

SME Office Occupier Roadmap

A practical route to clearer responsibilities, lower risk and better workplace decisions

Most SME occupiers do not need a full-time Facilities Manager. They do need a clear way to manage compliance, landlord obligations and workplace risk.

Common occupier challenges

- Responsibilities are unclear
- Records are incomplete or hard to find
- Landlord and tenant duties overlap
- Contractor controls are inconsistent
- Issues are managed reactively

A simple path forward

1. Review the current position
2. Clarify responsibilities
3. Identify evidence gaps
4. Prioritise material risks
5. Implement practical actions

Why The Facilities Manager

Practical FM Expertise

Hands-on experience across commercial property, facilities management, workplace compliance and operational governance.

Structured Compliance

The 9 Pillars framework helps occupiers understand responsibilities, identify gaps and prioritise action.

SME Occupier Guidance

Practical resources covering compliance, accessibility, fire safety, leases, contractors and landlord responsibilities.

What this means for your business

Clearer responsibilities

Know what sits with the employer, tenant, landlord and managing agent.

Reduced risk

Identify material gaps before they become expensive problems.

Better evidence

Organise the records needed for audits, insurers and landlords.

Stronger landlord liaison

Raise better questions and manage issues with greater confidence.

Practical action plans

Turn complex obligations into prioritised, manageable actions.

Flexible support

Access FM expertise without employing a full-time Facilities Manager.

BOOK AN SME OFFICE COMPLIANCE REVIEW

Identify potential gaps, clarify responsibilities and create a practical action plan for your workplace.

Your Facilities Manager and Tenant Advocate | Prepared by Henry Penn | 01 October 2026