**Temporary Space Policy SOP**

**Department:** BDM  
**Sub-department:** Leasing   
**SOP ID:**

**Objective**

To establish a standardized process for managing temporary space requests at Novel Office, ensuring efficient resource allocation, revenue optimization, and client satisfaction across internal, transition, and external client categories.

**Scope**

This SOP applies to:

* Temporary space requests for short-term office setups across Novel Office properties.
* Three client categories:
  + **Internal Clients**: Existing tenants seeking additional space for temporary needs (e.g., training, onboarding).
  + **Transition Clients**: Clients awaiting completion of their permanent office space.
  + **External Clients**: New or one-off clients seeking immediate, short-term setups.
* Applicable for:
  + Sales Team
  + Facility Management Team
  + IT team,
  + Finance Team (for billing and invoicing)
  + Clients (internal, transition, and external)
  + BDM Team

**Definitions**

* **Temporary Space**: Office space allocated for short-term use (typically 1–2 months) to meet immediate client needs.
* **Internal Client**: An existing tenant with a long-term lease seeking additional temporary space.
* **Transition Client**: A client awaiting their permanent office setup, requiring temporary space for continuity.
* **External Client**: A new or one-off client requesting short-term space without a long-term commitment.
* **Premium Pricing**: A higher-than-standard per-seat rate applied to temporary space to account for operational costs and opportunity loss.
* **Opportunity Cost**: Potential revenue lost when temporary space allocation prevents leasing to a long-term, higher-paying client.
* **ERP System**: Novel’s internal Enterprise Resource Planning system for managing bookings, billing, and client data ([ERP](https://erpnoveloffice.in/)).

**Roles and Responsibilities**

1. **BDM Department**:
   * Oversee temporary space allocation, coordinate with facility management, and ensure compliance with pricing policies.
   * Track space availability and update the ERP system.
   * Manage client communications and approvals for extensions.
   * Handle client inquiries and negotiate pricing for temporary spaces.
   * Propose premium cabins or suites for expansion-driven needs.
   * Ensure minimum tenure agreements for external clients.
2. **Facility Management Team**:
   * Arrange logistics (e.g., furniture, utilities, cleaning) for temporary setups.
3. **IT Team**:
   * Set up network connectivity, hardware, and software for temporary spaces.
4. **Housekeeping Team**:
   * Prepare and maintain temporary spaces (cleaning, sanitization, etc.).
5. **Accounts Team**:
   * Generate invoices for temporary space usage based on approved rates.
   * Ensure timely billing and payment collection.
6. **Clients**:
   * Submit temporary space requests with clear requirements (e.g., duration, number of seats, setup).
   * Adhere to agreed terms, including minimum tenure and pricing.

**Standard Procedure**

**1. Temporary Space Request Submission**

* Existing Clients submit requests via CR and then the CR connects to the BDM Department via outlook due to an existing problem with the current space or due to an expansion.
* New clients meet with the BDM Department for communication.
* Request must include:
  + Client category (internal, transition, or external).
  + Number of seats required.
  + Duration of use (start and end dates).
  + Purpose (e.g., training, onboarding, temporary office).
* BDM verifies space availability in the system and responds within 24 hours.

**2. Pricing and Billing Strategy**

* **Internal Clients**:
* No extra charge for the existing clients
* **Transition Clients**:
  + No premium charged for 2–3 days of use during operational handover.
  + Billing starts from the first day of usage at the standard per-seat rate.
* **External Clients**:
  + Charge a premium rate (10–25% above standard market rate).
  + Minimum tenure of one month required.
* BDM Team prepares a quotation
* Accounts Team generates invoices post-approval on the due dates.

**3. Space Allocation and Setup**

* BDM assigns space based on availability, prioritizing long-term bookings to minimize opportunity cost.
* Coordinates with IT and Housekeeping for setup:
  + **IT**: Configures Wi-Fi, workstations, and software within 24 hours.
  + **Housekeeping**: Ensures cleaning and sanitization before occupancy.
* For expansion-driven needs (internal clients), propose premium cabins/suites with:
  + Private meeting rooms.
  + Dedicated parking slots.
  + Enhanced IT infrastructure (e.g., high-speed internet, additional monitors).
* BDM updates the ERP system with allocation details.

**4. Contract and Tenure Management**

* External clients must commit to a minimum one-month tenure.
* Extensions limited to one additional month (or 15 days with BDM Manager approval).

**5. Monitoring and Feedback**

* BDM tracks usage via the ERP system, ensuring compliance with agreed terms.
* Facility Management conducts daily checks on temporary spaces for maintenance needs.

**6. Reporting and KPI Tracking**

* BDM tracks KPIs in the ERP system, including:
  + Number of temporary space bookings per month.
  + Revenue generated from temporary spaces.
  + Percentage of premium-priced bookings.
  + Client satisfaction scores from feedback forms.
* Generate monthly reports for management review.

**Key Performance Indicators (KPIs)**

* Maintain a minimum one-month tenure for 100% of external client bookings.
* Complete setup (IT, housekeeping, furniture) within 1-2 days of request approval.
* Ensure zero scheduling conflicts with long-term bookings.

**Exceptions**

1. **High Demand for Temporary Space**:
   * **Scenario**: Multiple clients request temporary space simultaneously, exceeding available inventory.
   * **Resolution**: Prioritize internal and transition clients over external clients. If needed, BDM escalates to management for approval to lease additional nearby facilities or negotiate staggered schedules.
2. **Client Requests Ultra-Short Tenure (<1 Month)**:
   * **Scenario**: External client requests a tenure shorter than one month (e.g., one week).
   * **Resolution**: Deny unless BDM Manager approves based on low demand and high premium pricing (≥30% above market rate).
3. **Client Overstays Agreed Tenure**:
   * **Scenario**: A client extends usage beyond the agreed period without approval.
   * **Resolution**: BDM issues a notice via email within 24 hours, based on the clients the BDM can charge a penalty on top of the premium rate for unauthorized days or let it go for no extra cost. If unresolved, escalate to management for eviction proceedings.
4. **Transition Client Delays in Permanent Office Setup**:
   * **Scenario**: A transition client’s permanent office is delayed beyond 3 days, requiring extended temporary space use.
   * **Resolution**: provide them with the temporary space at no cost.
5. **Low Demand for Temporary Space**:
   * **Scenario**: Temporary spaces remain unbooked for >30 days, impacting revenue.
   * **Resolution**: Sales Team markets spaces to external clients at slightly reduced premium rates (5–20% above market) to fill inventory.
6. **Direct Client Contact with BDM**

* **Scenario**: A client contacts the BDM directly (via email, phone, or other channels) instead of first engaging with the Client Representative (CR).
* **Resolution**:

The BDM acknowledges the inquiry within 4 hours, confirming receipt and requesting details of requirements if not provided.

1. **Client Unable to Attend In-Person Tour**

* **Scenario**: A new client is unable to visit Novel Office properties in person for a tour due to location, scheduling, or other constraints.
* **Resolution**:

The BDM arranges a virtual tour via Microsoft Teams or Google Meet within 2 business days of the client’s request.

**Tools and Resources**

* **ERP System**: For space allocation, booking tracking, and billing (ERP).
* **Communication Tools: Outlook** for client communication; Microsoft Teams for internal coordination.

**Review and Revision History**

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| --- | --- | --- | --- | --- |
| **Version** | **Changes Made** | **Updated By** | **Date** | **Future Review** |
| 1.0 | Initial SOP Created | Shivli Doneria | 25-Jun-2025 |  |

*Login to ERP using employee credentials to access the link.*