



Service First



Guide to Co-Location

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Basic Rules

There is no such thing as an easy move.

No matter how organized you are, no matter how many people you have helping you, no matter how much experience you have with the process...something will go wrong. The more complex the move, the greater the opportunity for things to go wrong.

A successful move looks easy.

There are thousands of details for any move coordinator. Employees would love to be able to leave their office on Friday in the old location, and come to work on Monday at the new location. One of the move coordinator's goals is to make that happen.

Maximize communications.

You have a key group of people working with you to make the move happen. Inform the key group about anything that affects them...every step of the way. If you don't do that, you will be doing this job by yourself.

Remember...moves are stressful...for everybody.

Employees will complain. We are interrupting their valuable work to move them and we are taking them outside their comfort zone. Get used to the complaints. They aren't going away until after the move.

Humor Helps

Keeping your sense of ridiculous during an office move may be the only way to keep your sanity.

Visualize each process to determine if it makes sense.

If you have any idea about how you are going to stage a move, walk through it in your mind, share it with somebody who will give you honest feedback, make sure you are comfortable with it.

Feel good about it.

If you think you might be missing something important, you are probably right.

It will end.

Always keep in mind that the move will be over and things will get back to normal before you know it.

Office Cleanup

Have a successful office cleanup

You might think... "There's no secret to it. We just tell everyone to wear old clothes and to get their stuff cleaned up!" While this strategy might work for a smaller office, large offices that have a variety of internal and external customers may find that getting things cleaned up around the office is difficult especially when a certain amount of the regular work must still be done.

Using the following checklist will help.

- Start early
- Build a timeline of events
- Create a budget (sometimes there is an extra surcharge for additional hauling or equipment).
- Brief managers and staff (repeatedly); may also include creating stats reports.
- Meet with recycling committees.
- Establish contact points for each unit, and clarify their roles and responsibilities.
- Meet with building representatives.
- Meeting with recycling vendor.
- Contract warehouse staff for additional support.
- Identify which staff has responsibility for disposing of various materials (such as software, records, supplies, etc.)
- Work with employee support groups to have some fun with it...such as sponsoring a pizza feed or ice cream social, awards for the oldest and strangest stuff found, etc.
- Meet with employee support groups.
- Create informational and instructional information for employees on implementation date, roles and responsibilities, resources, etc.
- Deliver and setting up equipment (such as recycling bins).
- Reserve a conference room for a command center.
- Haul off recycled and tossed materials during and after the cleanup.
- Create notices for your customers that explain what is going on and how they can get needed services. This is particularly important for those offices serving the public.
- Coordinate with safety officers, nurses, security, and others.
- Talk to employees, get them involved, get their support.
- Combine with a cleanup date. In some cases, a cleanup day combined with an office move not only helps get the office spiffy, but also reduces the amount of materials to be moved.
- Ask for help. Many hands can make the job easier and this is one job where many hands are needed. Some of the people and roles that you might need in your cleanup day include:

- **Managers:** Not only do they need to cleanup, but they can help convince other managers to get involved and get their areas cleaned up as well. Managers may also want to help provide or distribute awards, or be able to support your efforts in other ways...like buy pizza!!!
- **Warehouse Staff:** These folks could take away unused furniture and equipment, empty or move large collection bins, move heavy boxes and other heavy stuff. May also be responsible for other activities such as software recycling.

- **Recycling Committee:** This committee will know how to get more supplies to you such as recycling barrels; they will also know who to call to get the heavy items moved.
- **Employees:** Use others to save your back and be safe. Don't pick up heavy or awkward objects. Have two or more help where needed.
- **Building Staff:** Building staff may be able to help arrange for additional recycling bins, keep a watchful eye for things that should not be going out the door (such as equipment), and be alerted to changes in elevator use.

Walk the Walk

Even coordinators have to clean up... Coordinators may want to schedule their clean-up day a few days in advance of the main event so that they can focus their energies on helping others during the office clean-up day.

Celebrate

Have some fun with the event. Give non-monetary awards to employees who find the oldest, weirdest things. Have employees compete for these awards... Identify what types of awards to give out, get managers support

Hazards and Impacts

Hazards

Dry Hands: Handling a lot of paper can make hands dry and more susceptible to paper cuts and infection. Consider bringing hand lotion and/or wearing thin protective gloves to protect hands.

Allergies: There will be times when a lot of dust will be in the air during the day and you might consider bringing a dust mask.

Trying to do too much: Strongly discourage employees from lifting anything. Use dollies and other equipment. The only successful move is a safe move.

