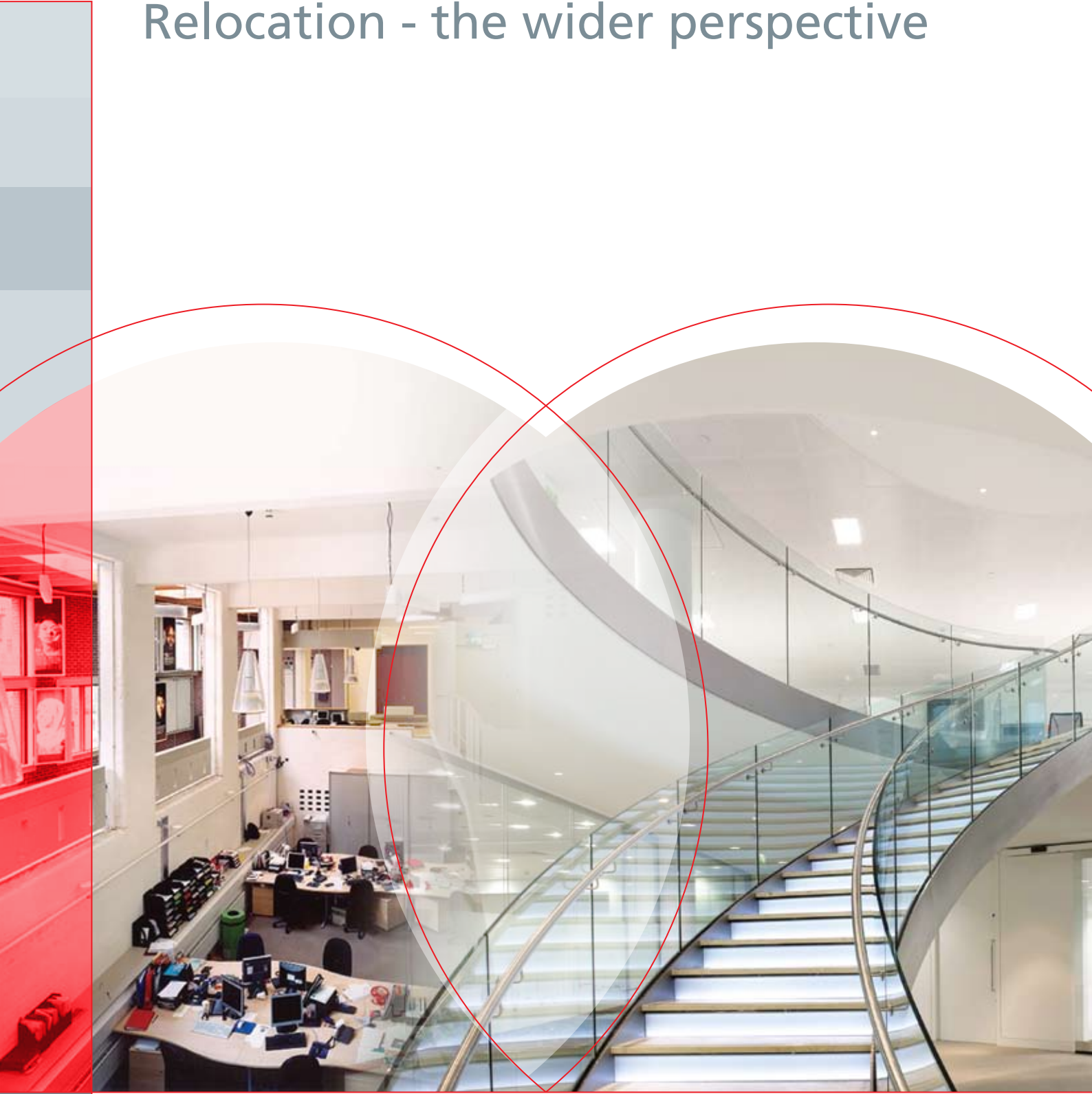


Relocation - the wider perspective



Relocation - the wider perspective

Whether relocation projects are triggered by a property event, a strategic or organisational review, usually they will involve the complex interaction of several important processes across the business including people, property and finance.

These may provide an organisation with unique opportunities to introduce changes at many levels. Change does not just involve the physical move, but also the business and people.

Managing this change, and the associated expectations, is critical to fulfilling the relocation brief and therefore success of the project.

Five imperatives every business should address in the relocation process and the key services Cluttons can offer to meet specific client needs are as follows:

Key considerations include

- **risk** an integral part of the change process which needs careful consideration and management. Principal risks associated with a relocation project must be identified at the outset, encapsulated in a risk register, and responsibility apportioned with a range of measures used to manage and mitigate each element. Measures can vary from time or monetary contingencies for quantifiable risks, through to scenario planning for less tangible areas;
- **budgets and costs** potential costs such as the lost opportunity cost of key stakeholders and a wider group across the organisation may not be readily obvious at the outset;
- **programme** relocation may be associated with a narrow or unique window of opportunity. It is important that sufficient but realistic timescales are allowed for the project, including the adoption of the correct procurement routes as well as having suitable contractual incentives in place for timeous completion;
- **sustainability** the environmental performance of office accommodation for design and performance is now one of the most important areas for many businesses and targets can be customised or aligned with BREEAM or Energy Performance Certificate rating; and
- **effective communications** not just within the project team and key stakeholders, but also staff and wider stakeholders.

A business will be vulnerable during the relocation and change process if these processes are not effectively planned for and carried out.

Key services

- assessment of property implications and strategy arising from a review of relocation needs;
- space audits, space planning and accommodation reviews;
- search for, identify, appraise and negotiate for suitable properties;
- advise on and carry out disposal strategy for existing or surplus accommodation, including appropriate financial provisions;
- dilapidations advice, planning and consultancy;
- co-ordination of the relocation process from beginning to completion, including feasibility, project brief, sustainability, construction procurement, design and administration of alterations and fit-out, management of specialist consultants, handover and removals management;
- sustainability – practical advice on the impact of current and enabling legislation;
- undertaking BREEAM assessments and providing associated advice; and
- working with and alongside client stakeholders and interim managers.

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