

# Retail

## First Fit Out Guide

Version - October 2019



GROSVENOR



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## Introduction

The purpose of this document is to provide guidance on the first fit out for a new retail or restaurant occupier.

It should be noted that this document is intended to provide practical guidance, and that in all instances the terms of the lease and Licence to Alter takes precedence.

## What requires consent?

- Any alterations to the external appearance of the unit, this will include:

- |                     |                        |
|---------------------|------------------------|
| - Signage           | - Planting             |
| - External lighting | - Boiler flues         |
| - CCTV cameras      | - Extract grills/ducts |
| - Alarm boxes       | - A/C condenser units  |
| - Security grills   | - Chairs and tables    |

- Any works that affect the structure of the property.
- Any alterations to the internal layout of the unit (e.g. removing and adding partitions)
- Any modifications to the building fabric (e.g. replacement of windows or shopfront)

## What you need to provide

Your proposal must be considered by the Building Surveying team, who may request additional information.

Please provide the following:

- Completed application form
- Drawings of existing (pdf format).
- Drawings of proposed alterations (pdf format), including; Plans of layout; Elevations, including shop/restaurant front; and Sections.

All drawings must:

- Be drawn to scale
- Have the property address and floor number
- Have a drawing number and title
- Be annotated in English

## What happens next and when can works start?

Please see the 6 approval steps that must be completed before works can commence.

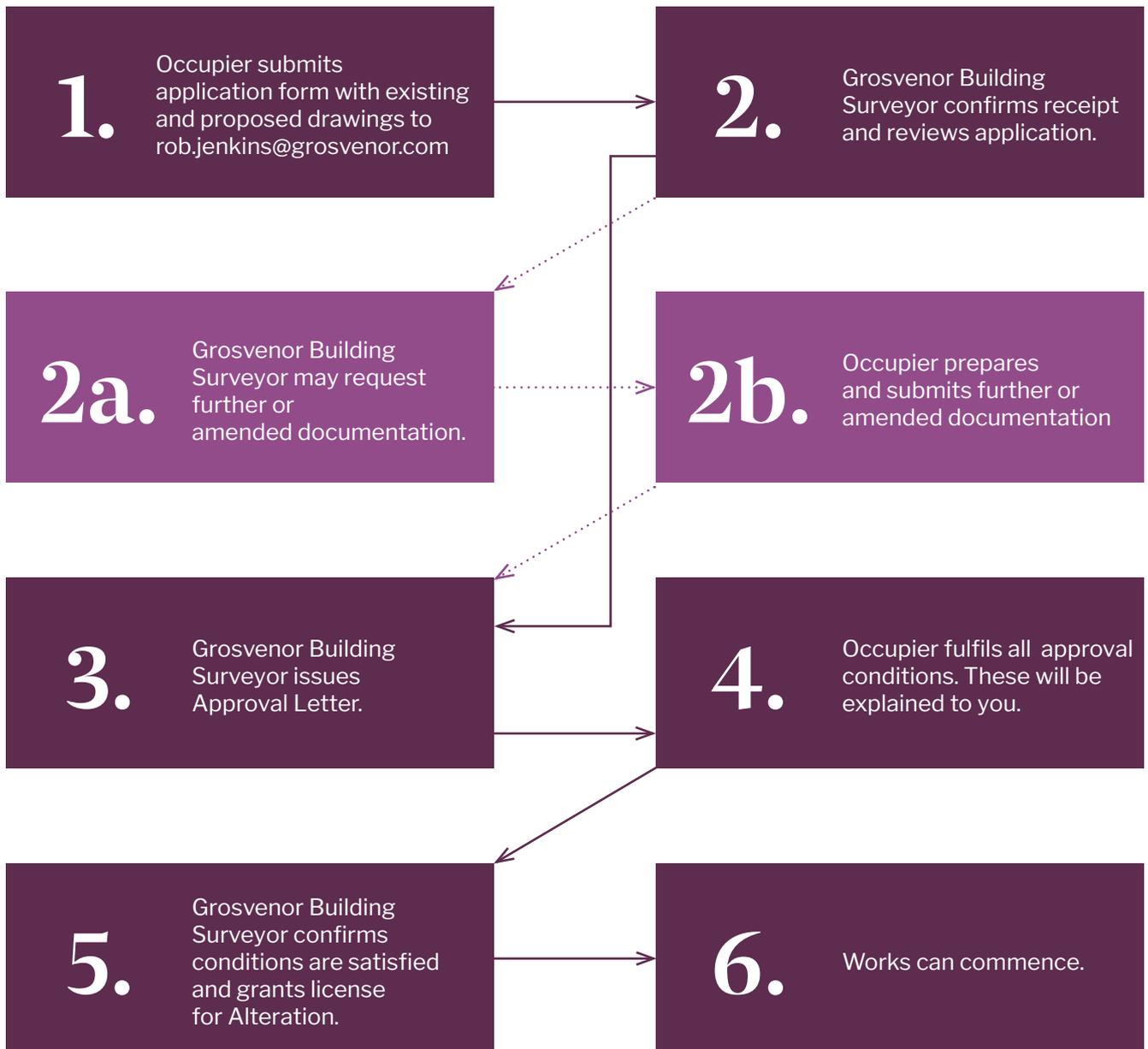
Please send all applications to [rob.jenkins@grosvenor.com](mailto:rob.jenkins@grosvenor.com) who will assign your application to a member of the Building Surveying team. We aim to approve all applications within 2 weeks.

