

Relocation Timeline

The following is a good benchmark for relocations up to 20K square feet or up to 100 employees.

1 to 3 Years Prior to Move

- Select broker and determine needs. If considering a build-to-suit: tour selected sites and hire project management consultant and/or architect.



8 to 10 Months

- Commence lease negotiations and space planning of office space.
- Make a determination as to whether or not you will be moving into existing furniture or buying new. If you are buying new, begin interviewing dealers.
- Decide whether or not you will need the services of a design firm. They will provide a wide variety of related services. Ask your furniture dealer or other facility managers for referrals.
- Evaluate your Communications System. Do you need a bigger/better system? If buying new, send out Request For Proposal to several vendors.
- Begin comparing systems.
- Set up demos with vendors.
- Order phones.



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Move Timeline

6 to 8 Months

- Refine space plan and finalize lease negotiations.
- Meet with your landlord and give him an idea of your move-in schedule.
- If you will be involved in the selection process of the interior general contractor that will build out your space, ask your broker, designer, or developer for referrals.
- Review the credentials of all interior contractors bidding on build-out of your space. Tour spaces they have recently completed. Talk to their clients. Interview their management teams. Are they flexible?
- Have your dealer/design firm begin the specification process on wall covering, paint, carpet. In general, all interior elements. Try to stay with standards where ever possible.
- Your contractors will need this information to bid on the project. Be sure you get approvals on non- standard specifications before you begin. Then DON'T change!
- Begin negotiations of contract pricing on your furniture specifications. Remember that negotiating a price is always better than putting your package out to bid for the lowest possible price. Why? Because when you put the package out to bid you are shopping for price only...service levels will be compromised in an effort to keep price down. Service is the key issue in making a project a success. By negotiating, you get the best of both worlds, a good price and good service.

- Start interviewing moving companies. Check credentials. Talk to three customers they have moved recently. Ask movers to give you a suggested itinerary for move-in and a list of equipment they will use. This will give you an idea of their organizational skills.
- Make a list of all existing and to be purchased equipment for electrical specifications in the new space. This includes:
 - Coffee Machines
 - Microfiche Machines
 - Copiers
 - Computers: CPU, PC's, Printers, CRI's
 - Appliances
 - Telephone Equipment, Fax Machines
 - Answering Machines
 - Paging System
 - Postage Machine
 - Typewriters/Word Processors
 - Calculators
 - Dictating Equipment
 - Vending Machines
 - Video Equipment
- Order any new equipment needed.
- Call the phone company for confirmation about keeping your existing number and/or get a new number. Negotiate for the best number you can get.
- Set the new telephone system parameters and review your existing system capabilities.
- Ascertain current and future computer needs. Review the final floor plan for location and requirements. Order new equipment.



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Move Timeline

7 Months

- Lease is signed. Meet with outside vendors to establish installation dates and construction schedule.
 - Begin build-out space. (Of course this depends on the size of your move).
 - Plan to walk your new space at least twice a week with your construction foreman and a representative from your design firm. Check for problems and delays. Avoid change orders unless absolutely necessary. They are excuses for delays and cost overages.
 - Order all furniture and accessories. This will allow for adequate delivery of most lines.
 - Specials, COM's (Customer's Own Materials), and special finishes may take longer. Plan accordingly. Make arrangements for warehousing if required.
 - Bar-code existing furniture.
 - Begin planning move of all data and computer equipment. Set up a schedule that will not conflict with schedules of other vendors.
- Watch for subscriptions and change the address for publications such as magazines and newspapers. (Yellow Pages need 6 months notice).
 - Order new stationery with change of address and new phone number. Include:
 - Letterhead
 - Business Cards
 - Brochure Masters
 - Mailing Labels
 - Invoice Forms
 - Others
 - Start a "Move Announcement" mailing list. Include all clients, vendors, and others with whom you do business. Send copies of "Move Announcement Mailing List" form to all employees who should add to the list.



