

WORKPLACE OCCUPIER SERVICES

Carter Jonas

Crown Agents

Our Work

Carter Jonas' Workplace Occupier Services provide an all-encompassing approach to clients' property lifecycles of disposal, acquisition, fit out and occupation, freeing up your time to concentrate on the operation of your business.

We provide a single point of contact and take responsibility throughout the process to reduce and manage risk. Significant benefits include cost saving, programme and quality.

Our joined up approach means that we can be instructed at any time during the process. Our advice spans from initial budgeting for exit purposes through to the management and maintenance of your business space.

‘Bringing together
different businesses’

Project/01

Case Study: LGT Capital, No 1, St James's Market

Approx. value/size: £1.4m / 12,600 sq ft

Services provided: Technical due diligence | Employer's agent | Project management | Contract administration | Dilapidations

We worked closely with a range of shareholders based in the UK and Europe to deliver a new London base for LGT Capital. This incorporated a shift in culture to a more agile platform, as well as bringing together three disparate business units into one office. High quality, design-led fit out required close control of works quality throughout. In addition, we also undertook pre-acquisition due diligence, identifying areas where negotiation with the landlord was required to ensure contributions were received, which reflected our client's requirements. We negotiated and agreed the dilapidations settlement, saving the client 43% of the claim.

LGT Capital reception room

‘Increased efficiency at Hitachi’s headquarters’



“Carter Jonas has strived to help us achieve good client satisfaction within the company”
Michelle Harris, Facilities Manager,
Hitachi Rail Europe

Hitachi Rail Europe reception room

Project/02

Case Study: Hitachi Rail Europe, Ludgate Hill and Holborn Viaduct

Approx. value/size: £2m / 28,000 sq ft

Services provided: Dilapidations | Technical due diligence | Workplace strategy | Employer’s agent | Project management | Contract administration

We worked closely with the Hitachi Rail Group on this re-configuration of their London Campus. Split across two sites, we delivered part of the solution with current teams in situ. Our specialist teams undertook a detailed study of the existing working arrangements in order to make recommendations for efficiencies and smart working. We then delivered the agreed programme of fit out, furniture and IT. Our initial technical due diligence identified mechanical and electrical service solutions, that then required a capital contribution from the landlord, which was secured by our agency team. We provided exit strategy advice and negotiated their dilapidations claim.

‘Space efficiencies creating an overall real estate saving’



Czarnikow Group lobby

Project/03

Case Study: Czarnikow Group, Paternoster House, St Paul’s

Approx. value/size: £2.2m / 10,000 sq ft

Services provided: Dilapidations | Technical due diligence | Employer’s agent | Project management | Contract administration

Our brief was to relocate Czarnikow’s London operation to a single floor plate creating better efficiencies and an overall real estate saving. The final space incorporated client meeting suites, a trading floor, staff amenities and an executive suite. We successfully capped the client’s service charge liability as a direct result of our technical due diligence investigations, whilst also reducing the dilapidations claim of their former premises by 40%.

‘Transforming the workplace from inception to completion’

“We are really pleased with how the building looks. It’s a real transformation”

Paul Roper, Managing Director,
Roper Rhodes

Project/04

Case Study: Roper Rhodes, Bath

Approx. value/size: £2m / 19,000 sq ft

Services provided: Technical due diligence for building conversion | Planning advice | Employer’s agent | Project management | Contract administration

The priority for the client was to improve productivity and attract and retain their talented staff. We led a design team and worked closely with key stakeholders to deliver a fun, modern and enjoyable environment through the design and layout of the space. The brief included converting three existing industrial buildings into modern offices, including CAT A, CAT B and external refurbishment works. We identified the requirement of a feasibility study and cost plan advising on statutory, cost and programme implications. We understood the importance of a long-term strategy for the client and we led the planning process for other parts of the estate to allow the client flexibility to re-let the buildings in the future.

Roper Rhodes external

‘Innovating for future workplaces at Crown Agents’

Project/05

Case Study: Crown Agents, London

Approx. value/size: £1.25m / 15,000 sq ft

Services provided: Technical due diligence | Employer’s agent | Project management | Contract administration