It will take longer to approve your application if all of the information requested is not provided.

## Inspection of works

A Grosvenor Clerk of Works and/or Building Surveyor will carry out regular inspections to ensure that all works are being carried out in accordance with the approved drawings and the terms of this guide.

# Approval steps



# Retail Fit Out Specification

## GENERAL CONDITIONS

### 1. Interpretation of this Specification

Grosvenor Investments Limited (Grosvenor) acts as agent on behalf of all Grosvenor landlords having a legal interest in property in Mayfair and Belgravia. This retail fit out specification covers the vast majority of fit out works a retailer would wish to undertake. It forms part of the general Grosvenor Specification which takes precedence should the scope of works fall outside the remit of this document. Furthermore, should any doubt arise as to its interpretation of this retail fit out specification, the decision of Grosvenor shall be final.

## STATUTORY REQUIREMENTS

### 2. Standard of Materials

All materials and workmanship shall be the best of their respective kinds in accordance with good current practice. They shall comply with the latest edition of the relevant British Standards Specification or Code of Practice or be subject to independent certification by the Building Research Establishment.

### 3. Acts and Bye Laws

The works are to be carried out in accordance with all Acts of Parliament and all subsequent amendments as well as all other relevant Regulations, Byelaws and Statutory Enactments of Local and other Authorities. Where works affect party walls in Grosvenor's ownership, notices under the Party Wall etc Act 1996 must be served on Grosvenor and all interested parties.

### 4. Right of Access

Grosvenor shall have the right of access to the premises at all reasonable times for the purpose of inspecting the works being carried out and to all site drawings and details. They shall have the right to have any of the works opened up for inspection if it is considered that faulty or defective materials or workmanship have been used.

### 5. Fire Safety

All fire safety works must be carried out in accordance with current Regulations, Standards and Codes of Practice and certification of this is to be provided on completion of the works.

All contractors carrying out fire works must be accredited through one of the following:

- FIRAS
- LP51531: The Red Book for Passive Protection lists fire stopping contractors
- Or any equally equivalent recognised accreditation body

### 6. Insurance

Grosvenor's insurance managers, Realty Insurances Limited are to be advised of the proposed works so that the building policy will not be prejudiced. Please notify them if additional cover is required. Realty Insurances Limited can be reached on 020 7941 8200 or [Emma.Halford@realtyinsurances.co.uk](mailto:Emma.Halford@realtyinsurances.co.uk)

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## THE SITE

### 7. Vinyls and Hoardings

Vinyls should be installed within the windows of the unit within seven days of the occupier taking access of the unit and commencing its fit out. If the proposal includes hoarding the minimum requirement is that it will be 2.4m in height painted in British Standard colour Magnolia 08B15 and constructed of materials and in a form to be approved. It is important that the hoardings are kept as neat and tidy as possible and where appropriate, they should be washed down to ensure a clean appearance at all times. Statutory notices may be exhibited but all advertisements and posters on hoardings, screens or scaffolds are prohibited. Any proposals for using the hoarding as advertising must be submitted for prior approval to the Grosvenor Building Surveyor.

### 8. Private Mews

All works in private mews shall comply with the requirements of the current versions of the document entitled 'Regulations for Works in Grosvenor's Mews.'

### 9. Forecourts

Any private forecourt is to be paved level with the adjoining pavement with a material to be approved. The junction of the public way with the private forecourt is to be defined by a brass strip or studs.

### 10. Hours of Work

The permitted hours of work are as follows:

Weekdays:	8.00am to 6.00pm;
Saturdays:	8.00am to 1.00pm (no noisy works);
Sundays and Public Holidays:	No work of any kind.

### 11. Radios

The playing of radios or recorded music on site is not permitted.

### 12. Careful Removal of Old Materials

Compressors, generators and percussion hammers may only be used with prior consent. Where plaster is to be removed from pre 20th Century brickwork, this is to be carried out only by the use of hammer and bolster. The occupier shall ensure that at all times any adjacent roadway is kept clear of mud, rubbish and other debris. The burning on site of waste materials is not permitted.

