website: <https://www.gov.uk/guidance/valuation-office-agency-and-business-rates-non-domestic-rates>

You could also gain advice by arranging an audit rating, talking to your neighbours, checking vacant rates, look into Local Authority Appeals processes or get a professional's advice.

Consider the terms of your Lease

- Are there any unusual clauses?
- Does the Landlord offer any incentives or rent free periods? If not you could negotiate for this.
- Check the service charge levels. At what frequency are they reviewed? Remember to think about any future increase in costs too.
- Only when you are confident everything is how it should be - sign your Lease.

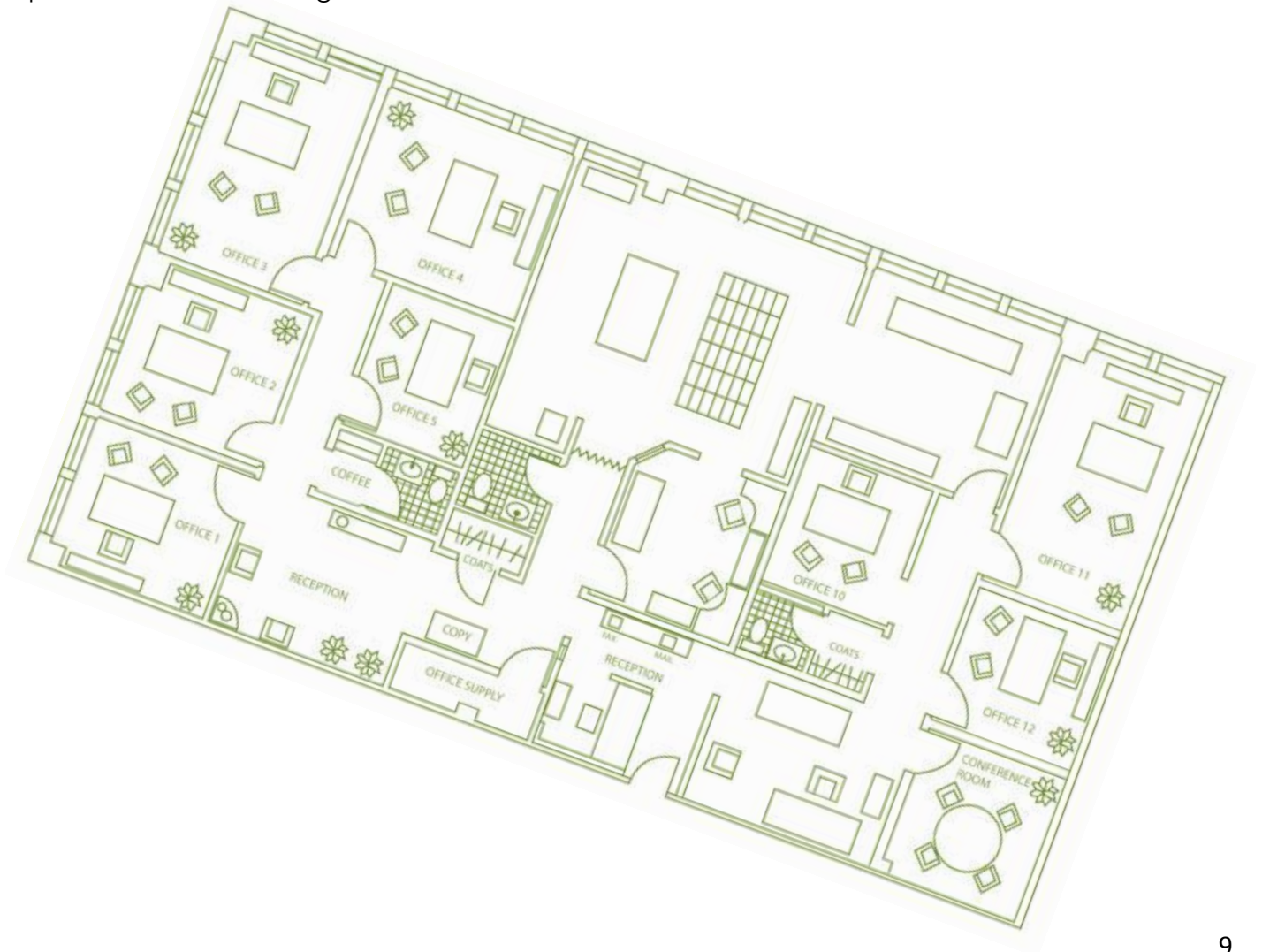


Design & Installation of Furniture & Fittings

The Move Team really comes into its own here. Set up visual boards to show suggestions of how the office is going to look and feel. Agree colour schemes and get plans made up giving a full layout of desks, IT, kitchens, meeting rooms etc. Arrange for a site visit so that people can visualise how it will look in situ. Ensure your designs are compliant with regulations and guidance – particularly DDA and Workplace (HS&W) Regulations 1992.

