

# RECEPTION ESSENTIALS



6 SERIOUS MISTAKES  
WHEN FITTING OUT YOUR RECEPTION  
& HOW TO AVOID THEM



Your reception is where you introduce your Company to the outside world. It is important both in the image it projects to visitors and the statement it makes to your own staff. You're contemplating buying new furniture but what are the pitfalls?

In this guide we hope to highlight some of the mistakes that can happen during the process and the best way to avoid them, giving your reception project the best possible chance of success.

## MISTAKE # 1 - SPACE PLANNING

### MAKE SURE YOUR NEW FURNITURE FITS THE SPACE AVAILABLE

It's very easy to over-estimate the amount of space you have. Small protrusions, radiators and columns have a big impact when planning any room and few things look worse than a desk that is too big or small for the space available. Circulation space must be taken into account to access the relevant parts of the desk, making sure nearby doors and fire routes aren't impacted.

## MISTAKE # 2 - CABLING

### MAKE SURE YOU'VE CONSIDERED WHAT CABLING IS REQUIRED

We've come across a number of situations where clients haven't consulted over their IT, power and door entry requirements. If you've got skirting or dado trunking, the issue is easily resolved but in situations where cabling has been routed through floors or ceilings, the impact can be not only devastating but also expensive.

## MISTAKE # 3 - USER FRIENDLY RECEPTION

### ACCESS FOR DISABLED AND AMBULANT DISABLED PEOPLE

#### **The Equality Act**

The Disability Discrimination Act (DDA) was introduced in 1995, making it unlawful to discriminate against people with disabilities, or to treat them in a less favourable manner.

In 2004, the legislation was tightened, requiring any organisation providing a service to the public to make 'reasonable adjustments' to the physical elements of its premises. This had the aim of ensuring disabled people could access the service being provided within the premises.

In 2010, the DDA was incorporated into the Equality Act. In line with the Act, service providers in sectors including goods and services, housing, employment, retail, financial, education, healthcare and transport as well as associations and private clubs are required to make sure there are no barriers to accessing their services. Failure to comply can result in unlimited fines. The Equality Act says that no disabled person should ever be required to pay for reasonable adjustments.

Whilst there are no set rules that make a reception "compliant", some consideration as to how all users will be catered for is worthwhile at design stage, whether this is simply installing a recessed modesty panel to your desk or a door entry pad or bell at an accessible height.

## MISTAKE # 4 - PROGRAMMING

### MAKE SURE YOUR NEW RECEPTION IS PROGRAMMED TO BE INSTALLED EFFICIENTLY

On certain occasions we've turned up on site to install reception furniture and to be quite frank, the client's project is out of sequence. Windows are being painted whilst floors are still going down and the desk installation simply adds to the melee!

Even on the smallest of projects, we highly recommend the use of Microsoft or Libre Project to plan the installation to ensure each trade has enough time to finish without adding stress to the other site trades and whoever is coordinating the installation on the client's behalf.

## MISTAKE # 5 - LAST MINUTE CHANGES

### BE SURE TO CONSIDER THESE FULLY

Another mistake we've come across are last-minute changes proposed by a tradesman / builder which seem rather innocuous at the time.

Just last month, we were supplying furniture for a client and the builder was unable to remove as much of a structural wall as had been proposed. Their idea was to rotate the furniture through 90 degrees to overcome the issue. Fortunately, we were on site, spotted the potential issue which wouldn't have worked and replanned the area with different furniture, which luckily was yet to be ordered!

## MISTAKE # 6 - BUILDING REGULATIONS

### BE SURE TO CONSIDER THESE FULLY

Whenever you make changes to the means of escape within a Commercial Building, it necessitates a Building Regulations application.

The point of the application is that travel distances, emergency lighting and fire systems compliance amongst other things are considered in relation to the new scheme. Many simple changes do not require such an approach but for those that do, an appropriate application should be made to the Local Authority or an Approved Inspector.

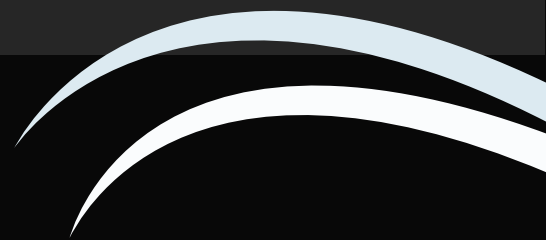
Remember also that some external signage installations may necessitate an appropriate Planning Application.

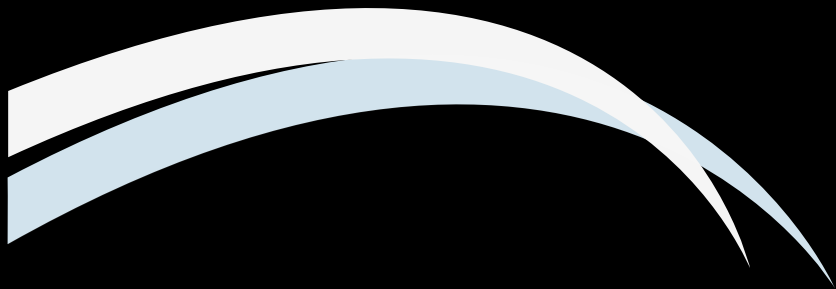
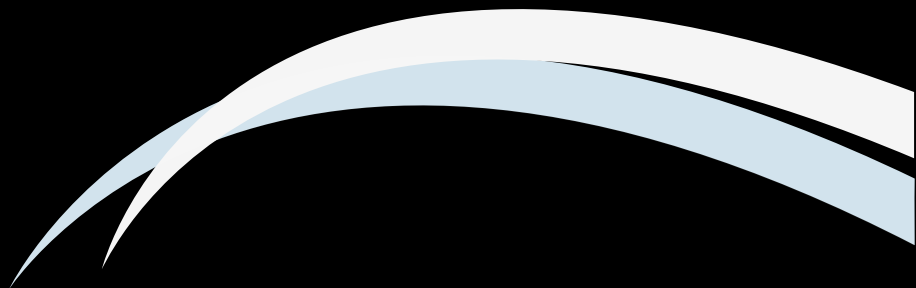


We hope some of the mistakes we've highlighted in this guide will be of benefit to you.

To ensure your project runs as smoothly as possible, we recommend the use of a specialist such as ourselves as we have over 25 years of experience in this field.

Whatever you chose, we truly hope this guide has been helpful and your forthcoming reception project is a resounding success.





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