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Move Timeline

6 Months

- Construction drawings approved and construction commences.
- Continue your twice-a-week walk through the new space. If there is a delay due to long lead times, discuss with your dealer to determine need for re-selection or plan for options.
- Schedule meeting with all vendors to discuss and create a "Vendor Move-In Master Schedule"
- Plan a company-wide "clean out" day. Archive or dump/recycle old files, catalogs, etc.
- Designate specific areas for recycling with instructions on what to recycle. Make sure you have ordered an extra temporary dumpster to handle to excess.
- Choose telephone vendor and order system. Finalize the office roster and engineer the system. Include:
 - Extension Numbers
 - Equipment Types by Location
 - Develop system speed list
 - Publish appropriate list for staff
- Schedule telephone training, on live sets if possible, by type of equipment (i.e. sales, secretaries, managers, receptionists). **ONCE IS NOT ENOUGH!**
- Plan for your computers, have the building electrician and pre-site planner determine the following:
 - Amounts Of Cable And Type
 - Electrical Requirements
 - HVAC Requirements
 - Pin Diagram And Equipment Needed For Crimping
- Signs – Order sign riders for new phone number, if necessary. Building Sign, coordinate installation of the new exterior building sign. Notify the building office at your new location of the company identification you want in the building lobby directory and/or other suite identification needed for your entry doors, etc.
- Send out change of address notices to corporate subscriptions and professional organizations in which you hold membership.



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Move Timeline

2 Months

- On-site inspection of improvements
- Attend weekly construction meetings to address any clarifications or changes and review progress.
- Inform employees of moving date. Hold employee meetings to discuss concern and answer questions.
- Confirm completion/delivery date of furniture.
- Decide on disposal of furniture.
- Check to see that the MIS department has ordered cabling.
- A relocation will usually incur a number of extraordinary expenses that will not be capitalized. Please budget accordingly. Items you might need to order:
 - Trash Cans
 - Name Plates
 - Coat Hooks
 - Planters
 - Plants
 - Mail Boxes
 - Message Boxes
 - In/Out Boards
 - Stationery Drawer Dividers

- Stationery and Supplies
- Framed Posters
- Anti-Static or Chair Mats
- Letters For Mail and Message Boxes
- Pendaflex and File Dividers
- Light Bulbs and Lamps
- Floral Arrangements
- Cups, Dishes, and Other Kitchen Supplies
- Dust Mops and Rags (Especially For Moving Day)
- KEYS - be sure they are made in advance and that they work consider asking your supplies to set up “welcome packages” for your employees that consist of commonly used items such as: letter openers, in/out boxes, memo pads, pens, etc. Have one on each person’s work surface on the first day at the new location



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Move Timeline

6 Weeks

- Meet as a group with all vendors to go over scheduling, move-in requirements, questions, etc.
 - Continue bi-weekly walk-through of space with contractor, designer, landlord, etc.
 - Get status report from dealer in regard to furniture still outstanding. Discuss problems with dealer/designer. Be clear on all ship items and dates.
 - Notify vendors and schedule the relocation of the following services:
 - Coffee Service
 - Dictating equipment Company
 - Copier Company
 - Plant Service
 - Reupholstery/ refurbishing company
 - Vending Machines
 - Sign Company
 - Phone Company/Long Distance Company
 - Post Office
 - Computer Vendors
 - Answering Service
 - Voice Mail
 - Paging System
 - Security
- Have mover contact the landlords to determine special access needs and building protection requirements.
 - Decide how move management team will communicate on move day; phones, radios, cellulars, etc.



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Move Timeline

1 Month

- Contractor coordinates with furniture, cabling, and phone installers.
- Meet with all vendors one last time. Be sure all are clear about scheduling procedures.
- Make note of all questions and put into minutes. Distribute meeting minutes to all procedures. Distributes meeting minutes to all parties.
- Schedule critical dates in telecommunications equipment installations.
- Schedule orientation program with employees to prepare them for moving day. Have your move/dealer/phone representative present their roles in the move.
- Schedule switch-over date for computers and phones.
- Continue walk-through of space with contractor, designer, and landlord.
- Employee move-in packets should be formatted by now. Remember to list emergency exit procedures and maps of local amenity locations (banks, restaurants, stores, etc.)

