HELPFUL Setting**U**pShop APPENDIX RESOURCES BY STATE



▲ QUEENSLAND

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

Oueensland State Government

www.business.qld.gov.au/starting-business

Brisbane City Council

www.brisbane.gld.gov.au/planningand-building/do-i-need-approval/ business-projects

BUILDING LICENSE CHECK

www.qbcc.qld.gov.au/about-us/our-listsregisters

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find a building_surveyor.aspx

PORTABLE LONG-SERVICE LEAVE

Oleave

www.qleave.qld.qov.au

FIND YOUR LOCAL COUNCIL

Get Ready Queensland

www.getready.qld.gov.au/findyour-local-council

FOOD LICENCING

Brisbane City Council

www.brisbane.qld.gov.au/laws-andpermits/laws-and-permits-for-businesses/ food-business-licence/licences-for-fixedpremises

FOOD SAFFTY

Australian Institute of Food Safety

www.foodsafety.com.au/lawsrequirements/location

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

Queenlsand liquor license

www.business.gld.gov.au/industries/ hospitality-tourism-sport/liquor-gaming

OueenIsand meat & seafood licenses

www.safefood.qld.qov.au

w VICTORIA

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

Victorian State Government

www.business.vic.gov.au/setting-upa-business/how-to-start-a-business

City of Melbourne

www.melbourne.vic.gov.au/business/starta-business/Pages/starting-a-business.aspx

BUILDING LICENSE CHECK

Victorian Building Authority

www.vba.vic.gov.au/tools/find-practitioner

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

Victorian Building Authority

bams.vba.vic.gov.au/bams/s/practitionersearch

PORTABLE LONG-SERVICE LEAVE

LeavePlus

leaveplus.com.au

FIND YOUR LOCAL COUNCIL

Know Your Council

www.knowyourcouncil.vic.gov.au/home

FOOD LICENSING

City of Melbourne

www.melbourne.vic.gov.au/business/ permits-and-approvals/hospitalitybusinesses/Pages/hospitality-businesses. aspx

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

Victorian liquor license

www.vic.gov.au/liquor

Victorian meat & seafood licenses

www.primesafe.vic.gov.au

NEW SOUTH WALES

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

NSW Government

www.nsw.gov.au/working-and-business/ starting-or-running-a-business

NSW Government: Service NSW

www.service.nsw.gov.au/guide/startor-grow-business-nsw

NSW Government: Service NSW

www.service.nsw.gov.au/business

City of Sydney

www.cityofsydney.nsw.gov.au/policies

BUILDING LICENSE CHECK

NSW Government: License Check

verify.licence.nsw.gov.au

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

NSW Government: Fair Trading

verify.licence.nsw.gov.au/home/Trades

NOTE: Before you start any approved building or construction work in New South Wales, your local council or a licensed independent party must be appointed as a principal certifying authority (PCA).

PORTABLE LONG-SERVICE LEAVE

NSW Government: Long Service Corporation

www.longservice.nsw.gov.au

FIND YOUR LOCAL COUNCIL

Find Your Council

www.olg.nsw.gov.au/public/findmy-council

FOOD LICENCING

NSW Government: Service NSW

www.foodauthority.nsw.gov.au/help/licensing/applying-food-licence

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

NSW liquor license

www.service.nsw.gov.au/transaction/findyour-nsw-liquor-licence

NSW meat & seafood licenses

www.foodauthority.nsw.gov.au/help/licensing

SOUTH AUSTRALIA

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

SA Business Information Hub

business.sa.gov.au/information/start-abusiness

City of Adelaide

www.cityofadelaide.com.au/business

BUILDING LICENSE CHECK

Consumer and Business Services

secure.cbs.sa.gov.au/OccLicPubReg/index.php

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

BUILDING SURVEYOR SEARCH

Plan SA

www.plan.sa.gov.au/accredited_professionals_register

PORTABLE LONG-SERVICE LEAVE

Portable Long Service Leave

www.portableleave.org.au

FIND YOUR LOCAL COUNCIL

Local Government Association of SA

www.lga.sa.gov.au/sa-councils/councils-listing

FOOD LICENCING

Government of SA

www.sahealth.sa.gov.au/wps/ wcm/connect/Public+Content/ SA+Health+Internet/Public+health/ Food+safety+for+businesses/ Food+safety+for+businesses

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

SA Government - licenses and permits

www.sa.gov.au/topics/business-and-trade/licensing

■ WESTERN AUSTRALIA

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

Government of WA: Small Business Development Corporation

www.smallbusiness.wa.gov.au/startingand-growing

City of Perth

www.perth.wa.gov.au/live-and-work/businesses

BUILDING LICENSE CHECK

Government of WA: Find a registered builder

www.commerce.wa.gov.au/building-and-energy/find-registered-builder

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

BUILDING SURVEYOR SEARCH

Government of WA: Find a registered building surveyor

www.commerce.wa.gov.au/building-and-energy/find-registered-building-surveyor

PORTABLE LONG-SERVICE LEAVE

My Leave

www.wa.gov.au/organisation/myleaveconstruction-long-service-wa

FIND YOUR LOCAL COUNCIL

Online Local Government Directory

www.walga.asn.au/About-Local-Government/Online-Local-Government-Directory.aspx

FOOD LICENCING

City of Perth

www.perth.wa.gov.au/forms-andpayments/residents-and-businesses/ Business/certification-and-approval/ food-business-registration

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

Business License Finder

www.licence.smallbusiness.wa.gov.au/ BusinessLicenceFinder

AUSTRALIAN CAPITAL TERRITORY

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

ACT Government: Access Canberra

www.accesscanberra.act.gov.au/s/business

BUILDING LICENSE CHECK

ACT Government: Access Canberra

www.accesscanberra.act.gov.au/s/construction-professionals

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

ACT Government: Access Canberra

www.accesscanberra.act.gov.au/s/construction-professionals

PORTABLE LONG-SERVICE LEAVE

ACT Government: ACT LEAVE

www.actleave.act.gov.au

FOOD BUSINESS REGISTRATION

ACT Government: Access Canberra

www.accesscanberra.act.gov.au/s/article/ register-a-food-business-tab-registeringa-food-business-in-the-act

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

ACT Government: Access Canberra – Liquor licensing and permits

www.accesscanberra.act.gov.au/s/article/liquor-licensing-and-permits-tab-overview



CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

Tasmanian Government

www.business.tas.gov.au/starting

City of Hobart

www.hobartcity.com.au/Business

BUILDING LICENSE CHECK

Tasmanian Government: Consumer, Building and Occupational Services

www.cbos.tas.gov.au/topics/licensingand-registration/search-licensedoccupations/find-a-licensed-tradesperson

