



workplace consultancy



# workplace consultancy

3. workplace consultancy
4. vision, values, brief
4. initial site suitability & assessment
5. space planning
5. turning the brief into reality
6. project management
7. cost management
7. service charge
8. rent
8. business rates
9. contact us

# CONTENTS



## workplace consultancy

The pandemic has changed our perceptions of how we work, where we work and the role of the workplace.

So, if you're thinking about optimising your workspace, perhaps the first question you should ask is not *"how much space do I need"*, but *"does the space reflect our personality, culture, values and brand, and perhaps most importantly, the expectations of our employees"*.

That is our starting point.

Today's workplace has to meet wellbeing, as well as productivity goals. It has to create an environment which facilitates hybrid working practices, as well as encourages engagement, collaboration and productivity. It also has to help attract and retain talent.

We know that every organisation has its own unique combination of collaborative spaces, hot desks, quiet rooms and multimedia hubs. At Matthews & Goodman, we have all the expertise you will need throughout the lifecycle of your workplace - from conception to cradle to grave. In real estate terms, from leasehold advice at inception, through to space planning, building consultancy and business rates advice, to providing counsel on dilapidations and of course acquisition of new premises & disposal of unwanted workplaces advice. In short, we can help you re-plan, relocate, or refurbish your workplace.

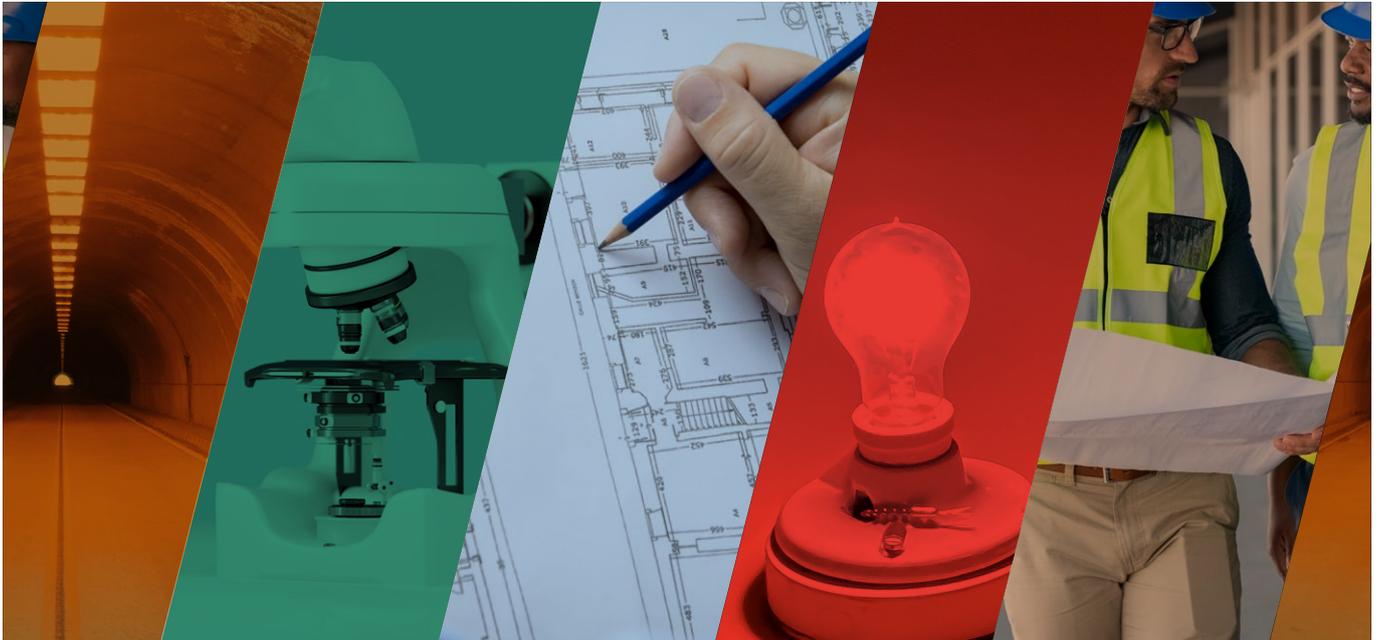
Our Workplace Consultancy process starts with a simple conversation to understand your organisation, your challenges and your vision. After a thorough analysis of the leaders' strategic, financial and occupational requirements, we seek out employees' views and recommendations and translate all this intel into the reality of bricks and mortar.

We provide the leadership team with a detailed and costed report which includes:

- Conclusions of our audit
- Recommendations and costed options analysis.

If you're starting to review your workplace strategy, or you are already at the point of considering the acquisition or disposal of your workplace, then talk to us.

A short conversation could save you a lot of time and money.



## vision, values, brief

Working closely with the principal stakeholders, we start by dissecting the brief to understand their ambitions for their workplace and the organisation's requirements.

If the senior team agrees, we talk to departmental managers as well as employees to understand the reality of the issues they face and what they would like from their new/remodelled workplace – from health and safety issues, to security, sensitive/confidential environments, IT disruptions, etc.



## initial site suitability & assessment

Whether reimagining an existing workplace or creating your ideal 'space' in a new location, there is a raft of critical housekeeping data which has to be determined at the outset. Such as:

- Whether the refurbished or proposed new workspace is of the right size
- Has the correct services to accommodate the new plans
- Has enough natural light
- Features a HVAC infrastructure which is fit for purpose
- Will the electrical capacity meet the needs of the futureproofed new workplace.