10 Days

- Finalize construction.
- Notify post office of change of address
- Send out Move Announcements



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Move Timeline

1 Week

- Contact each vendor. Be sure they are clear on schedules. Be sure you have everything on schedule.
- Meet with all employees to go over move day criteria one more time.
- Be sure phone company and utilities are lined up for cut-on/cut-off.
- Discuss move-in requirements with your landlord. Be sure they understand that you will be utilizing the freight elevator, docks, and parking lots during specific hours.
- Make sure your Certificate of Occupancy has been given before move-in day. Discuss this with the landlord and broker at this time.
- Make sure the Fire Marshall has been out to inspect your space and that everything is up to code.
- Back up all computers before move starts and send to outside location during move. **DO NOT HAVE MOVERS RELOCATE YOUR DISKS!**
- Final walk-through of space with landlord, contractor, designer, and broker. Look for problem areas:
 - Lights that need to be relocated due to furniture set up
 - Wall cover tears
 - Pulls or tears in carpet
 - Paint nicks
 - Non-functioning duplexes and switches
- Additional venting requirements
- Locks on doors are all functioning
- Elevators all operate correctly
- HVAC is operational, vents in proper locations
- Addition of dedicated lines - if required
- Invite mover to walk-through space one day before actual moving day.
- Walk through with furniture vendors. If more than one dealer is involved, be sure to schedule your walk-through individually with each. Discuss the following with your furniture vendor:
 - Missing furniture - get firm date on delivery
 - Scratches, dents - schedule repairs at this time
 - Missing keys to desks and files - put them on order
 - Chairs – be sure all heights have been adjusted to each person
 - Be sure all panels that need power are powered
 - Check to make sure kickplates on panels re in place and secure
 - Look for additional needs: keyboard trays, flat panel monitor arms, extra task lighting, additional files, bookcases, etc. Now is the best time to get things ordered.
- Check to see if you have operation manuals for all new equipment.
- Be sure all employees have parking passes (if required).
- Schedule clean-up crew for both locations.



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Move Timeline

2 Days

- Hold telephone training.
- Have new furniture delivered before moving day of existing furniture.

Move In Day

- Have Certificate of Occupation in your possession.
- Have Move Management Team on hand to field all questions. There should be points of contact at both ends.
- Keep vendors on schedule. Delays will slow down the entire process of move-in.
- Communications and data lines should already be switched over, these particular vendors should just be “fine tuning” their equipment.
- Meet with your Move Management Team for lunch to discuss problems that may have cropped up. Address problems as quickly as possible to avoid slow downs.
- Most importantly, remain calm. Expect there to be some problems. Remember, you have an entire Move Management Team to rely on. Delegate problems to assure quick response time.

- Sign off on furniture delivery receipts. Physically verify and check quantities and condition of each items and note any problems on these receipts. Do not accept any badly damaged pieces.
- Be sure that all furniture is installed according to plan.
- Verify punchlist completion.
- Have Employee Move In Packets in each workstation. Include:
 - Instructions on how to use workstations
 - Trouble ticket for problems and needs
 - Maps of surrounding areas
 - Emergency medical information
 - Bus schedules and locations
 - Phone system information



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Move Timeline

2 Days After Move

- After the initial installation, develop a furniture punchlist to be reviewed by the company for any additional items needed and/or changes that might be necessary.

60 Days After Move

- Complete your inventory, bar-code, and affix inventory control tags to all new furniture in order to update your furniture inventory.

CONGRATULATIONS!

YOU HAVE JUST MOVED YOUR BUSINESS.

NOW TAKE A MUCH-NEEDED VACATION.



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