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

BUILDING SURVEYOR SEARCH

ACT Government: Access Canberra

www.cbos.tas.gov.au/topics/licensingand-registration/search-licensedoccupations/find-a-licensed-tradesperson

PORTABLE LONG-SERVICE LEAVE

TasBuild

www.tasbuild.com.au

FIND YOUR LOCAL COUNCIL

Local Government Association Tasmania

www.lgat.tas.gov.au/tasmanian-councils/find-your-local-council

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

FOOD BUSINESS REGISTRATION

City of Hobart

www.hobartcity.com.au/Business/Food-and-beverage-businesses/Food-businesses#section-3

LIQUOR LICENSING

Tasmanian Government: Liquor and Gaming

www.treasury.tas.gov.au/liquor-and-gaming/liquor/applying-to-sell-liquor

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

Tasmanian Government: Biosecurity Tasmania

www.dpipwe.tas.gov.au/biosecurity-tasmania/product-integrity/food-safety

NORTHERN TERRITORY

CONTRACTS

Australian Standards (national)

www.techstreet.com/sa/searches/28872663

STARTING A NEW BUSINESS

NT Government

nt.gov.au/industry/start-a-business

City of Darwin

www.darwin.nt.gov.au/business/planning-development/permits

BUILDING LICENSE CHECK

Building Practitioner's Board

www.ntlis.nt.gov.au/building-practitioners

BUILDING CERTIFIER SEARCH

AIBS (national)

www.aibs.com.au/Public/Public/find_a_building_surveyor.aspx

BUILDING CERTIFIER SEARCH

Building Practitioner's Board

www.ntlis.nt.gov.au/building-practitioners

PORTABLE LONG-SERVICE LEAVE

NTBuild

www.ntbuild.com.au

FIND YOUR LOCAL COUNCIL

NT Government

www.nt.gov.au/community/local-councilsremote-communities-and-homelands/ find-your-council

STATE GOVERNMENT LICENSING

Australian Business Licence and Information Service (ABLIS)

ablis.business.gov.au

FOOD BUSINESS REGISTRATION

NT Government

www.nt.gov.au/industry/hospitality/ accommodation-and-food-businesses/ register-or-renew-a-food-business

LIQUOR LICENSING

NT Government

www.nt.gov.au/industry/hospitality/liquor-licences-and-wholesaler-registration/apply-for-a-liquor-licence

FOOD SAFETY

Australian Institute of Food Safety

www.foodsafety.com.au/laws-requirements/location

B GLOSSARY



You may find this list of key terms handy to help you understand any unfamiliar terms in this guide, your lease and key documents.

It may also help you communicate with your landlord, shopfitter, designer and other trades.

Access Panels

Square holes with a cover in your Ceiling that allow tradespeople to get up into the ceiling space to carry out work. Not needed if you have a Grid and Tile Ceiling, only if you have a Plasterboard Ceiling.

Acoustic

Refers to anything to do with sound. For example, you may need Acoustic testing when you apply for a Liquor Licence, or an Acoustic Engineer if you are fitting out a theatre or cinema.

Ancillary documents

Your lease may reference other documents – such as a Fitout Guide, Design Guidelines, House Rules (or whatever the landlord has called their associated documents). Rules in these ancillary documents can cost you a lot of money, so make sure you and your lawyer read them closely.

Architect

An Architect designs buildings. There are various areas they can specialise in, including interiors, public spaces and landscapes, and they can also focus on specialised buildings – for example, universities, commercial buildings or retail spaces.

Asset Manager

An Asset Manager is the person who has responsibility for making sure a property is

generating profit for its owner. The Asset Manager will balance the rent that is coming in against the expenses that are going out. They are often the person who will make the final decision on negotiations around rent and Incentives. Building Managers and Centre Managers will often report to an Asset Manager.

Asset Register

You may be asked to provide an Asset Register to show what you have spent your Fitout Contribution on and also so that your Landlord can formally register their interest in the capital items you nominate. The purpose of this is twofold: it allows the Landlord to depreciate the assets against the fitout contribution, which is beneficial for tax. But more importantly, it means that if your business fails during the term of your lease, the landlord owns the items on the Asset Register. That means they can sell the items or keep them and give them to a new tenant taking over the tenancy. It is important to note that most leases say you cannot have finance over an item on the asset register.

Bank Guarantee (BG)

As part of the security for your lease, most Landlords will want you to provide a Bank Guarantee (BG), which you arrange through your bank. A BG usually needs to be made out in the same name as the lease is held, so typically this will be your company name, and can take several days or even weeks to arrange. Your bank will also want collateral against the guarantee – check what they will need (it's often

shares, cash or property). Most Landlords will not provide Handover without providing a BG.

Base Building

Base building refers to the parts of the building that are already built and form part of the shopping centre or main building that your tenancy will be in. It includes things like the walls, roof and the main floor of the building (but not its carpet, tiles or other finishes) fire services, air-conditioning services (if any), drains and water supply.

Base Build contractors

These are the contractors the landlord used in the design and construction of the main building your tenancy is situated in. As they will be familiar with the building already, the base build contractors may be able to save you time and therefore money. They may include: structural engineers, mechanical engineers, fire engineers and hydraulic engineers as well as the installers of the fire, mechanical and hydraulic services.

Body Corporate Rules

Body corporate by-laws are a set of rules which apply to a particular residential building. When owners or occupiers agree to live in the scheme, they agree to abide by these rules. Likewise any tenants of a retail space that is part of a residential building will need to comply with the Body Corporate Rules – this may include rules regarding noise, rubbish disposal and operating hours.

Brief / briefing

A design brief outlines the deliverables and scope of the design work required, including any specific custom items and an indication of timing and budget. The brief should include the client's expectations regarding the style and atmosphere of the completed project.

Builder

A builder builds buildings. They are licensed by the states (in Australia) and also often specialise in different types of construction. There can be different levels of licensing – from simpler construction all the way up to high rise. Builders can also be "limited to shopfitting". While "limited" might sound like a bad thing, it may simply show they have chosen to specialise in that area, which is what you want when looking for a shopfitter for your new shop. (Licensing is usually cheaper for the "limited to shopfitting" class as it has a lower insurance risk, and if the builder knows he doesn't want to ever build a high rise, why would he pay for it!)

