

CASE STUDY

Lease negotiation & project management of fitout

CLIENT: Fidelity Life

LOCATION: Level 4, 136 Fanshawe Street, Auckland



Rebbeck
Dunn
Watters

Project Delivery
Building Consultancy
www.rdw.co.nz



Size	Value	Services Provided
2,772 m ²	\$4.5M	<ul style="list-style-type: none"> / Lease negotiation / Project management

Introduction

In this two-phase project, RDW managed the landlord and tenant interface through the entire process from lease negotiation to occupation of office space in a newly-constructed building developed by Mansons TCLM.

RDW provided the tenant, life insurer Fidelity Life, with advice around the lease agreement and also supported the tenant through commercial negotiations with the landlord. Following completion of the lease negotiation phase, RDW advised on the fitout programme and specifications for the 2,772m² floor. Our project management services included contractor procurement and managing the design process. RDW also managed construction works for the sub divisional hard fitout (SHF) and soft fitout, including IT, AV, furniture, fixtures and equipment. Managing the planning and installation of corporate signage on the exterior of the building was a further element of the project.

Challenges

- / The premises were to be delivered as a 'part integrated fitout'. Under this arrangement, the developer completed the base build and also delivered Fidelity Life's main contractor hard fitout (MCHF) works. Once these were complete, Fidelity Life and RDW were to gain access to the premises to undertake SHF and soft fitout works. However, owing to Covid lockdown and other delays, the base build and MCHF works had not been completed to the agreed level by the handover date. RDW negotiated with the contractor to allow Fidelity Life access from the agreed date, to avoid flow-on delays to their own fitout works. This presented significant challenges with the fitout team having to work around the developer's contractors who were completing the base build at the same time.
- / The lengthy Covid lockdown in Auckland in late 2021 and related supply chain issues slowed both the fitout design process and the base building works.
- / The client required a comprehensive level of assistance in many areas of the process, with RDW becoming heavily involved in setting up some internal processes such as change management.
- / Procuring and managing the design and installation of Fidelity Life's signage on the building presented its own complications around consenting and road closures.
- / Several key personnel changes at Fidelity Life during the project raised difficulties with continuity. RDW was also required to step in to take a greater role in managing the coordination of IT and AV works into the project.

unfamiliar realm. Our team competently managed numerous complexities, delays and other challenges, eliminating unnecessary hassles for Fidelity Life's senior executive team and internal project managers, allowing them to continue focusing on running the business.

Overcoming the challenges which arose involved a pragmatic approach and many regular meetings with the landlord and tenant. In addition to these key interfaces, the RDW team also effectively managed relationships with the base build contractor and the IT/AV contractor. RDW's specialist experience in overseeing complex development projects meant we were able to contribute significant expertise into integrating the various concurrent works to achieve a successful outcome. Our previous experience in working with Mansons TCLM also ensured the tenant's initial negotiations progressed relatively seamlessly.

The space was delivered on time, providing new open plan office areas, internal and external meeting rooms, board room, training room, reception, staff hub and kitchen. Fidelity Life's team was able to smoothly transition into the new premises with minimal business interruption. The project was also completed within budget.

Outcome

RDW acted as a single point of contact for Fidelity Life during the project, which minimised disruption to staff and operations. RDW's expert service also greatly simplified the project for the client, for whom property development was an

Client Reference

Simon Pennington – Chief Financial Officer – Fidelity Life