

Brand NEW  
COVENT  
GARDEN  
MARKET

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# MOVE HANDBOOK

A small illustration of a person in a yellow shirt and dark pants pushing a red pallet jack with yellow forks. The person is positioned behind the letter 'E' in the word 'MOVE'.

FLOWER  
MARKET

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# Introduction

After 40 wonderful years, we are giving the Flower Market a fresh, new home. We are creating a more inspiring place for your customers to buy beautiful flowers, plants, foliage and sundries. A more fitting place for you to sell them.

We want to make your move to the new Flower Market as smooth as we can. This Move Handbook guides you through the important steps and explains what you need to do and by when.

We, CGMA, are your main point of contact. Call us, email us. We're here to help you through this move.



# THE Market that FLOWERS LONDON



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## Timeline

JANUARY	Construction complete
MON 27 – THU 30 MARCH	Contract florist tenants move in to their workshops on the first floor
FRI 31 MARCH AT 12:00 (NOON)	The old flower market closes for trade. There will be no trading on Saturday 1 April
FRI 31 MARCH - SUN 2 APRIL	Wholesalers move in to their units in the flower hall on the ground floor
SUN 2 APRIL AT 23:00	The first flower deliveries start arriving at the new flower market
SUN 2 APRIL AT 23:59	The old flower market closes for good and you will not be able to get back in
MON 3 APRIL	The new flower market opens for business

## Lingo

- ‘The new Flower Market’ is the Flower Market you are moving to.
- ‘The old Flower Market’ is the one you are currently in.
- When you see this tick it means something  requires your action and it's very important.



## Key contacts

### YOUR MAIN CONTACT AT CGMA IS

Richard McAuley,  
CGMA Property Manager  
T 020 7501 3499  
E richard.mcauley@cgma.co.uk

### FOR SPECIFIC OPERATIONAL ENQUIRIES, SPEAK TO

Colin Corderoy,  
CGMA Operations Manager  
T 020 7501 3491  
E colin.corderoy@cgma.co.uk

### 24/7 LINE

CGMA Security  
T 020 7720 2211

### YOUR CONTACTS AT PICKFORDS

Kim Andrews,  
Pickfords Move Manager  
T 020 3405 1463  
E kim.andrews@pickfords.com

Pat Hughes,  
Pickfords Operations Manager  
T 07774 456029  
E pat.hughes@pickfords.com



## Your move checklist

USE THIS CHECKLIST TO HELP YOU WITH ALL THE TASKS YOU NEED TO DO BEFORE, DURING AND AFTER YOUR MOVE. TICK EACH ONE OFF AS YOU COMPLETE IT.

TASK	
GETTING READY	
	TICK TO COMPLETE
Arrange your phone and broadband to be moved (URGENT)	
Setup electrical supply contract (if required, see page 12)	
Setup water supply contract	
Give Royal Mail your new address and setup redirection	
MOVING	
Collect your key to your new unit	
Pack all your items into boxes/crates provided by Pickfords	
Remove all waste and rubbish from your units	
Vacate and sweep clean all of your units (by Sun 2 April)	
Unpack all boxes/crates in your new unit for Pickfords to collect	

## Move dates and times

### WHOLESALEERS

You will move over the weekend of Friday 31 March to Sunday 2 April 2017 during your designated time slot (see below). You must move during your time slot to avoid everyone trying to move at the same time. Both the old and the new Flower Market will be open 24hrs during this move weekend.



### FLORISTS

You will move between Monday 27 March and Thursday 30 March 2017, before the wholesalers move. This is to reduce the numbers moving in at the same time. You'll have complete access to your unit during this period to move in and start trading over the days that work for you.

### LAST TRADING IN THE OLD FLOWER MARKET

The old Flower Market closes for trade on Friday 31 March at 12:00 (noon). You're not able to trade in the old Flower Market after this time, which means there will be no trading on Saturday 1 April. We will be letting customers know, but please tell your customers too.

### CLOSE DATE OF THE OLD FLOWER MARKET

On Sunday 2 April at 23:59 the old Flower Market closes and you will not be able to go back in after this time.

### OPENING THE NEW FLOWER MARKET

The new Flower Market opens for first deliveries on Sunday 2 April at 23:00 and opens for the first day of trading on Monday 3 April.

### VACATION DATE

You will need to have fully vacated all of your units no later than 23:59 on Sunday 2 April.

