



Occupier Services

what
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we
—
do



THE TAKEOVER PANEL



Occupier Services

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What we do

Occupiers - whether in offices, industrial units, medical properties, or retail outlets - have been at the centre of our business for almost 200 years.

- That is why our client work plans usually:
 - Starts by helping them find premises which meet their strategic, financial, occupation and brand objectives
 - Continues with the commencement of a new search for new workplace
 - Ends when we help them dispose of their old premises on the best terms and with the least liability exposure
 - Transformation initiatives such as workplace consultancy and project managing fit-outs
- Includes cost-saving advice such as:
 - Ensuring Service Charge fees are validated and equitable
 - Business Rates assessments are correct
 - Pre-Acquisition surveys help negotiate beneficial acquisition terms and minimise liabilities (by identifying repair/replacement costs which could occur over the term of the contract).



Acquire & dispose

Whether we are appointed to acquire or dispose of a workplace, we start with our clients' goals, their brief and their expectations.

If it is an acquisition instruction, the focus is on factors such as location, the look and feel of the premises, and its functionality.

If we have been appointed to dispose of a property, our KPIs include meeting specific deadlines or terms. We also review and advise on any potential liabilities, when exiting a property.

Our skill lies in:

- Leveraging our deep local market knowledge and extensive understanding of sector trends. This allows us to provide clients with informed advice and opinions to help their decision making
- Proven negotiation skills which enables us to secure the best terms, as well as limit liabilities and risks
- Clear leadership of Partner-led teams which ensures that project execution is never compromised and never tardy

Everyone can research the market, but only a few can match our combination of service and deep market intelligence.



Maximise flexibility

Your workplace is not just a place to work, or just a shop window for your brand and your corporate culture.

It has to be functional. It has to be dynamic. It has to grow as your business grows and allow you to 'right size' when necessary. That is why the inherent flexibility of your lease is so key to your operation.

Knowing how to read a lease and understand where the handcuffs are and where the potential open doors could be is a skill – a skill we have honed over 150 years of advising clients on lease-related issues.

We can advise you about lease breaks, early exits, whether you can or cannot sub-let – in short, how to 'sweat' your lease to achieve your strategic and financial goals.

We will know what your potential exit liabilities are and our team will provide you with a cost for these – allowing you to make informed decisions and budget accurately.

A lease need not be a straitjacket, we can help you negotiate a route map to achieve your goals



Occupational costs

Cost management is the midwife of success.

Some costs are transparent – such as rent, service charge and business rates – whilst others are more difficult to calculate and/or budget for. These include depreciation, amortised costs, utilities and other variable costs.

Irrespective of how you define (workplace related) costs, every management team needs to know three things:

- What are they
- How best to manage them
- Are they aligned with the financial plan.

Our team of experienced and qualified surveyors know how to anticipate and accurately calculate:

- Acquisition costs
- Design & build costs
- Operational costs

Disposal costs – including dilapidation liabilities

- We have the experience and expertise to help you:
- Review them (accurately) and ensure that they are equitable and true
- Challenge them if inflated, or we believe they are inaccurate
- Manage the entire negotiation process – which allows you to focus on your day job

Informed cost control, underpins bottom line management.



Building Consultancy

Creating and curating a workspace which is safe, productive and the embodiment of an organisation's brand and culture is what we do best.

We help clients at every stage of their 'asset' ownership cycle.

Our team of qualified building surveyors has a proven track record of:

- Pre-Acquisition Surveys, Schedules of Condition and conducting Defect/Condition Appraisals
- Workplace Consultancy – helping companies create a workplace which embodies their culture, brand aspirations and working philosophies
- Preparing and executing Licenses for Alteration
- Project Managing fit-out plans and other works
- Conducting Reinstatement Cost Assessments
- Advising on exit initiatives such as Dilapidations

Turning a 'space' into a productive, welcoming workplace
and brand statement

A hand is shown balancing a stack of wooden blocks on a yellow background. The blocks are arranged in a precarious stack, with one block protruding from the side. Another hand is shown reaching towards the protruding block, suggesting a delicate balance or a challenge. The text 'Minimising disruption' is overlaid on the left side of the image.

Minimising disruption

Whether moving into a new workplace or revitalising/reconfiguring an existing one, we know that no organisation can afford to be distracted from its core business.

This is why our team is so focused on:

- 'Nailing' the brief quickly
- Submitting costed recommendations (underpinned by clear rationales) in as short a timeframe as possible
- Project managing the execution of the plan, without distractions
- Identifying potential issues early and making informed recommendations quickly
- Forensically managing the costs, to reduce the risks of budget overruns and the inevitable delays these evoke – especially time consuming for the management team
- Minimising the impact of any snagging actions

From inception to completion with minimum distraction from your 'day job'.



Never assume that the Valuation Office Agency's (VOA) assessment of your premises is correct.

The calculation of this 'property tax' can be challenged and our Business Rates Consultancy team has saved clients millions of pounds by undertaking a thorough review of clients' Business Rates liabilities.

We:

- **Check** – we review the factual information held by the VOA on the property, to ensure there are no errors
- **Challenge** – on behalf of our clients, we formally challenge the VOA's valuation - submitting a full case including compelling evidence to underpin our 'Challenge'
- **Appeal** – with our clients' approval, we mount an appeal to the Valuation Tribunal for England if we cannot reach a prior agreement with the VOA. (NOTE: the process differs in Scotland and Wales).

If you have a property or acquired a new asset and you would like someone to review the assessment, then talk to us.

Is your Business Rates assessment equitable and fair

Service charge



There are three ways we can help you:

Historic payments - secure a rebate on what you have paid (you have up to 12 years to make a claim)

Current payments - reduce what you are paying

Future payments - limit what you will pay over the life of the lease

Whether dealing directly with your landlord or a property management company, we will:

Adopt – we review the service charge accounts for your property, adopting an unremitting forensic approach

Apply - we use our considerable technical experience and expertise to identify anomalies and irregularities to leverage

Conduct - all negotiations are conducted with ruthless efficiency

Inform - we will advise you promptly of all significant development

We will save you money.

A small investment to help you manage your larger ones



Case study

Client: The Takeover Panel, an independent body which supervises and regulates takeovers and mergers in the UK.

BRIEF

Relocate the business to a contemporary office in the City of London, as close to a lease expiry as possible. The new property had to:

- Be located within 0.5M of the Bank of England
- Minimise disruption to the team's working practices
- Fulfil the client's IT strategy
- Meet stringent security and financial requirements
- Minimise doubling of overheads.

CHALLENGES

- **Compliance**

Working with a regulatory body required stringent due diligence on all move costs including:

- Rents
- Service charges
- SDLT
- Potential Business Rates liability once reassessed by the Valuation Office Agency
- Fit-out costs of the new office
- Dilapidations costs of the old office

- **Cost management**

Despite repeated challenges, the project was completed at a cost less than that of 10 years ago.

Result

"Knowing the complexity of the brief - finding the right space, at the right price, in the right location and fitting it out to our specific requirements - we are delighted that not only was it fulfilled on time and on budget, but the team was professional and a joy to work with, throughout."

Alex Tetley



We can handle your project
from start to finish



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