

## Commercial Property Factsheets

### Moving premises

1. Start **planning well in advance** - at least six months before the move if possible; plan to move during a quiet period when no other major disruptions are expected
2. Create a small **move team**, with a nominated move co-ordinator in charge who can delegate specific tasks to other team members.
3. Create a **business as usual team** to maintain customer service and key operations during the move; make contingency plans in case of unexpected problems.
4. Involve a **removal contractor** from an early stage and confirm exactly what they will do; check that they have suitable insurance.
5. Arrange any specialist help needed for relocating and reconfiguring **IT and telecoms** systems (and any other complex equipment).
6. Prepare an **outline programme** to control the move; identify the lead time for each task, set target completion dates, and allocate responsibility.
7. Progress and complete **legal** transactions to dispose of the old premises and acquire the new premises; arrange any permissions required.
8. Give suppliers, customers, the authorities and other contacts advance notice of your **change of address**; use it as a marketing opportunity.
9. Organise updated **stationery and marketing materials**.
10. Arrange to transfer or terminate **services and utilities**, including redirection of mail and phone calls; if necessary, arrange new local suppliers.
11. Notify your **insurers** of the move to ensure continuity of cover.
12. Prepare a detailed plan of your **new premises**; arrange any alterations, cabling, decoration and so on.
13. **Label** everything to be moved, with a code showing where it will go in the new premises; clear out and dispose of unnecessary clutter.
14. Involve, consult and update **employees** throughout; consider how any relocation will affect them and what their contractual rights are.
15. Keep a **back up** of your IT system and a copy of the contact details for all suppliers, customers and employees in case of any problems in getting your system back up and running.

#### Cardinal Rules

##### Do:

- start planning **well in advance**
- work to a **clear timetable** of tasks and responsibilities
- **label** everything, coded by location in the new premises
- keep **employees** informed and involved

##### Don't:

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- underestimate **lead times**
- allow the move to disrupt **customer service**
- introduce **other changes** before you have settled in to the new premises