Impacts

The following factors may or may not affect your move schedule:

Elevators: Elevators can slow down a move process. In multi-tenant buildings, access to the elevators for moves may be limited to after hours and weekends. Experienced move companies will work around limited elevator access, but it will take more time.

Loading Docks: In most field offices, loading docks are only available to load the warehouse. Moves will be required to load their trucks on ramps. In offices where loading docks are the only option, access to them may be limited to after hours and on weekends.

Traffic: Depending on the size of your company, you may want to avoid moving big moving trucks in and out of your office during peak rush hour traffic.

Road and Lane Closures: In offices with a limited amount of space, trucks may have to load or unload on the street. Road or lane closures may require a city permit.

Construction of New Space: Let's face it, construction schedules are difficult to predict. You may get lucky.

Furniture Delivery Schedule: Furniture delivery schedules are critical. Most furniture companies will get the furniture to you on the day you need it. Then there are the others...

Preparing for the Move

Budget: Moves are not cheap. Prepare a budget that accounts for equipment that need special attention (i.e., computer servers, etc.) and any clean-up or disposal of items.

Identify your excess property: Identify and mark the furniture and equipment that won't be going with you as soon as possible so it can be offered to other offices and agencies. Advertise your excess several months before the move so it won't have to be moved twice.

Select your move coordinators: Select people who work well under pressure and who want to do a good job. Depending on the size and scope of the job, anywhere from 2 to 20 people can be designated as move coordinators.

Select your move contractor: Select someone with a proven track record. Make sure they understand the full scope of the job. Walk them through the space.

Prepare your employees: Make sure everyone understands where they have to be. Have the move contractor attend all employee meetings so that everyone has information regarding what to pack, what not to pack, how to pack, how not to pack, how to lift, how not to lift. Provide employees with color-coded stickers from the movers several weeks in advance to allow them plenty of time to pack. Let them know what the new space will be like.

Notify the Public: The law may require you notify the public of any potential closure dates as well as changes in address. Publication of closures of land offices in Federal Register may be necessary.

Be consistent in your policy: Decide up front if employees will be given administrative leave. Make sure the policy is enforced consistently.

Label everything: Walk through the space and identify unmarked items. Label them excess if nobody wants them.

Ensure you have enough keys: Preparing a key schedule is helpful.

Sample Key Schedule:

Floor	Room #	# of Doors	Staff #	Purpose of Room	Key #	# of Keys
1	112	1	OR-958	Storage	EBD-5	2
2	225	1	OR-957	Cadastral Records	EAC-20	10
	222	1	OR-957	NTM Room	EAC-18	3
	260	2	OR-958	Docket/Records	EAC-31	3
	256	1	OR-950	IRM Storage	EAA-11	5
4	427	1	OR-950	IRM Storage	EAA-11	5
	405	1	OR-932	PCI Room	ECC-16	4
	410	1	OR-955	Comp Training Room	ECC-4	3
5	505	1	OR-930	IRM Storage	EBA-26	
6	638	1	OR-956	EEO Staff Office	EDD-20	3
	639	1	OR-956	EEO Manager Office	EAA-4	3
	637	1	OR-956	EEO Conf Room	EDD-20	4
	617	1	OR-910	ASD Office	EDA-17	Key same as 618
	618	1	OR-910	SD Office	EDA-17	8
etc...						

Telephones: The new telephone numbers (if applicable) need to be provided to the telephone service vendor several weeks prior to the move, so that the phone lines will be connected at the time of the move.

Computers: Most personal computers can be moved by the movers, although Information Resource Technical assistance may be required to disconnect the computers, pack the hardware, and re-connect the computers at the other end.

Special Moves (e.g., copiers, filing systems, etc.): These may need special installation, de-installation or handling in order to keep from voiding maintenance agreements or warranties, or just because they are complex. You may have to request specialized movers.

Move Schedule

Allow yourself plenty of time and be flexible

Publish a move schedule (see below) and be flexible

Be flexible

Communicate changes immediately

Coordinate all decisions closely with all players and be flexible

Sample Move Schedule:

December 13

Northwest Business System will relocate X2 files from 1st Floor (Docket) to 3rd Floor. (See Jon Foster for details.)

December 19, 20, and 21:

First Floor:

- Movers will move office furniture to storage unit.
- Movers will move filing cabinet's in docket room.
- Movers will move X's furniture 4 feet away from West wall.

Second Floor:

- Movers will move map files as noted by ID-956.

Third Floor:

- Movers to move X's office furniture to new location.