Building Approval (BA)

A Building Approval (BA) is the certificate that allows your builder to start works on site. It is provided by your Building Certifier once they have reviewed and assessed your plans, and states that the plans have been designed to comply with building regulations. NB: you may also need other approvals, such as Council Hydraulic Approval and Food Design Compliance before you can start works.

Building Certifier

This is the person who checks to make sure your plans comply with the National Construction Code and other regulations to ensure that any building work is fit for purpose from a structural, fire-safety and accessibility point of view. The building certifier may also be called a "building surveyor".

Building Manager

A Building Manager is the person who looks after a commercial building. They are responsible for entering into contracts to manage the Base Building services, as well as for cleaning, waste removal and other general services. They may also enforce any House Rules, look after Safety Inductions and be your first point of contact if anything happens in your tenancy. In shopping centres, the Building Manager may be called an Operation Manager, Centre Manager or Facilities Manager.

Building Surveyor

See Building Certifier.

Cabinetry

Cabinetry usually refers to box-shaped fittings with doors and/or drawers for storage as well as the surface on top that can be used for display, or as a working surface, such as the countertops found in kitchens.

Category 1 costs (Cat 1s)

These are building works that will be done by your landlord, but that you will pay for. They are usually works that touch the Base Building – Landlords often like to control these works so that the quality of the work can be maintained. Examples include airconditioning or fire services.

Ceilings

There are a few types of ceilings that may be talked about during your project:

Suspended ceiling: this is any type of ceiling that is built by hanging it out of the roof above. Some people mistakenly believe that "suspended ceiling" refers to a certain look of ceiling.

Grid & Tile ceiling: usually seen in offices, it is a practical type of ceiling that allows easy access into the ceiling space. These ceilings are usually an exposed metal grid with plasterboard, vinylfaced or acoustic tiles. Many older buildings and tenancies have this type of ceiling, and most Institutional landlords will not allow a Grid and Tile ceiling where the public can see it.

Plasterboard ceiling: a flat ceiling that is formed from sheets of plasterboard that are set and painted.

Exposed ceiling: basically, no ceiling – if you look up you will see all the services, cabling and the slab or roof above. This can work well with an industrial type of fitout, but check your Design Guidelines and Fitout Guide – they may require additional works to make sure the ceiling space looks tidy, or that any air-conditioning duct work is hard rather than flex, which can make the choice of an exposed ceiling quite expensive.

Centre Manager

The Centre Manager is the person in charge of a shopping centre. They may head a team of people, or be the only person looking after 5 or 6 centres in an area – it depends on the size and complexity of the centres. Centre Managers are responsible for creating and managing the day-to-day budgets of the centres. See also Operations Manager and Retail Manager.

Certificate of Classification (C of C)

Your Certificate of Classification (C of C) is the final certificate produced by your Building Certifier that say your Fitout works are finished and have been completed in accordance with the regulations.

Concealed Space Heads

See "Fire Services - Sprinklers".

Concept Plans

See "Plans".

Condenser

There are two types of condensers:.

1. When used in reference to the air-conditioning system, a Condenser unit is the part of the system that creates the cooling effect. The condenser is the part that usually sits outside as it generates heat. If you need to install additional air-conditioning, make sure you find out where you can put the condensers, as it can be expensive to run the pipework and power supply needed to them.

For F&B (Food and Beverage) retailers, aCondenser is also a part of fridges and cold rooms.

In some smaller units the condenser can be part of the fridge – for example on your domestic fridge its the coils on the back. However, for cold rooms and larger fridges the condenser can be separate. It is preferable to have these condensers outside your tenancy, as the heat generated will place an extra load on your air-conditioning, making it less efficient and they may be noisy as well. Some Landlords have designated areas where you can place your condensers – make sure to find out if that's the case.

Contingency

The contingency allocation in your budget is a buffer for any unforeseen costs that pop up during the build. The standard amount to budget is 10%, but at the initial planning stage we recommend allowing up to 25%. As you lock things down during the process you can reduce this bit by bit.

Contractor

In simplest terms, a Contractor is someone you have a contract with. Usually you will have a main Contractor and they will engage Sub-Contractors (also called "Subbies"). These are the individual trades who will be part of your Fitout team.

Contribution

See "Fitout Contribution".

Council

Your Local Council looks after some of the regulations that will apply to your Tenancy, for example, Food Business Licensing, Footpath Dining Licensing, as well as many others. Check with Council to find out what you need to make application for – most have a good website that you can refer to.

Defecting

Defecting refers to checking work for defects. Ideally defecting should be done throughout the building phase. Keep an eye out for defects when you visit site and let your shopfitter know so he can get the correct trade to rectify any concerns. You should also do a thorough defect inspection a couple of days before the shopfitter is due to finish so that they have time to get issues fixed while they are still onsite (and before you open).

Defects

A defect is a fault or deviation from the specified design. This could be a cracked tile, crooked cupboard door, wrong colour of paint or an unfilled whole in the wall. It is okay to be picky about the quality of finishes in your tenancy and ask the

shopfitter to have any incorrect, incomplete or untidy work corrected.

Demolition plan

See "Plans".

Design & Construct Contract

This type of contract means your Builder will design the Fitout as well as build it. This arrangement can be useful if you have a tight budget or tight timeframes. As the plans are not finalised when the contract is entered into, it is difficult to accurately compare pricing, which makes some people concerned about using these contracts. However, a carefully worded Tender can mitigate some of that risk.

Design Guidelines

Bigger Landlords often provide Design Guidelines, which might also be part of the Fitout Guide. Design Guidelines describe the rules for how your tenancy is to be designed, and they must be complied with as they form part of your Lease.

Design Guidelines are enforced by the Retail Design Manager (RDM). Strict Design Guidelines can have an impact on your Fitout both in terms of how you want it to look and how much it will cost. For example, an RDM might restrict how wide your entry door is, what materials you use, or even what colours you choose.

It is very important to get a copy of the Design Guidelines before you sign your lease and have your Interior Designer and Project Manager review the document so they can advise you of any high-cost items that are required. See also Fitout Guide.

Drip Tray

Any tray that sits under a piece of equipment and catches water – usually the equipment is cold and therefore creates condensation, like fridge condensers and air-conditioning systems. Sometimes the drains in drip trays get blocked as they are quite small, which can result in the tray overflowing. This is often a cause of water damage in ceilings that might appear to be from a roof leak.

Electrical Plans

See "Plans".

Electrician

The person who runs the electrical, and often data, cabling as part of your fitout. Some electricians will also run security cabling, but they need to be licensed to do so. General data cabling does not have to be run by an electrician as it is not live (aka can't electrocute you), but most electricians do it as

part of their works. Specialised data cabling should be carried out by a specialist contractor.