### WHOLESALE MOVE SLOTS

#### SATURDAY 10:00 – 16:00

Arnott & Mason commence  
B&D Flower Co  
Bloomfield  
Deanos  
DG Wholesale  
JH Hart  
Pratley  
R French  
Zest

#### SATURDAY 16:00 – SUNDAY 13:00

Arnott & Mason complete move  
A Goodchild  
Evergreen Pots & Soil  
Quality Plants

#### SUNDAY 08:00 – 16:00

Dennis Edwards  
Evergreen Exteriors  
GB Foliage  
L Mills  
Porters Foliage  
SR Allen

Please note these times may change and, if they do, we will let you know. Whittingtons and C Best are moving over a longer period due to the scale of stock.



## Move process

WE HAVE EMPLOYED PICKFORDS TO HELP YOU WITH YOUR MOVE. THEY ARE THE UK'S LARGEST MOVING COMPANY AND VERY EXPERIENCED AT HELPING BUSINESSES RELOCATE.

### HERE'S AN OUTLINE OF THE MOVE PROCESS:

- Pickfords will come and see you and talk you through the move process in detail, as well as look at the items you need moving. They will be very hands on.
- You will pack and label all your items into the boxes/crates provided by Pickfords and leave them in your current unit ready for your move slot. Any stock is to be packed onto trolleys and labelled.
- You will have a label specific to you to make sure it is correctly taken to your new unit.
- During your move slot, Pickfords will collect and remove all boxes/crates from your current unit and take them to your new unit.
- You will then unpack your boxes/crates in your new unit and Pickfords will come and collect the empty boxes/crates from you.
- If you need extra help (e.g. with the packing or unpacking of items) then please contact CGMA ahead of the move day.

### COLLECTING YOUR KEY ✓

Once you have completed all your lease documentation and paid your deposit in full, you'll need to pick up your key. We'll let you know when your new key is ready to be collected.

### MANAGING YOUR STOCK LEVELS

Where possible, we recommend you reduce stock levels and dispose of unwanted/unsaleable items ahead of the move weekend.

- The last delivery day for produce into the old Flower Market is Thursday 30 March 2017.
- The first delivery day into the new Flower Market is Sunday 2 April 2017.



### SECURITY DURING THE MOVE

We will have a strong security presence throughout the move weekend. Please note:

- You are responsible for the security of your units both in the old and the new Flower Market.
- Pickfords have legal responsibility for all your goods during transit.
- You are strongly encouraged not to leave valuable items unattended.

### VACATING YOUR UNIT ✓

You'll need to have vacated all your units in the old Flower Market no later than 23:59 on Sunday 2 April 2017.

- All your units must be completely vacant and swept clean.
- We will change the locks on each unit in the old Flower Market.
- We will take meter readings on Sunday 2 April. This will be used to generate your final account for that unit.

### YOUR RUBBISH AND WASTE ✓

- You are responsible for the removal/disposal of all items which are not fixed to the premises. This includes furniture, shelving, office equipment, paper filing and archives, safes etc.
- If any items are left in your units after the vacation date, we will charge the cost of removing these back to you.
- If you have a lot of rubbish or large items, you will need to hire waste removal services. If this is the case, please speak to Colin Corderoy.
- We will be progressively clearing the old Flower Market in the build up to the move.
- Any items stored in gangways, corridors or empty stands will be removed and disposed of.



## Setting up your utilities

### TELECOMS (PHONES AND BROADBAND) ✓

You need to let BT know now that you are moving. It's really important you do this ASAP, as BT can take a bit of time to process requests. If you use other telecoms providers as well, you need to let them know too.

BT's contact number for the business moving team is 0800 800 152. You will need:

- Your landline number
- Your account number and permission

Ask BT to move your line across on Friday 31 March or Monday 3 April. Your new unit has one line with two sockets (this is per demise, not per unit). The line is ready for you to activate now.

### ELECTRICITY ✓

Unless your name is on the exception list below, you need to setup your own electrical supply contract (e.g. with EDF) and you will pay them directly. You will have your own meter in your unit and we will let you know your meter number as soon as it is available.

On day one, CGMA is the named user for all the meters and the electricity is supplied by EDF. You'll need to contact a supplier to register for connection and setup an account. You will need to give them the following:

- The date you moved in or propose to move in
- The meter number and reading
- The name(s) and address of the account holder
- Your contact details

The EDF Business Premises website can be found at: [www.edfenergy.com/sme-business/help-advice](http://www.edfenergy.com/sme-business/help-advice)

#### ELECTRICAL SUPPLIER EXCEPTION LIST

The businesses that do not require their own electrical supply contract are:

B&D Flower Co  
Bloomfield  
C Best  
Deanos  
Dennis Edwards  
DG Wholesale  
Evergreen Exteriors  
Evergreen Pots & Soil  
R French  
JH Hart  
L Mills  
Prately  
SR Allen  
Zest

### WATER ✓

You have your own individual water meter for your unit. You need to setup your water supply contract with Thames Water. Your meter, a Thames Water Smart meter, is located in a central cupboard in the new Flower Market. We will let you know your meter number as soon as it is available.

