

A checklist for a successful office refurbishment



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Before embarking on your office refurbishment there are a number of things which should be taken into consideration to ensure that the project goes as smoothly as possible. Here is a handy checklist which will help to guide you through the process.

1. Appoint a project organiser
2. Consider if refurb is the right option (triggers are modernisation/change of image, change of working methods, expansion/contraction of business, onerous dilapidations in existing space, lease renewal/ renegotiation, need to improve morale and productivity, merger/acquisition, compliance with legislation)
3. Approach Landlord (ensure landlord gives consent, renegotiate the terms of the lease)
4. Set up an in house project team (FM, Office Manager, FD, IT director, Ops Manager, HR Director, Marketing)
5. Consider how the design will support your people (natural light, personal comfort, workstation design etc)
6. Develop a project brief (consider: open plan, furniture, storage, rents/maintenance charges, available finance, image/quality/productivity, long-term v short-term lease, timescales/programming)
7. Interview and select a reputable refurbishment partner
8. Interview and appoint other key professional advisors
9. Carry out a detailed accommodation study and workplace audit
10. Carry out building surveys
11. Investigating home-working and hot-desking
12. Formulate a project budget from the outset
13. Commence space planning and the outline design scheme (key staff buy in, allow for expansion)
14. Use the refurbishment to introduce methods of reducing workplace stress
15. Look at dilapidations obligations
16. Absorb yourself in the design process (visuals, samples, visit showrooms, tech drawings, plans)
17. Fully investigate all technology options
18. Examine new furniture options
19. Communicate with all staff before, during and after the refurbishment

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20. Scrutinise phone system options
21. Carry out detailed storage audit
22. Investigate the real cost of your refurbishment and if it could be reduced capital allowances
23. Plan to minimise disruption
24. Take into account the DDA
25. Spend time finalising design, specification, costs and programme
26. Decide on the type of building contract
27. Order long-lead-in items well in advance
28. Gain all necessary approvals prior to commencement of works
29. Make sure insurances cover you for every eventuality
30. Consider subletting surplus space
31. Once work begins attend regular project meetings
32. Fully understand your health and safety responsibilities
33. Thoroughly organise the physical move into the refurbished space
34. Reduce the amount of files, unwanted equipment and clutter
35. Ensure transition is smooth
36. Sign up for a post refurbishment support programme or facilities management
37. Take business continuity seriously
38. Ensure you pay the lowest business rates possible
39. Carry out a post refurbishment review
40. Enjoy your new surroundings!