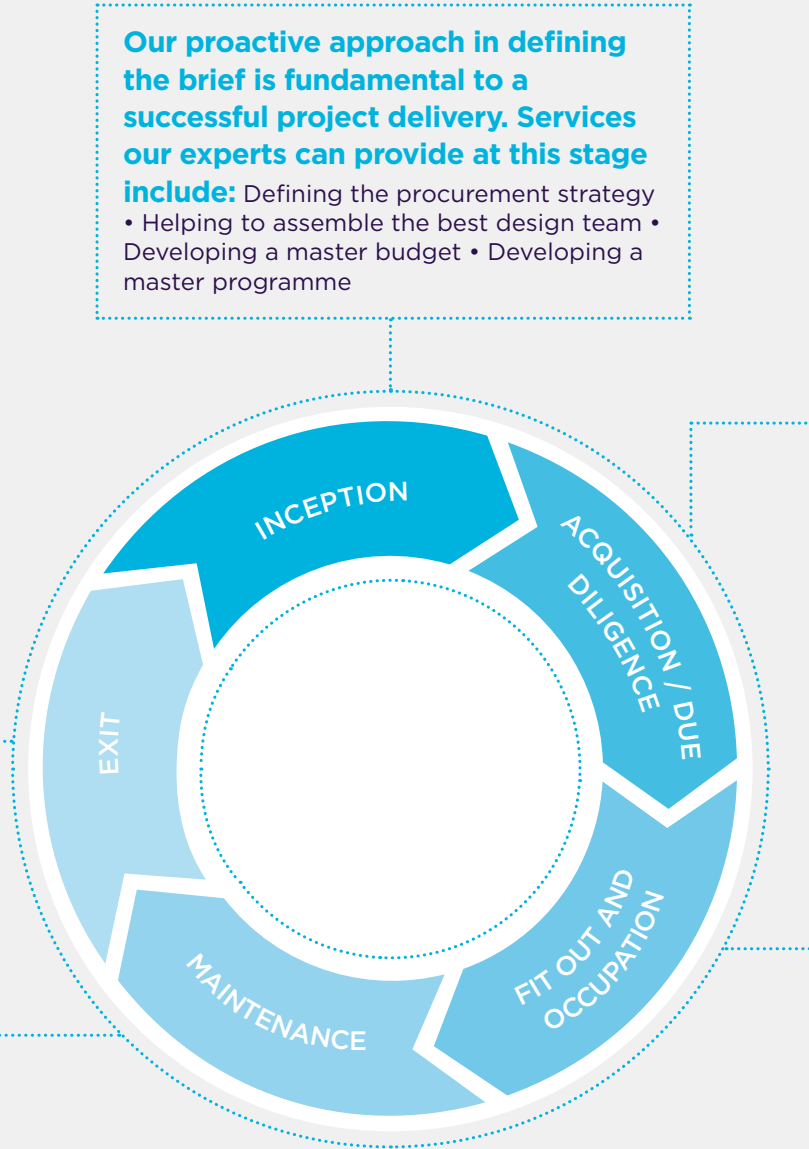
Briefed to relocate the historic Crown Agents to a new location in central London, we were looking to create an environment to better portray the organisations’ status to clients and staff, both potential and existing. This involved high quality design and the provision of good quality staff amenity, whilst being budget conscious and mindful of Crown Agents not-for-profit status, which helps other groups to prosper. We also carried out a technical due diligence building survey, which highlighted key fit out considerations, saving the client time on site.

Crown Agents reception

Our Process

Services our experts can provide at this stage include: Developing a lease exit strategy to mitigate dilapidations costs, including assisting with implementing lease breaks • Forming a budget for lease end liabilities to prevent surprises • Working with your legal team to ensure co-ordinated and collaborative advice and strategy • Achieving savings as part of negotiations against the landlord's claim to minimise exit costs

Services our experts can provide at this stage include: Ensuring the rectification of any defects following completion of the works • Identifying and budgeting for planned preventative maintenance to avoid disrepair • Safeguarding the relationship between landlord and tenant and ensuring this is productive and collaborative • Adhering to legislative compliance, including arranging all risk assessments, and compiling and monitoring action plans



Further work

We have the presence, expertise and logistical efficiency to manage local, regional, national and international requirements across all property sectors, providing consistent, high-quality professional advice and services.

Project/06

Case Study: Food Standards Agency, London
Approx. value/size: 120,000 sq ft
Services provided: Technical due diligence | Employer's agent | Project management | Contract administration | Dilapidations

The project outline was to relocate the Food Standard's Agency (FSA) from their current head office at Aviation House, London, to Clive House, 70 Petty France, London. We provided flexible office accommodation, including agile working spaces, team working collaboration zones, private spaces and offices together with tea stations across the 6th and 7th floors of Clive House. The layout reflected the successful workplace strategy process led by Carter Jonas. We managed a complex stakeholder process for the project, including the building management teams at Aviation House and Clive House, FSA's sub-tenants, the IT contractor and FSA's IT department, furniture suppliers and relocation teams. As part of our due diligence process, we also advised a service charge cap and highlighted key considerations for the fit out and the likely increased cost for budget management. For their previous accommodation, we prepared and tendered a specification of works to achieve the lease break and we successfully reduced the landlord's claim by 71%.