To start with, the water meters are in CGMA's name. You'll need to contact Thames Water to set up a new account and transfer the supply to your account. When setting up an account, you will need to give them the following:

- Address including unit number
- The date you moved in or propose to move in
- The meter number and reading
- The name(s) and address of the account holder
- Your contact details

You can set up a new account online on Thames Water's Business website ([www.thameswater.co.uk/business](http://www.thameswater.co.uk/business)) or by calling 0800 9808 800.

### POST ✓

Start letting your customers and suppliers know now that your address will change from 3 April 2017. Once you move, to make sure that mail sent to your old address arrives at your new address, you need to contact Royal Mail and setup Business Redirection. Google 'Royal Mail Business Redirection' to find out more.

#### YOUR NEW ADDRESS IS

Units XX-XX (e.g. Units AI-7 or Unit MI)  
Flower Market  
New Covent Garden Market  
London SW8 5EH



## Your new unit

### WHAT COMES WITH YOUR NEW UNIT

To see a list of what comes with your new unit, please see your new lease.

### SPACE PLANNING

We'll be discussing racking with you, very soon, on a one-to-one basis.

You now need to be thinking  about the configuration of your new unit, including:

- Racking and shelving
- Computers/telephones/electronic payment systems
- Configuration of trading space (location of flower buckets and trollies)

### CARRYING OUT WORKS TO YOUR UNIT

If you would like to carry out any works to your new unit, you need consent from our Property Team in the form of a Licence to Alter Agreement. You need this before any works are undertaken and all works will be at your own cost.

The procedure for getting a Licence to Alter is:

- You provide us with full information of the works, including plans, specification, contractor information and a program of works.
- Provided the proposed works are compliant with our requirements, we issue you with a Licence to Alter. We may charge an administration fee for assessing your application. Before moving, we may be able to provide your contractor with early access to your new unit so they can do the works before you move in.
- After moving, you can apply for a Licence to Alter at any time.
- If you make alterations to your new unit without our consent, you will be asked to undo the alteration at your own cost.
- For help, or if you have any questions, please contact our Property Team on 020 7501 0979.

### HEALTH & SAFETY PROTOCOLS

You are responsible for all Health and Safety matters and protocols in your unit. This includes:

- Emergency Evacuation Plan
- Risk Assessments

## Entry and parking

### ENTRY AND PARKING AT THE NEW FLOWER MARKET WILL WORK A LITTLE DIFFERENTLY TO HOW IT IS NOW.

#### YOUR CARS

You and your staff will need to park all your cars (private vehicles) in the Multi-Storey Car Park. This is very important, as space for customers is the priority. From 3 April, your private vehicle entry tag/permit will only work the barriers in the Multi-Storey Car Park.

If you need to pick something up from the Flower Market in your car, you can pull a ticket at the Flower Market entrance barrier and you get 20 minutes to enter and leave without paying.

#### YOUR VANS

If you have company commercial vehicles, you will park these in the new Flower Market car park. Your entry tag/permit will automatically switch over to the new Flower Market, there's nothing you need to do.

#### CUSTOMER PARKING

If a customer has a permit it'll work just like now and their entry tag will automatically switch over. If a customer usually pays cash, they will pull a ticket on entering and pay on foot before leaving at one of the pay stations. £5 gives them three hours parking. Like in the old Flower Market, customers can enter the new Flower Market with both commercial vehicles (vans) and private vehicles (cars).

#### MAX. VEHICLE HEIGHTS AND WEIGHTS

For the ground floor, the max. height is 4.20m and the max. weight is 7.5t.

For the first floor, the max. height is 3.65m and the max. weight is 3.5t.

#### ACCESSING THE FRUIT AND VEG MARKET

Permits across the whole of New Covent Garden Market are now sectioned. If you or a customer would like to enter the Fruit and Veg Market with your vehicle, you'll need to have a commercial vehicle and a permit that allows access. Please speak to us if you need more info.

#### DISABLED PARKING

There is disabled parking bays on the first floor of the new Flower Market.





A BETTER HOME FOR FRESH BY  
COVENT GARDEN MARKET AUTHORITY

020 7720 2211  
HELLO@CGMA.CO.UK  
[BRAND.NEWCOVENTGARDENMARKET.COM](http://BRAND.NEWCOVENTGARDENMARKET.COM)

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