Elevations

See "Plans".

Emergency lighting

These are small lights in the ceiling that come on if the power goes out to help you find your way to the exit. Your Tenancy will likely have at least one emergency light, and if you create additional rooms within your tenancy, you will need to install an emergency light in each one. Emergency Lights are sometimes part of the Cat I works, but your electrician can also install them. These lights are also called Spitfires.

Engineer

An engineer designs specific complicated systems to make sure your Tenancy Fitout is comfortable, safe, and does what you need it to do. For your Fitout project, the main Engineers you will encounter are:

Mechanical Engineer: looks after the airconditioning and Kitchen Exhaust systems.

NB – not every Mechanical Engineer can design a good Kitchen Exhaust system, make sure yours has experience to suit.

Hydraulic Engineer: most councils will want Hydraulic plans to sign off on your Fitout. The Hydraulic Engineer looks after designing the water supply, drainage, and gas systems to suit your requirements. In some cases, a simple sink for tea, coffee and hand-washing will not need a Hydraulic Engineer, but check with your local Council.

Electrical Engineer: if you have a complicated Fitout, and especially if you are an F&B (Food and Beverage) operator, you may need an Electrical Engineer. They will make sure that no circuits are overloaded, that you have sufficient power supply coming into your tenancy, and that specialised areas are designed to work most efficiently. For simple Fitouts, they are not required, and if your Landlord suggests they are, you should question this.

Fire Engineer: while most Fire services can be designed by the company doing the actual work, you may need a Fire Engineer if the overall building is quite complicated. Fire Engineering is a complex field that considers smoke extraction, exit paths, and what systems need to be installed (e.g. fire hose reels, sprinklers, etc.). If you are part of a large building, airport or other building with a Fire Engineering Plan (FEP), your Landlord is likely to want your plans reviewed by their Fire Engineer to make sure they comply.

Structural Engineer: A structural engineer is not typically required for your average fitout, though some shopping centres may ask for certification of

your shopfront or your signage. In those instances, we recommend pushing back onto your contractor to provide the certification under their contract. Otherwise, a structural engineer is required to sign off that nothing in your fitout will fall down. Structural engineers are typically needed if you have a suspended or self-supporting structure, for example a heavy ceiling feature that hangs down into your shop or if you want to cut a section in a structural wall, build stairs, or undertake other major works.

Equipment Schedule

The equipment schedule lists all the items of equipment that will be in the tenancy that could impact the design. The schedule will encompass large items (like an oven) as well as smaller benchtop items (like a coffee grinder). The designer usually works with the tenant to compile an equipment schedule that shows the specific model of the item to be selected, a photo, dimensions and the preferred supplier. The equipment schedule informs the dimensions of the design, especially in areas such as kitchens where benches and ovens need to sit alongside each other and fit along walls etc. The items on an equipment schedule are generally directly sourced and paid for by the tenant.

EWIS (Emergency Warning and Intercom System)

The EWIS is the network of speakers and phones within a building that allows communication during a fire or other emergency event. It is used by fire wardens and the fire brigade. Your Tenancy will likely have at least one EWIS speaker in it, and changes in its location are usually part of the Cat I works. If you create additional rooms with in your Tenancy, you will need to install additional EWIS speakers.

Facilities Manager

See "Building Manager".

F&B (Food and Beverage)

F&B refers to the kind of businesses who prepare, present and serve food. This can include everything from a coffee cart to a Michelin-starred restaurant.

Fan Coil Unit (FCU)

The part of the air-conditioning system that blows the air around your tenancy and usually sits up in the ceiling space of your tenancy. It has filters that need to be regularly serviced, which means you will need to allow room underneath it for the service contractors to access it. This can be difficult if the unit sits above an area where you have fixed elements, for example a kitchen or counter. Check

with your landlord about this before finalising your design – sometimes they don't realise that it needs to be accessible until the first scheduled servicing comes around and the technicians can't get into it!

NB: watch out for an FCU that sits up very high in the ceiling if your tenancy is very tall (over 4 metres tall). Under Safety in Design principles – and to allow for regular maintenance – the FCU should either be between 300mm and 600mm above the actual ceiling you build, or should have a platform built underneath them. That means you might need to spend thousands of dollars either lowering it or building a platform.

FDA (Final Design Approval)

Your FDA will be issued by the Retail Design Manager from the Landlord once they have gone through the design review process outlined in the Fitout Guide. You are usually not allowed to start any works until this has been issued.

FEP (Fire Engineering Plan)

See "Engineer - Fire Engineer".

Final Plans

See "Plans".

Finishes

Finishes are used in the final part of construction or manufacturing, forming the final surface of an element. They can protect the element they finish from impact, water, abrasion etc. and/or they can be decorative. In a retail tenancy. finishes will include items such as benchtops, paint on walls and flooring.

Finishes Board

See "Sample Board".

Finishes Schedule

A finishes schedule specifies the interior finish material for each space and surface in your tenancy. The finishes schedule provides details of the walls, floors, ceilings, baseboards, doors, and window trims. The finishes schedule functions as a legend for the drawings, specifying items such as paint, tiles, timber and vinyl with details of colour, product code and supplier. Your finishes schedule will be collated by the designer as part of their documentation.

Fire services

Any of the services in the building that are to do with fighting fires, including:

Fire Hose Reels: sometimes called FHRs, this is pretty much what it sounds like – a hose on a reel. Things to watch out for here are that you may need to add in extra FHRs if you build walls through your tenancy or move the entry point – there are lots of regulations around FHRs. Some of these regulations are standards, but others will be included in the FEP (Fire Engineering Plan). Make sure your Building Certifier is aware of where the FHRs are, and has a copy of the FEP if there is one.

Sprinklers: a sprinkler system has a network of pipes in the ceiling space with small heads that spray water onto a fire. Many buildings now have Concealed Space Heads, which sit up above your ceiling in case there is a fire in that space, as well as below ceiling heads. If you have a Kitchen Exhaust system it will need sprinklers in the hood. If your tenancy has sprinklers, you will need an allowance in your budget, and they can be expensive.

Fire Hydrant: often located with FHRs, these are pipes that the fire brigade can attached hoses to in the event of a fire. Their locations are usually quite fixed and they are expensive to move. They can be quite tricky to design around.

Fit Off

This is the last part of a tradesperson's works and comes after the Rough In and Plastering. For example, an Electrician's Fit Off will include installing power points and lighting. A Plumber's Fit Off will include installing basins, taps, and toilets. And the Fire Services Fit Off will include installing the Sprinkler heads into the ceiling.