Project/07

Case Study: United Kingdom Accreditation Service (UKAS), London
Approx. value/size: 11,000 sq ft
Services provided: Technical due diligence | Employer's agent | Project management | Contract administration | Dilapidations

Our brief was to manage the client's relocation from their head office in Feltham to Staines-upon-Thames. A key driver was for the design and layout to reflect their desire to create a more collaborative and flexible workplace for staff, which we successfully delivered. We assisted the client with their office search and provided key technical due diligence advice to ensure the property reflected their requirements. We also advised and managed the successful implementation of their break notice and minimised the dilapidation exit costs, reducing the claim by 73%.

Project/08

Case Study: Oval Medical Technologies Ltd, Cambridge

Approx. value/size: £1m / 10,000 sq ft

Services provided: Technical due diligence | Employer's agent | Project management | Contract administration | Dilapidations

This project involved a shift in the property type for the client as they were relocating from an industrial style building into an office. Their existing premises were being demolished by the landlord, so we had re-phased the programme to undertake some trades in parallel rather than sequential to meet the client's timeframe. We worked closely with a number of stakeholders, most of which were based overseas, to ensure the client allocated sufficient funds to rectify the defects we highlighted. As part of our technical due diligence investigations, we highlighted key considerations for the fit out, which led to time saved on site.

Project/9

Case Study: Vencap International, Oxford

Approx. value/size: £312,000 / 5,700 sq ft

Services provided: Technical due diligence | Employer's agent | Project management | Contract administration | Dilapidations

Our brief was to relocate the client into first floor office accommodation, inclusive of a CAT B fit out. The programme had to be phased and accelerated to reflect the client's tight timeframe and the result was the successful delivery of the project on time and within budget. We also highlighted key works to be undertaken as part of our technical due diligence process to ensure the client allocated sufficient funds to rectify the defects. We successfully reduced the landlord's dilapidations claim at their former premises by 57%.

Project/10

Case Study: Clovis Oncology

Approx. value/size: £800,000 / 12,000 sq ft

Services provided: Technical due diligence | Employer's agent | Project management | Contract administration

An exciting relocation to a dedicated research park, our client took a sub-let as part of a wider building with excellent onsite facilities. The main challenge was building a relationship with the landlord to negotiate works to be undertaken by the landlord prior to the client's fit out works. Next it was to accommodate a high specification fit out in a building where all the services would need handing back to the landlord who would maintain the property for the duration of the lease. This project required structured and frequent communication between all stakeholders to maintain positive working relationships and to see the project delivered on programme.

Project/11

Case Study: Magrath LLP, London

Approx. value/size: £160,000 / 6,000 sq ft

Services provided: Technical due diligence | Employer's agent | Project management | Contract administration | Dilapidations

We managed the relocation of Magrath as part of the relocation from a cellular office accommodation over five floors to an open plan office on one floor. There was a shift in the company's culture and the design needed to incorporate the branding and create a fun and relaxed workspace to encourage a new way of working. As part of our technical due diligence findings and investigations, the landlord agreed to carry out required mechanical and electrical works. We also advised on potential dilapidations liability as part of a lease assignment.



33 OFFICES ACROSS THE COUNTRY, INCLUDING 6 NATIONAL BUILDING CONSULTANCY HUBS

Birmingham

Bristol

Cambridge

Leeds

London

Oxford

Bangor

Bath

Bath Commercial

Cambridge North

Cambridge South

Cardiff

Harrogate

Kendal

Long Melford

Marlborough

Marlborough Rural

Newbury

Northampton

Peterborough

Shrewsbury

Taunton

Truro

Winchester

York

National HQ One Chapel Place

Barnes

Fulham Bishops Park

Fulham Parsons Green

Holland Park & Notting Hill

Knightsbridge & Chelsea

Marylebone & Regent's Park

Mayfair & St James's

Wandsworth

FOR FURTHER INFORMATION, CONTACT A MEMBER OF OUR TEAM

Richard Love

Head of Building Consultancy
020 7518 3299
richard.love@carterjonas.co.uk

Matthew Reading

Building Surveying
020 7590 6698
matthew.reading@carterjonas.co.uk

Matthew Ellams

Project Management
0113 2031 092
matthew.ellams@carterjonas.co.uk

Simon Turl

Workplace Consultancy
01865 255 155
simon.turl@carterjonas.co.uk



Carter Jonas