December 26 to January 1:

Professional Office Services will start installing the filing systems on the first floor. They will work through the weekend and a security guard will be present.

January 15:

Office Pavilion will reconfigure unicolor system furniture in Engineering.

Move excess X2 into Engineering.

January 15 to January 20:

Howells Furniture will install modular offices and partitions.

January 28:

Notify staff at least one week before starting the installation of system furniture.

Notify X to bring carts 2 days prior to installation date.

Movers will start removing furniture to make room for systems furniture. This will be done one day in advance of systems furniture. Employees will need to go to another office or reserve the computer training room.

Office Pavilion will install systems furniture starting on the first floor, going to the third, and then, the second floor.

Staging

What is Staging? Staging is the temporary storage of your office furniture or equipment and/or temporary office space for employees.

- Installation of systems furniture requires a substantial amount of space to stage the furniture while it is being installed...preferably near the installation site.
- During larger internal moves, the space employees currently occupy may be needed before the space they are moving into is ready. The employees may need to be temporarily moved to a staging area.
- If you are moving existing systems furniture in order to install it in the new building, the employees may need to be moved to temporary or staging work areas...sometimes more than once.
- If you are getting new furniture at the time you move, the old furniture will have to be stored somewhere.

Rules for staging moves:

1. The more space available to make a move happen, the better. Don't give up the old space until you are absolutely sure you won't need it.
2. While employees are in interim space, ensure that safety rules are followed (e.g., proper egress, extension cords, stacking boxes too high, etc.)

During the Move

Have at least one person at each end of the move to direct the movers to the correct locations. Have only designated people at either location. Too many people will confuse the movers.

Allow plenty of time for each stage of the move. Mistakes happen when people get careless or in a hurry.

Don't try to do too much at once

Don't allow employees to get in the way of movers

Be on the lookout for unsafe behavior

Empty trash cans...don't move valuables in the trash cans

No employees should be lifting or moving furniture themselves. Leave that for the professional, insured moving company.

After the Move

For most people in the office, the job is finished. All they have to do is unpack and decorate.

For the move coordinator, however, the hardest part of the move is still to come...the details:

1. **Old office clean out and closeout:** You didn't move everything. There are piles of garbage that have to be cleaned up...and your old landlord is probably steaming because you moved out, because the movers caused damage, and because you left a mess. Make arrangements to take care of the garbage.
2. **Fixing items broken during the move:** Your move contractor is insured and a definitive list of damaged and lost items needs to be made. If either building owner has claims, have them deal directly with the moving contractor.
3. **Last Inspection:** If you are moving out of leased space then the Contracting Officer's Representative (COR) should perform and or participate in the "last inspection" by touring all parts of the vacated leased space. The COR should prepare a report for the Leasing Contracting Officer (CO). The purpose is to document the condition of the space at the time of moving out and to help establish responsibility for any damages. This report also helps to protect the government against false claims for damages.
 - o The Lessor or his/her authorized representative should participate in the inspection.
 - o Look for damage which was caused by the government, or its agent (moving company) such as gouges in the walls, holes in doors, or rips in carpet.
 - o Do not be concerned with "normal wear and tear" such as furniture indentations in the carpet, worn carpet areas in high traffic areas such as corridors, or marks on the walls which require only painting.
 - o If possible a narrated video would be the best documentation you could compile. The video should be taken with the lessor. Be sure to talk about the location of the areas that you are videoing. If you are unable to take a video be sure to document the extent and location of all damages with photos.
 - o If a dispute arises regarding damage or "normal wear and tear", take photos and write a full description as to why you believe it is wear and tear. The CO will depend upon this documentation to negotiate a settlement with the lessor defeat a claim.
 - o The parties participating in the inspection should sign the report.

- Each party should retain a copy and send a copy to the CO.
- 4. **Remove all government property:** Once the space is completely vacated the Lessor is entitled to rent.
- 5. **Return all keys:** Obtain a receipt from the lessor or building owner. Send a copy of the receipt to the CO and keep the original in the file.
- 6. **Potential claim:** Notify the CO of any potential claims or problems in vacating the space.
- 7. **Correct deficiencies in furniture design:** No matter how careful you are about reviewing the space plans before you move, something always gets overlooked. Count on it. You may be pleasantly surprised.
- 8. **Reuse and/or dispose of all excess furniture:** If the furniture is so old, and no longer usable, you may have to make arrangements with the Property Management Staff to have it recycled.
- 9. **Sit back and relax:** You just performed miracles and you deserve a break...and a long vacation.