Fitout

This covers anything built within the Base Building or your Tenancy. Generally speaking, you will be given an empty box with walls and a floor, and everything you build inside it to create your shop is your Fitout. The term "Fitout" is used throughout this Guide to signify your building works. See also Shell.

Fitout Contribution

Your Incentive may include some money to be used to pay for your Fitout, which is called a Fitout Contribution. It is unlikely that this will cover all of your Fitout Costs, so be careful not to assume that it will. It also may not be paid until after you are open for trade and any Defects identified by the Landlord have been fixed.

Fitout Guide

As with the Design Guidelines, the Fitout Guide is usually issued by bigger Landlords. While the Fitout Guide might contain the Design Guidelines and the House Rules, it may also stand alone. The Fitout Guide describes the process the Landlord will go through with you to get your shop open. It will

include some information similar to this Guide, but is focussed on what the Landlord wants you to do. The Fitout Guide will form part of your Lease, so it is a legal document that must be complied with.

Importantly, the Fitout Guide will outline the design approval stages you need to go through to get your plans approved by the Landlord. This is usually in 3 stages: Concept, Preliminary and Final. You will need to build these timeframes into your Program.

The Fitout Guide will also explain if your Cat Is will apply to your Fitout, and other details about appointing your Builder and getting final sign off on your Fitout. The person who enforces the Fitout Guide is usually the Tenancy Coordinator.

Fitout Period

The length of time identified in your lease when you can carry out your Fitout works. It varies in length, but some standards are 4 weeks for most Speciality Shops, 6 weeks for simple F&B, and up to 12 or even 16 weeks for large tenancies. It can be negotiated. Your Lease usually doesn't start until the Fitout Period is up, but that does not mean it starts once you open. If your Fitout is delayed for any reason and takes longer than your Fitout Period, your Lease will start any way and you may be paying rent before your shop is even open.

Floor Plan

See "Plans".

Food Business Licence (health approval):

In most locations, if you are preparing and selling food you will need to register your establishment as a Food Business. This is usually managed by your local council. Food safety laws differ across the states and territories of Australia, and it's important to ensure that you're meeting federal, state and local requirements for your location. See our list of useful resources on page 104.

Food Service Business Waste

See "Trade Waste".

Footpath Dining Licence

Also known as an Outdoor Café Permit in Melbourne or a Footway Approval (Outdoor Dining) in Sydney, this is the approval you need from the local council to put your furniture out on the footpath. There are conditions around these approvals that can include design approval for your furniture, height restrictions, and rules about how close you can be to other items located on the footpath (e.g. trees, bike racks, and so on). If your landlord doesn't own the land then they cannot approve what goes on it. So if they suggest you can put tables and chairs on the footpath, you need to do a bit more research

and find out if that's actually the case, how much it will cost you (usually a yearly fee plus initial application fee) and what the restrictions are. If you don't get the correct approval, you can be in for a fine.

Footway Approval (Outdoor Dining)

See "Footpath Dining License".

Form 11

Form 11 is the number of the standard form for a Certificate of Classification in Queensland. These forms are issued by the Building Surveyor when works have been substantially completed and they've inspected the works to confirm they were constructed as per the Building Approval. The Certificate of Classification must be submitted to council. Once a Form 11 has been issued the building can be lawfully occupied.

Form 16

A Form 16 is a standard form in Queensland that confirms that an aspect or a stage of building work has been completed in compliance with the relevant building legislation. A building surveyor will need to collect all the relevant Form 16s for a project to be able to issue a Form 11. Form 16s are usually required for the following elements of a retail fitout: fire services, mechanical, electrical, hydraulic, glazing, gas, signage and structural.

Furniture Schedule

The furniture schedule lists all the items of furniture that will be in the tenancy. The designer usually works with the tenant to compile a furniture schedule that shows the specific model of the item to be selected, a photo, dimensions and the preferred supplier. Items on the furniture schedule will inform/fit the dimensions of the design. The items on a furniture schedule are generally sourced by the designer, but some maybe found directly by the tenant.

Gas Fitter

Gas fitting is a sub-trade of plumbing that relates specifically to working with gas pipes and appliances. Gas fitters can only work on gas systems, not plumbing, drainage or water systems.

GIT (Grease Interceptor Trap)

A grease trap is basically a tank, often underground, that collects oily, greasy water from cafés, restaurants, butchers and other types of retail outlets. The water sits in the tank for a while to allow the greasy matter to float to the top. The cleaner water then goes in to the regular sewer and a contractor comes to empty out the greasy waste,

which is called servicing it. In a shopping centre there are usually large grease traps that service several retailers, and the cost of emptying the grease trap is built into your outgoings. In smaller centres or non-centre tenancies, the retailer may need to enter into a contract to have their grease trap serviced.

Grease trap

See "GIT (Grease Interceptor Trap)".

Greasy Waste

See "Trade Waste".

Handover

Under your Lease, the Handover date is the date you take possession of your tenancy. It starts the Fitout Period. It is very important to note that your Landlord might Handover the tenancy to you but may not let you start your Fitout on the same day! The Landlord will usually want your Building Approval, Safety Inductions, FDA, Bank Guarantee, and the Lease to have been executed by you (though not necessarily them) before you begin your Fitout works.

It is important to note that you can push back your Handover date right up until you sign your lease, and you should never accept Handover until you have finalised and signed the Lease.

Hoarding

Hoarding/s are protective barriers used to close off a tenancy while the fitout works are going on or to hide a vacant tenancy in an operating centre. They are usually at least 1800mm high and made of plain MDF or ply board. You can get smaller hoardings, which are used for kiosk sites, and some centres will use taller hoardings with a cover at the top to prevent dust escaping during fitout works. Hoardings sometimes have graphics on them to make them look better, and your landlord may offer to put a "Coming Soon" type sign on the front once your lease is executed. Many shopping centres will charge tenants to install and move the hoarding during fitout. This is a cost that some leasing agents will negotiate on, so if it applies to your tenancy, try to negotiate it out as these costs can run to thousands of dollars, depending on the size of your shopfront.

Hood

The hood is the part of the kitchen exhaust system that sits above your cookline and captures the steam, heat and grease from your appliances. While you can get a hood off the shelf, your council health officers may want to see details of the design to make sure they are satisfied that your hood has the capacity to cope with your cookline. Make sure the hood you choose can do the job adequately. As a part of the kitchen exhaust system, there are lots

of extra bells and whistles that can be added on – and some that you might need to operate in your chosen tenancy – so it's important to check this out as part of your tenancy evaluation.