## STRUCTURE

### 13. Structural Design Requirements and Temporary Works

All structural design, workmanship and construction (and any associated temporary works) may be subject to a review by Grosvenor's retained Structural Engineers, Hurst Pierce and Malcolm. In such circumstances, the occupier will be required to comply with their requirements.

## SERVICES

### 14. Mechanical Ventilation/Comfort Cooling Systems

All works comprising the installation of new or adaptation of existing mechanical extract/comfort cooling systems is likely to necessitate the consent of Grosvenor. Full details of all external plant (together with any enclosures), building elevation terminations and routing of pipes and cables are to be provided for Grosvenor's consideration.

### 15. Service Installations and general management of the works

Electricity, gas, water and drainage installations are to be put into and left in a good safe state of repair on completion of the works and test certificates are to be obtained for new and amended installations. Any connection to, or adaptation of, existing Landlord/shared services will require the consent of Grosvenor. Fees may be payable by the occupier for Grosvenor's FM contractor to evaluate the proposals; undertake some, or all of the works including any necessary validation and commissioning. All works will need to be co-ordinated with the Property Manager. Where landlord's riser ducts are located within the occupier's demise, the works shall be carried out to ensure suitable access is maintained to these at all times.

### 16. Heating and Hot Water Installation

Any new or adapted heating installation must not overheat the flue or cause danger to adjoining premises. Boiler flues must not discharge through the front or side elevations or across light well pavements and the installation must be installed in accordance with the requirements of the appropriate statutory authority. All heating systems shall include controls to provide frost protection and a minimum level of heating within the building. Plastic (polybutylene only) piping systems for hot and cold-water services and heating installations may be used provided the materials comply with BS 7291-2:2010 and the system is installed in accordance with BS 5955-8:2001.

### 17. Lifts

The guides, machinery or supports for the working of the lifts are not to be placed in contact with the walls adjoining a neighbouring building and the installation is to be adequately insulated to prevent transmission of any noise and/or vibration.

### 18. Electric Light and Power Installation

All work is to be carried out in accordance with the latest edition of the Regulations of the Institution of Electrical Engineers.

### 19. Soil and Waste Pipes

External soil and anti-syphonage pipes, where permitted, are to be of cast iron of L.C.C. pattern and weight in accordance with BS 416-1: 1990 and BS 460: 2002+A2:2007 with caulked lead joints and eared sockets. PVC will be permitted internally if encased in insulating and fire resisting materials. Flexible jointed cast iron piping will be permitted internally only if there is full access available to bolted connections and rodding eyes. Overflow and warning pipes serving water tanks, cisterns, etc must not discharge onto or overhang adjoining properties. All soil and waste pipes are to be kept within the building with any connections being kept as short as possible.

### 20. Satellite Dishes

The installation of satellite dishes requires Grosvenor's approval.

### **21. Communications and Data Cabling**

The siting of communications cabling on the outside of the demised premises may not be undertaken without Grosvenor's written consent.

### **22. Pipe Ducts**

Where practicable all mains are to be collected and carried up and down in fire resisting pipe ducts having access doors to valves etc. The ducts are to be sealed to retain fire resistance to all floor levels. Pipes shall only be laid in solid floors if properly ducted.

### **23. Cameras, Alarm Sounder boxes and Door Entry call panels**

The siting and installation of video security cameras, door entry call panels or alarm boxes may not be undertaken without the prior written consent of Grosvenor.

## **FINISHES**

### **24. Plastering**

The internal plasterwork is to be not less than two coats and finished in the best manner, walls and partitions being plastered behind skirtings to the full thickness except at basement or ground floor level, where a gap is to be left to provide a break between the d.p.c. and the wall finish. Lightweight and vermiculite- plasters are not to be used on external, basement, ground floor or party walls.

### **25. Flooring on Timber Joists**

In Listed Buildings and, subject to the occupier being in receipt of Listed Building Consent for the same, any new flooring on timber joists is to be the best quality 22mm (finished) t & g softwood or 19mm (finished) hardwood. Elsewhere 19mm t & g plywood (marine ply in kitchens, cloakrooms and bathrooms) in accordance with BS EN 636:2012 + A1:2015, with access panels for services, may be used but chipboard and waferboards are not permitted.

### **26. Acoustic Insulation**

Where residential apartments adjoin the property, party floor / wall sound insulation is to be at least to the standard required by the Building Regulations for new construction.

### **27. Painting**

Unless otherwise agreed, the internal and external wood, iron and other work usually painted is to have at least two coats of paint after priming. The finishing coat for external work is to be in high gloss. Except in private mews, previously painted stucco or cement rendering is to be finished to match British Standard Colour 08B15, high gloss finish. No paint or staining is to be applied to facing brickwork, stonework or terra-cotta. Metalwork, ironwork and front doors are to be painted high gloss black and window joinery high gloss white unless approved otherwise in writing. The use of Keim paint or similar products will only be permitted where large areas of an elevation have been re-rendered and only on the condition that the elevation is redecorated with high gloss paint at the next external redecoration cycle.

