



## case study

# TfL Congestion Charging Call Centres, Coventry

## Capita

### Result:

Following the expiry of the TfL Congestion Charging contract operated by Capita, the leases of the main call centre at Ashbrook Court and the secondary call centre at Tower Court were terminated by operation of the break clauses, thereby avoiding ongoing property liabilities. Set Square's management of the exit plan in conjunction with client's in-house FM, and dilapidations strategy resulted in a saving of approximately £600,000 on budget, with both premises yielded up without further residual claim.

### Project:

Ashbrook Court comprises 54,000 ft<sup>2</sup> of self-contained Cat A office space which was extensively fitted out to create the main call centre operation. The tenant alterations included upgraded air conditioning, generator back up, extensive IT/Comms Room facility, commercial kitchen and restaurant areas, security systems and partitioning to form office and meeting rooms.

The premises at Tower Court comprised two floors, each with approximately 15,000 ft<sup>2</sup> of floor space, with each floor occupied under a separate lease. One floor was to be retained by the Tenant, with the other lease terminated by break notice. Tenant alterations included installation of partitions, welfare facilities and minor adaptations to services, including washroom facilities.

### Solution:

The transfer period of the Congestion Charging Contract provided sufficient time to undertake the works required to comply with lease requirements and Set square therefore recommended this approach in order to avoid potential loss of rent claims. Our panel of Preferred Contractors, chosen for their performance on similar dilapidations projects, competitively tendered the Specification prepared for each property, and the successful contractor was managed by Set Square to ensure the works were sufficient to discharge the lease requirements.

Savings were made during the course of the works by negotiating with the Landlords to retain features which were potentially of benefit to future Tenants, in return for a cash adjustment as appropriate. Costs of the building works were managed by Set Square to ensure they remained within budget.