Check your furniture is suitable for the everyday working environment and for any specific needs. Check warranties, cost-effectiveness, delivery of new items, storage, assembly etc. Does the furniture suit the style you were expecting to create and are you getting value for money? You want your furniture to be serviceable and last as long as possible, cheap options may initially look good but may not stay the distance and become more costly in the long run.

Take advice if you need to. Your fit-out company should provide you with guidance based on their experience and knowledge.



Installation of IT & Other Systems

You will need to make a methodical list of what your requirements are in terms of power and IT systems. Consider the following:

- Is your current setup sufficient or is this the time to consider upgrading?
- Communications Rooms, System cabinets, Servers and other backup systems
- What power points and IT floor boxes/data points are needed and where?
- Do you have enough handsets for all your staff? Consider hot-desking arrangements to save costs where possible.
- Position and number of printers/photocopiers/faxes etc.
- How will cabling be run in?
- Who will manage and coordinate all your communication needs? Do you have someone in-house or do you need to get someone in? Talk to them, make plans.
- What service and support contracts do you have and with whom?
- Order your telephone connections, change/move of numbers as soon as possible. Give them notice, they won't just do it on the day. Can you keep your current numbers?
- Shop around and get the best deal, staying with the same supplier in this day and age isn't always the best option.
- How will you advise people of changes? Emails? Call-forwarding? Give your people some notice to ensure you can continue to run your business effectively during and after the relocation.

Health & Safety – Working Environment

Health and Safety is your responsibility no matter who you hire to undertake the relocation. Make sure your contractors have good Health & Safety policies and procedures. Ask to see their Risk Assessments and Method Statements, perform your own Risk Assessments in relation to the move and your staff and keep copies of them in a safe place. Compile a contingency plan to account for possible interruptions in business – will some staff be able to work off-site on the day, have you got enough staff available to undertake their roles in the move, are you expecting visitors/deliveries on the day?



Getting Ready to Move

Your relocation should not be a surprise to your clients, staff or business associates – get everyone interested in this exciting new venture, it shows you are a successful business. **KEEP EVERYONE INFORMED!**

- Order new stationery items – letterheads, business cards, forms etc.
- Arrange new office signage – how will people know who you are and what you provide?
- Put news updates on your website
- Send newsletters, emails, letters to clients, suppliers and other business contacts
- Have regular progress meetings
- Arrange to redirect mail
- Notify your bank, insurance company, HMRC
- Inform utility companies (minimum of 2 weeks in advance)
- Update/renew insurances, leasing and service agreements, licences

You have a **Duty of Care** to be environmentally compliant so make sure you know what is happening to waste products generated by your relocation.

- Can you recoup some of the costs by selling on your unwanted business assets for reuse or recycling?
- How will you strip out and recycle all unwanted materials?
- Make sure you get written proof that your waste has been disposed of compliantly.

If you are unsure how to dispose or recycle, take advice from the professionals who should provide you with proof of your compliant disposal.

For the move you will need to:

- Make an inventory of all your equipment.

- Put someone in charge of packing and de-cluttering – get rid of old files, scan any documents you don't need to retain in hard copy, shred any unwanted sensitive information
- Get any unwanted items, business assets disposed of before the move or you'll be taking them from one location to the other unnecessarily
- Arrange for crates and label them so that they can be placed in the right location
- Make arrangements with your relocation company – dates, times, crate requirements etc. and remember to ensure that the staff you want available are not on holiday, on business trips or otherwise out of office when you need them to be around
- Ensure that your current and new locations are secure, you will have items in both locations during the move and you need to coordinate this so that things don't go missing
- Arrange for someone to be on hand in both locations to help deal with any queries or last minute snags
- Make sure everything gets signed off by someone who knows 'the plan' and who can ensure that what they are signing for is how it should be.
- Check and take photographs at every stage and keep notes of any defects, breakages or items not fitting their description etc. Notify the supplier of these problems as soon as possible and outline what you want to happen to resolve the issue.
- Arrange the clean-up process for the old premises and new – removal of rubbish
- Test everything!

And when it's done – CELEBRATE, you deserve it!



Appendix – Useful Contacts

(All details are provided for guidance and without obligation.)

Office Relocations, Fit-outs, Storage Facilities –

The Vista Group - General Manager – Simon Greenhill, 020 8984 0831 extn. 206

Wayfinding Signage, Signs, Design, Branding –

The Vista Group - Commercial Graphics, Design Manager – Dan Deamer, 020 8984 0831 extn. 209

Disposal of Business Assets, Reuse, Recycling –

The Vista Group - Recycling Solutions, Recycling Manager – Danny Mears, 020 8984 0831 extn. 205

ACAS (Advisory, Conciliation & Arbitration Services)

Tel: 0300 123 1100 Website: www.acas.org.uk

Valuation Office Agency London

Tel: General Enquiries: 03000 501501 Email: ratinglondon@voa.gsi.gov.uk or ctsouth@voa.gsi.gov.uk

District Valuer Services

Tel: 03000 500400 Email: dvccustomersupport@voa.gsi.gov.uk

HMRC

Tel: 0300 200 3319

With Our Compliments.