# Sustainability Commitments

Grosvenor is committed to achieving net zero carbon operational emissions from all its directly managed buildings, including historic listed buildings by 2030.

The business will also report on, and seek to significantly reduce, its embodied carbon emissions - carbon created through associated supply chain and tenant activities.

To achieve these targets, Grosvenor will eliminate carbon emissions under its control and sustainably design and construct and operate net zero ready buildings, enabling occupiers to reduce or eradicate carbon emissions from their own operations.

We also have a Supply Chain Charter, which commits the business, together with its suppliers, to higher environmental and ethical standards; deepening GBI's broader contribution to the communities it is active in.

Bold environmental goals are a key pillar of this strategy and are set out below:

## **BECOMING ZERO CARBON:**

By 2030, Grosvenor will achieve net zero carbon operational emissions from all its directly managed buildings, including listed buildings.

Grosvenor will report on, and seek to significantly reduce, the carbon emissions embodied in its supply chain, developments and tenant activity by 2030.

Grosvenor's portfolio, including 147 acres of public realm on its London estate, will aspire to be climate positive+ by 2050.

## **BECOMING ZERO WASTE:**

Grosvenor will eradicate all waste from buildings and developments in its control by 2030.

By working with customers and stakeholders, Grosvenor will aspire to eliminate waste from communities where it operates by 2050.

## **VALUING NATURE:**

By 2030, Grosvenor's portfolio will have achieved a significant net biodiversity gain, responding to the need to halt the decline of the UK's wildlife and restore ecosystems.

Grosvenor will fully map the materials in its supply chain by 2025 to ensure sustainable provenance.

Grosvenor aspires to be water neutral by 2050.

## OPERATING REQUIREMENTS

We require our occupiers to undertake the following:

Goal	Required
Reduce carbon emissions	Provide a copy of Water, Gas and Electricity Energy Bills twice a year.  Procure energy from 100% renewal sources. Grosvenor can help you with this, if needed.  Arrange repairs works immediately if leaks are identified in pipes, radiators or taps.
Zero to Landfill Waste	Use a waste supplier to ensure there is zero waste to landfill.  Separate food waste from other waste
Reduce use of single-use plastic packaging, including carrier bags.	Replace packaging materials with reusable/recyclable/compostable alternatives.
Improve air quality	Reduce and consolidate deliveries where possible.

Valid EPC for the property, with a rating of C or above. Always carried out after fit-out is completed.

Use very efficient LEDs even for signs and signalling.

Install automatic lighting controls to avoid the use of electricity at times when spaces are unoccupied, or lighting is not needed.

Incorporate light sensors and/or stand-alone lighting controls, which allow for plug-and-play lighting systems that can be easily reconfigured.

Use heat recovery ventilators, where required.

Install efficient electric Air Source Heat Pumps (ASHP) to provide space heating and cooling.

Consider using materials suggested in 'Green Guides' for internal fittings that consider their impact in the environment.

Reduce use of single-trip packaging, including carrier bags.  
Replace packaging materials with reusable/recyclable/compostable alternatives

## ANTICIPATING COMMON MISTAKES

Avoid 'Shell only' and 'Shell & Core' EPCs that do not include the most recent fit-out of the unit.

Avoid using incandescent, halogen and standard fluorescent lamps.

Avoid using lots of lighting near refrigeration systems.

Do not locate your cooling units near warm places, such as cooking areas, heated displays and areas of direct sunlight.

Avoid waste associated with over-ordering products and materials.

# Application Form

Property Address:	
Unit/Floor:	
Name of Occupier	Name: _____ Contact: _____ Address: _____ Tel: _____ Email: _____
Name of Applicant (Solicitor/Architect/Agent)	Name: _____ Contact: _____ Address: _____ Tel: _____ Email: _____
Name of Architect	Name: _____ Contact: _____ Address: _____ Tel: _____ Email: _____
Description of Works	
Drawings sent in PDF format	<input type="checkbox"/> EXISTING <input type="checkbox"/> PROPOSED
Other documents included	<input type="checkbox"/> PHOTOGRAPHS <input type="checkbox"/> CGI OTHER, please specify
<b>Total cost of works to a builder's finish (if known)</b>	<b>£ _____ + VAT</b>
Additional floor area (gross i.e. include all walls)	
Total Duration of Project (weeks)	

To find out how we process your personal data, please follow the links:  
<http://www.grosvenorlondon.com/grosvenor-tenant-privacy-policy/>

The Grosvenor Office, 70 Grosvenor Street, London W1K 3JP





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