House Rules

The House Rules for a tenancy are normally provided by the landlord or their property manager and outline the requirements and restrictions for working in their building. House Rules are mainly focussed on Health & Safety. For example, they may restrict hours you can work and hours for noisy works and is likely to include forms that contractors need to submit ahead of time when they are doing work that requires fire or electrical systems to be isolated (shut down) to ensure safety and to enable connection.

Hydraulic Plan

See "Plans".

Hydraulics

Hydraulics is the catch-all term for anything to do with your water, drainage and gas. You might need a hydraulic engineer for your fitout.

Incentive

The incentive is the extra bit of help that a landlord will offer to get you to sign the lease. "incentive" basically equates to value and can be made up of several things: lessor's works, where the landlord carries out some works on your behalf; fitout contribution, which is cash they will pay you to help with costs for your fitout; or rent-free periods where you don't have to pay rent for a period of time, reducing your operating costs. You might get one or all of these things, and you should think about what will help your business the most.

Landlords build incentive costs into their planning for a property, but amounts can vary widely, and leasing agents will almost always offer you a lower amount than is budgeted for. If nothing is offered, ask for something. And ask for more than you want. This is a good negotiation tactic to help you end up with an incentive that lies somewhere between their low offer and your high request.

Incentive amounts can be based on market conditions, competing product (if the tenancy is in an area where there are several options for you to choose from), and the landlord's financial position.

Incentive Deed

An Incentive Deed is a legal document that outlines what you will get as an incentive to take on the lease and the conditions you will need to meet to receive the incentive. It is usually, though not

always, a separate document from the lease. This is because the lease usually needs to be registered with state authorities where it becomes public record, and landlords don't want anyone else to know what you are getting from them as an incentive, so they separate that part out (and it doesn't need to be registered anywhere).

The Incentive Deed is a document that you must read carefully – if you have agreed on a cash payment, there may be several hoops to jump through before you get the money – such as your shop being open for trade, providing copies of your invoices, and being defect free. Make sure to work out what that means for your cashflow. NB: Some landlords will provide progress payments rather than waiting until you are open for trade. They may offer an amount to help with your design and an amount to put down a deposit with a shopfitter. Again, ask the question ... if you don't ask you don't get!

Interior designer

An interior designer is someone who specialises in designing the inside of a building to create atmosphere and make the best use of the space. There are retail specialist interior designers, and you should ensure you choose a designer with relevant experience.

Joinery

Joinery refers to the wooden items in your design, such as doors, benches, cupboards.

Joinery details

Joinery Details cover the wooden components of your fitout. Big landlords are going to want your joinery details, but you may be able to get your shopfitter to produce them later for approval. It can be expensive to have your designer draw every cupboard, especially if they are fairly standard items. However, any specialised joinery or highly specific designs should at least have the design intent developed by the designer.

Kitchen exhaust

Cooking generates a lot of heat, steam, and grease. If the grease in particular is left in the tenancy it can create an unhealthy environment. The kitchen exhaust system sucks the hot greasy air out of the kitchen and discharges it, usually above the roof of the building. Sometimes "Kitchen exhaust" is abbreviated to "KEX". Kitchen exhausts can be quite complicated, and there are lots of possible variations and requirements that can end up costing you extra money – such as UV filters and electrostatic precipitators (ESP unit). Check the exhaust out carefully when evaluating potential tenancies.

Landlord

Your landlord is the person or (more usually) company that owns the property you are leasing. Sometimes you will deal with the landlord directly, but often they will use a property management company instead. However, your actual landlord will be the entity nominated on the lease. Some of the bigger property management companies are JLL, CBRE, and Savills.

Landlord fees

These can be costs such as survey fees, tenancy coordination fees, and so on. Landlord fees are charges that are not related to the rent but are related to getting your shop open in the landlord's property.

Leasing agent

The leasing agent is paid by the landlord to market their vacant tenancy and find a suitable tenant. They will usually work for a real estate agency, but for large corporate landlords they may be an employee of their business.

Legal & Lease fees

Generally, you will have to pay your own solicitor to review your lease – it is rare for that cost to be paid by the landlord. Do not skip this step: it is very important that you get legal advice! There may also be registration fees for you to pay so that the lease can be registered with the state and surveying fees for the tenancy to be measured to confirm its size. Check with your solicitor to determine which fees are nominated in the lease.

Lessee

Another word for "Tenant".

Lessor

Another word for "Landlord".

Lessor/lessee matrix

A table that shows which building and fitout works are being done by the Tenant and which by the Landlord. The lessor/lessee matrix can also show what is being included as part of the base building provisions (e.g. "power supply is 63 amp single phase with a 12 pole switchboard").

Lessor's Works

These are works that are carried out by the landlord at their cost. Lessor's Works are usually negotiated as part of the leasing deal and would form part of your incentive.

Licensed area

A licensed area sits outside your actual tenancy and is usually used for storage or as an additional dining area. Sometimes your licensed area may be an extra trading area in a shopping centre mall, but that is usually only offered to major tenants such as supermarkets. There will be a separate agreement for these licensed areas and a separate fee.

Letter of Offer (LOO)

The Letter of Offer outlines the commercial terms on offer from the landlord and forms the basis of the lease. It should contain details of any incentive on offer, whether that is cash, a rent-free period, lessor's works, or a combination of all of these items. Please note that while it is a record of the negotiations, it cannot be relied upon – the only documents you can rely on are the final lease as executed by you, without any notes or amendments (including handwritten notes, crossed out sections etc.) and the Incentive Deed.

Liquor Licence

To sell alcohol you need a liquor licence. This is an accreditation by the state government, and it can take months to get through the application, so get onto it early. See our list of useful resources on page 104.

Long Service Payment

Portable long service leave is paid leave given to workers for their service to the industry rather than continuous service to one employer. Each state has a scheme which allows workers in the construction industry and other service industries to continue earning long service leave benefits even if they change employers or move interstate. See our list of useful resources on page 104.

Make up air

If you have a kitchen exhaust system, its function is to suck air out of your kitchen, pulling it across your cookline so the smoke and fumes don't spread out into the rest of the space. The air that's being removed needs to be put back into the tenancy so that it's not just sucking out your expensive airconditioning. Your make up air system will provide this air to the tenancy. Some hoods will have a built in make-up air connection, some don't. And some tenancies will have a make-up air connection, others won't. Whatever is missing will cost you money, so make sure to check it out.