But above all, will the adaptations to the space prove prohibitive in terms of build costs for the fitout you have envisaged.

Timing is also key: how long will it take to fit out the space, given the conclusions of the assessment audit.

These are the questions and the issues we will advise on and help you address.



## space planning

Whether planning the layout of a new workplace, or reworking an existing space, we consider every aspect of how the space will be deployed.

Our initial space audit shapes the recommendations we make – from future proofing the space and ensuring it reflects current and potential work practices, to the utilisation of the layout, rethinking and maximising storage choices and design choices (including biophilic recommendations, finishes and coverings) to ensure your brand and philosophy ambitions are met.

Recommendations are carefully developed to ensure they reflect clients' occupational requirements, colour palates, values and ambitions.



## turning the brief into reality

Once we have drilled deep into the brief and understood the complex interactions of people, activity, corporate ambitions and how the workplace will be used, we start thinking about and developing detailed ideas which act as a bridge between the brief/vision and the reality.

When the plans have been ratified, we create high quality CAD/CAM files to enable informed decision making, as well as eliminate any ambiguity during the tendering stage - this ensures complete understanding of the task from a contractor's perspective, to enable the accurate pricing of every aspect of the initiative .

The plans we submit include precise details such as:

- Meeting rooms, collaboration centres, quiet zones, desk area design options
- Social areas, kitchen and washroom facilities' designs
- Partitioning layouts - where they will be and what (materials) they will comprise
- Fire safety and exit points
- Roof and plant equipment plans
- Floorcovering options
- Wellbeing factors including air conditioning, air extraction systems, lighting design plans
- Infrastructure elements such as power arrangements, data infrastructure, audio visual recommendations, emergency lighting
- Safety features such emergency (escape) signage and exit routes which meet Building Control measures.



# project management

Once the plan is agreed and validated costs signed off, work begins in earnest – whether we're re-shaping an existing premises or identifying a new office and creating the workplace which meets your financial, occupational and brand requirements.

We:

- Select the contractors with a proven and relevant track record to bid for the refurbishment/fitout work
- Brief them thoroughly, to ensure the submissions from the invited bidders are detailed enough for us to make an informed decision as to who we would recommend our clients appoint .
  - Part of our due diligence comprises:
    - Reviewing contractors' credentials and qualifications
    - Check case studies
    - Seek customer testimonials and/or site visits
    - Showroom visits
    - Pricing negotiations
- We manage the whole process from contractor identification and selection, to Project Management to ensure the job is completed on time and on budget.

Our job is to worry about and resolve all the 'little' things, so you can focus on the big thing – doing your day job.





## cost management

Managing a commercial property portfolio includes monitoring and reviewing all costs and charges relating to the maintenance and general upkeep of premises. Identify them, ascertain what they are and what they are for, and price-match them. But don't just look at the £££, consider service, reputation and track record.



## service charge

Costs of maintaining and repairing the property. What is covered by a commercial property service charge will differ from unit to unit, but tenants can typically expect a service charge to items such as:

- **General interior or structural repairs**
- **Cleaning all areas**
- **Refuse and recycling collection**
- **Central heating**
- **CCTV security**
- **Air-conditioning systems**
- **Insurance costs**
- **Property management fees**



## rent

Rent reviews are an integral part of commercial leases.

Typically, rent reviews happen every three to five years, but exactly when they occur will depend on the review clauses in the lease agreement.

In the UK, there are three common methods used to calculate the commercial rent:

1. **Open market - how much is the property's current market value**
2. **Periodic - the rent will be reviewed at intervals detailed in the lease, in line with the Retail Price Index (RPI)**
3. **Turnover - how much rent should be paid based on a business's financial turnover. Turnover-based rental values are used in the retail sector**



## utilities

Every organisation should review all its utilities' costs regularly/annually. Unlike domestic energy users, they are offered bespoke energy quotes to reflect the needs and consumption patterns of the organisation, which means that business prices will vary and shopping around pays dividends.

When checking your utility charges, pay particular attention to the unit cost and the standing charge, as they make the biggest difference to the amount you pay for gas and electricity.

- **Unit cost** - how much you will be charged for each kWh of energy used
- **Standing charge** - a daily amount that covers the cost of transporting energy to your premises and maintaining the National Grid

For the latest information on the average business energy rates, visit the [UK Power website](#).



## business rates

Business rates are a tax on property applied to non-domestic premises.

Although your local council calculates and collects your business rates, they cannot change your rateable value or your multiplier - these are set nationally.

Whilst it can be difficult to change the amount you have to pay, you are within your right to challenge it. It might be worth speaking to a **Business Rates Specialist** - why not contact our business rates advice team today for an independent and informed opinion.



if you'd like to speak to us  
about your options, then  
contact us today



**Ed Moore**

email:

[emoore@matthews-goodman.co.uk](mailto:emoore@matthews-goodman.co.uk)

t: 0800 001 6914

**[matthews-goodman.co.uk](https://matthews-goodman.co.uk)**

[@MatthewsGood](https://twitter.com/MatthewsGood) [in matthews-and-goodman](https://www.linkedin.com/company/matthews-and-goodman)

---

Birmingham • Leeds • Liverpool • London • Manchester