Move-Day Communication Templates

Pre-written email and notice templates for IT transitions during office moves. Keep staff, clients, and vendors informed with professional, timely communications at every stage.

8	3	100%	Free
READY-MADE TEMPLATES	COMMUNICATION PHASES	STAFF SHOULD BE INFORMED	COPY & CUSTOMISE

How to Use These Templates

Customise each template with your specific dates, addresses, and contact details. Send communications on the timeline suggested. Adapt the tone and detail to suit your organisation. All templates are designed for UK business audiences.

1 Pre-Move: 4 Weeks Before

Send the initial notification to all staff explaining the IT aspects of the upcoming move.

Template 1: Staff IT Move Notification

Subject: Important — IT Changes for Our Office Move on [DATE]

Dear Team,

As you know, we are relocating to [NEW ADDRESS] on [MOVE DATE]. This email covers the IT-related changes and what you need to do to prepare.

Key dates:
- [DATE]: IT systems will begin shutting down at [TIME]
- [DATE]: Move day — no IT access available
- [DATE]: IT systems expected back online by [TIME]
- [DATE]: First working day at the new office

What you need to do before [DATE]:
- Save all work to OneDrive/SharePoint (not your local desktop)
- Log out of all applications and shut down your laptop
- Place your laptop, charger, keyboard, mouse, and headset in the labelled bag provided
- Ensure your labelled bag is left on your desk for the movers

On your first day at the new office:
- Your equipment will be at your assigned desk
- Connect to WiFi network: [NETWORK NAME] using your existing credentials
- IT support will be on-site all day to help with any issues
- If anything is not working, contact [IT CONTACT] on [PHONE/EMAIL]

If you have any questions, please contact [IT COORDINATOR] on [EMAIL].

Timing Tip

Send this 4 weeks before the move, then send a reminder 1 week before. For large organisations, also arrange drop-in sessions where staff can ask questions.

2 Pre-Move: 1 Week Before

Send a reminder with specific instructions and confirmed timelines.

Template 2: One-Week Reminder

Subject: Reminder — IT Move Preparation Required by [DATE]

Dear Team,

This is a reminder that our office move is taking place on [MOVE DATE]. Please complete the following by [DEADLINE]:

- **Back up your files** to OneDrive or SharePoint. Files saved only on your local C: drive may be at risk.
- **Note any critical deadlines** that fall within the move window and inform your manager.
- **Pack your IT equipment** in the labelled bag on your desk by [TIME] on [DATE].
- **Do not disconnect** any monitors, docking stations, or desk phones — the IT team will handle these.

IT systems will be unavailable from [START TIME] on [DATE] to approximately [END TIME] on [DATE]. During this period, you will not have access to email, files, or internal systems.

For urgent queries during the move window, contact [EMERGENCY CONTACT] on [PHONE].

3 Move Day & Client Notification

Communicate with external stakeholders and provide staff with real-time updates.

Template 3: Client / Supplier Notification

Subject: Our Office is Moving — New Contact Details

Dear [Client/Supplier Name],

We are pleased to let you know that [COMPANY] is relocating to new offices. Our new address from [DATE] will be:

[NEW ADDRESS]

Our phone numbers and email addresses remain unchanged. During the move on [DATE], there may be brief periods where our phone lines are redirected. If you are unable to reach us by phone, please email [EMAIL] and we will respond as quickly as possible.

We look forward to welcoming you to our new offices.

Template 4: Move-Day Staff Update

Subject: IT Move Update — [TIME] on [DATE]

Hi everyone,

[Choose one:]
- **On track:** The IT move is progressing well. Core systems are now online at the new site and we remain on schedule for [TIME].
- **Delayed:** We have encountered [brief description]. We now expect systems to be available by [REVISED TIME]. We will send another update at [TIME].

Communication Channels

During the move, staff will not have access to corporate email. Plan alternative communication channels: a WhatsApp group, personal email distribution list, or Teams on mobile devices. Set up an automated out-of-office on the main company email address redirecting enquiries.

4 Post-Move Communications

Confirm the move is complete and provide new-office IT instructions.

Template 5: Systems Online Confirmation

Subject: All Systems Online — Welcome to the New Office!

Dear Team,

All IT systems are now online at our new office. Here is what you need to know:

WiFi: Connect to [NETWORK NAME] using your usual login credentials.
Printing: Printers will auto-install. If not, visit [URL] or contact IT.
Phone: [Instructions for new phone system].
Meeting rooms: [Instructions for booking and AV equipment].
IT Support: The IT team will be on-site today and tomorrow. For issues, contact [PHONE/EMAIL].

Please report any issues immediately — we want to resolve everything in the first 48 hours.

Template 6: Post-Move Issue Reporting

Subject: Experiencing IT Issues at the New Office? Here's How to Get Help

If you are experiencing any IT issues since the move, please report them through [HELPDESK SYSTEM/EMAIL/PHONE]. Include:
• Your name and desk location
• What is not working
• Any error messages you see

Common first-day issues and fixes:
• **Cannot connect to WiFi:** Forget the old network and reconnect to [NETWORK NAME]
• **Cannot print:** Restart your laptop and try again. If still failing, contact IT.
• **Phone not working:** Check the handset is connected to the correct network port (labelled VOICE).

Notes