Mech / mechanical

In the context of a fitout, the mechanical works are the air-conditioning, heating, and kitchen exhaust.

Mechanical Contractor

The tradesperson who looks after your mechanical works.

0 & Ms

See "Operations and Maintenance Documentation".

Operations and Maintenance Documentation

Operations and Maintenance Documentation is a physical folder or files on a USB that are handed over by the shopfitter at the end of the build so the tenant knows how to clean and maintain everything installed in the fitout and when various items need to be maintained (e.g. yearly, six-monthly etc.). Copies of all the drawings and specifications for all the services will typically be included as well.

Offer

See "Letter of Offer (LOO)".

Outdoor Café Permit

See "Footpath Dining License".

Penetrations

Penetration is the technical term for holes in the building. You might need to arrange a scan of the wall or floor you are penetrating in case there are services in it. The tradesperson who needs the hole will usually arrange this, or your shopfitter might do it.

Plans

See Steps 6 and 7.

Preliminaries

These are the costs that your shopfitter incurs to complete your project but that are not allocated to a particular trade. They cover things like site set up, parking, administration, safety plans, and so on.

Preliminary Plans

See "Plans".

Principal Contractor

Principal Contractor is a legal term that confers workplace health and safety responsibilities. Generally, if you do not appoint your shopfitter as Principal Contractor then you as tenant are the responsible entity if someone is injured on the site. Different states have different rules, so make sure you investigate this. We always recommend you appoint a Principal Contractor.

Program

The program is the list of activities that need to happen, usually in a certain order, so that you can open your shop.

Project Budget

Your Project Budget is the amount of money you will spend on everything to do with getting your new shop open. This budget should include all of the costs you might incur, such as legal fees, design fees, landlord fees, regulatory fees, and so on.

Project Manager

A Project Manager is someone who is experienced in the delivery of a project and balancing all the requirements to deliver the required outcome. A project manager can work in any industry, but they are very common in construction and IT as these industries tend to be run on a project basis (a project is a discrete piece of work with an end date). Project Managers vary greatly and may not have experience in the area you need. It is no good hiring someone who has only built bridges if you need to build a 75 sqm café – retail fitout is a specialised field. The other important note is that you may come across project managers at various points during the process - your landlord might have one, your engineers might have one, and your shopfitter definitely might have one. But those project managers all work for their employers, not for you. Project managers work with their client's best interest as their priority, and you are only their client if you are the one who is paying them!

Referenced documents

See "Ancillary documents".

Reflected Ceiling Plan

See "Plans".

Regulatory fees

This is a catch all term that includes any fees paid to regulatory bodies, such as local councils, state or federal governments, licensing agencies, and so on. Examples include liquor licence fees, footpath dining fees, application fees, and so on.

Request for Tender (RFT)

See "Tender".

Retail Design Manager (RDM)

The Retail Design Manager (RDM) is the person who works for the landlord and drives the vision for the property. Landlords will have an idea of how

they want their property to look in order to drive customer through the doors, and the tenancies play a big part in that. If you think about a typical shopping mall, a lot of the visual impact comes from the shopfronts that you see as you walk down the mall. RDMs act as curator, making sure each tenancy looks as good as it can and meets the design guidelines (which they have usually drawn up) for the property. Smaller landlords and high street shops will not usually have an RDM.

Retail Tenancy Coordinator

See "Tenancy Coordinator (TC)".

Revisions

In the context of your plans and drawings, a revision is a set of changes. You should try to capture as many changes as you can each time you review the plans, as most designers will limit the amount of revisions they will do for you in their fee. This is why we stress that you should allow several days to review your plans so you can think about them in depth and note down all the changes you want in one revision. A major revision would be a big change to the floor plan, or a big change to a design element late in the design process. These will take the designer many hours to change in the drawing file as they affect not just the floor plan, but ceiling plans, elevations, and so on.

Rough in

Rough in typically refers to plumbing and electrical or data works. Rough in is the stage where the wires and pipes are put into the ceiling and wall spaces before they are sheeted up (covered in plasterboard). It is a lot easier for these trades to come when the wall is only half built so they have clear access. If you need changes to these things later on in the build, you may be up for re-plastering and re-painting.

Safety In Design

Safety In Design is the principle that considers the physical installation and on-going maintenance of an item. It is most often used when designing air-conditioning systems as they need to be accessed regularly for cleaning and contractors need to get up into ceiling spaces to work on the units. This can be very difficult and hazardous, so many companies will only service units that have been installed in accordance with Safety In Design principals. It's one to be careful of as these principles may necessitate the installation of a platform or walkway in your ceiling space, and you may not find out about this requirement until you're well into your build otherwise. Safety in Design can often affect tenancies in mixed use precincts where the main focus is not on the retail but on the offices or apartments above. It is rare in shopping centres.

Safety Induction

Contractors and tradespeople need to act quickly if there is an accident or incident during the fitout. Because every site is different, it is important that all people on site know where to find the information they need. The Principal Contractor is responsible for inducting everyone who works on your fitout to make sure they have all of this information and for the creation of the safety plan that will apply on the site. Building managers will usually have a safety induction for the Principal Contractor so they can pass on the details of the building for inclusion in the safety plan and site induction.

Safety Plan

The safety plan is an over-arching document that details how incidents and accidents will be handled on site. It contains contact details and instructions on what should be done, as well as forms that will be needed after the incident has been dealt with. There are legal obligations when carrying out a fitout, for everyone involved, and it is important to make sure that safety requirements are followed. Everyone on a building site should be going home safe and sound every night.

Sample Board

The sample board (also called a "finishes board") shows all of the finishes in the fitout together. It serves two purposes: (i) to make sure that all the finishes "work" together and don't clash (unless that's the look you're going for!), and (ii) to show the quality that is to be delivered. There are so many different finishes out there that it is impossible to know the look and feel of every one, so the finishes board gathers your fitout finishes together in one place so you can touch and feel them to make sure you're happy with them.

Sections

See "Plans".

Services

The Base Building Services include things like the air-conditioning, fire and water services, as well as drainage, gas supply, and power supply.

Set Down

A set down is a small drop at the entry of a tenancy. Usually somewhere between 25mm and 75mm. The set down means the base building floor of your tenancy, with no floor finish on it, is set down a little bit from the mall floor or footpath outside so that you can install your floor finish so that it is level with the floor finish outside your tenancy. This is important so that your customers don't fall as they come into your shop! This is tricky though if you have chosen to simply seal or polish the base-building floor – if you

are not putting anything on top of the base building floor you will be left with a little step. Your Building Certifier will not be happy with this! There are ways to deal with the set down even if you want the polished concrete look. Discuss this with your designer, but make sure to let the Retail Design Manager know what you are planning too.

Set Out

A Set Out is when the builder takes critical measurement from the plans and marks them on the floor of the tenancy. Lots of people find it hard to read plans and translate them into reality. Therefore asking your shopfitter for a Set Out can help you both understand how the space fits together and works. Your builder can easily add more details to your Set Out to show you specific measurements, such as counter depths, equipment locations and so on, so you can walk around all the items and get more of a sense of how the space will function when your fitout is complete.

Shell

The Shell of the Tenancy is the sides of the box: usually it refers to only the walls, roof and a floor. Sometimes you will also have a shopfront included.

Cold Shell: refers to an empty Tenancy with basic services only, no Fitout.

Warm Shell: usually includes a ceiling, lighting, shopfront, and floor covering, as well as airconditioning and fire services Fitted Off. You would need to bring in any racks, shelving, storage units etc. and possibly carry out some electrical works to add in power points and additional lighting fixtures.

Hot Shell: rare, but becoming more widespread. A Hot Shell is effectively a Warm Shell with additional design elements, ready to trade with minimal works.

Shopfront

Shopfront generally refers to the perimeter wall of your tenancy where customers will enter and where you will display your products. Shopfronts vary greatly – you can have simple aluminium framing and a swing door or a timber frame with bifolds and a built-in seat running the length of your shop! So obviously, costs can vary greatly too. If you have to build your own shopfront, make sure you know what is expected. This applies to internal malls as well. The Retail Design Managers will often have high expectations, so read the design guidelines carefully.

Signage / signs

There will be lots of signage in your shop everything from mandatory signs to optional ones, and may include blade signs, under-awning signs, hamper signs, 3D signs, sign box, etc.

Silicon

Silicon is a small but critical element that can cause you all kinds of dramas! Usually used in two places: joining pieces of glass in shopfronts and glazed walls, and sealing any gaps in kitchens. Poorly done silicon will look terrible. If it is not complete, you may have issues getting final sign off from council health inspectors.

Site Supervisor

The Site Supervisor is the person who is responsible for monitoring site activities during the fitout, with a particular eye on safety. Ideally, they should be driving quality, solving problems that come up, and driving the program, but some of these activities may be handled by the shopfitter's project manager instead.

Slab

The slab is the concrete floor of your tenancy and may also form the top of the tenancy as well (in which case it's called the slab above). It will have steel bars reinforcing it and may also have posttensioned cables and electrical or water services enclosed within it.

Soffit

The underside of an overhanging structure, such as an awning, arch or similar.

Specialty Shops / Specialities

In shopping centres this is the term used for any tenancy that is not a mini-major, food service, or supermarket.

Spit Fires

See "Emergency Lighting".

Style Guide

See "Design Guidelines".

Sub-Contractor / Subbie

A company that provides services to a builder or shopfitter.

Supp air

Supp air is a shortened form of "Supplementary air-conditioning system". This is a term that is most often used in shopping centres where one large air-con unit services many tenancies. Each tenancy is allocated a certain amount of the capacity of the unit, and if they need more (because they have lots of small rooms or have a higher heat load) then they will need to install a supplementary, or extra, system. This is usually a tenant cost.

Supplementary air-conditioning system

See "Supp Air".

Surveyor

A surveyor is a person who measures buildings to confirm the area of tenancies, common areas etc.

SWMS (Safe Work Method Statement)

A Safe Work Method Statement forms part of the safety documentation for a site and is used to make sure anyone undertaking a task knows the steps they need to follow to complete the task safely.

Tenancy

Tenancy is the name for the space that you will run your business from – usually a part of a building, but it can be the entire building.

Tenancy Plan (TP)

The Tenancy Plan is a plan that shows you the area of the tenancy and hopefully some details about it, including measurements, materials it is constructed from and services contained within it. Landlords do not have to produce a tenancy plan. Generally they only need to do a survey that confirms the area of the tenancy so that they can charge the correct rent and outgoings, and this may be all you are offered. While good Tenancy Plans are very useful, bad ones can cause all kinds of problems! Your designer should always attend site to confirm dimensions and other information that will affect your fitout.

Tenancy Coordinator (TC)

Also known as a Tenancy Delivery Manager or Retail Tenancy Coordinator, the Tenancy Coordinator (TC) is a person engaged by the landlord to ensure that you comply with the fitout guide and other rules. Some TCs can be very helpful and knowledgeable about the property, while others can be very pedantic about the rules and almost obstructive during the fitout – it depends on the company and the person. Smaller landlords may not have a TC and you will just deal with the Operations Manager or Building Manager.

Tenancy Delivery Manager

See "Tenancy Coordinator (TC)".

Tenant

That's you! The tenant is the person who enters a lease to use the property.

Tender

A Tender is a process where you issue the design and any other relevant documentation for your fitout to shopfitters so that you can get back pricing that is all based on the same information. Strictly speaking, this process is actually a Request For Tender, or RFT, and the prices and documentation your receive back from the shopfitters are the tenders, or the submission.

Trade Waste

Trade waste is any waste water discharged from a business (as opposed to a residential property). Landlords will usually have a Trade Waste Approval from the local utilities authority, but they may require you to apply for the approval for your tenancy. The term trade waste is sometimes used interchangeably with greasy waste or food service business waste, but it in fact applies to any business, not just food businesses.

Tundish

A tundish is a fitting installed on air conditioning pipes that serves as an air gap and provides a visible window into the overflow system.

Works

Works is a catch all phrase that covers the physical work to be done in your fitout.

Variations

A variation is a change to the price that has been agreed in the contract with your shopfitter. It can be an extra cost or a reduction, for example if you decide to delete a piece of joinery. Note that reductions are usually not for the full price of the item as there may have been some work done on design for the item. A variation may also arise when you delete something, in which case you might reduce the scope of work sufficiently that some economies of scale are lost. You should make sure that you ask your shopfitter to submit variation requests for approval so you know how much extra you need to pay if you add something in or a situation on site means you need to spend more money. This can be as simple an email or can be a form and associated register that you can keep track of. The reason we focus on design and tender documentation though is so that variations are minimised. The more information you can give the shopfitter, the less likely variations are.

Ventilation

Ventilation is the flow of fresh air into your tenancy, in particular if you have a food tenancy. It could be as simple as an open window, but usually involves a fan and ductwork these days!