

FREE RESOURCE — MOVE-DAY COMMS PACK

Move-Day Communication Templates

Six ready-to-send email templates covering the three communication phases of an IT-led office move — pre-move briefings, move-day updates, and post-move stabilisation. Copy each template, fill in the bracketed fields, and send.

6

READY-MADE
EMAIL
TEMPLATES

PRE-MOVE BRIEFINGS

3

COMMUNICATION
PHASES
COVERED

CLIENT NOTIFICATIONS

100%

UK BUSINESS
AUDIENCE
TONE

Fillable

TYPE FIELD
VALUES
IN ANY VIEWER

MOVE-DAY UPDATES

POST-MOVE SUPPORT

PREPARED FOR

Cloudswitched Knowledge
Library

PREPARED BY

Cloudswitched Ltd.

VERSION

2026 Edition

FORMAT

Interactive PDF

00

How to use these templates

An IT office move is a fixed-date project where the human side matters as much as the cabling. Staff who don't know what to pack, clients who can't reach you, and a silent move-day all turn an otherwise clean cutover into a Monday-morning crisis. These six pre-written emails close that gap.

Each template is **customise-and-send** — fill the bracketed fields directly in this PDF (in any modern viewer: Acrobat Reader, Apple Preview, Foxit, Chrome, Edge) or copy the body into your email client and replace the placeholders inline. Tone is calibrated for UK business audiences; adapt as needed for your culture and stakeholder mix.

THE THREE COMMUNICATION PHASES

Pre-move sets expectations and gives staff time to act — published 4 weeks out, reinforced at 1 week. **Move day** keeps clients in the loop and staff updated in real time. **Post-move** declares the all-clear and routes early issues into the right channel before they pile up.

WHEN EMAIL ISN'T ENOUGH

During the move window, staff **will not have access to corporate email**. Plan an alternative channel before move day: a WhatsApp group, a personal-email distribution list, or Teams on mobile devices. Set an automated out-of-office on the main company address redirecting urgent enquiries to a manned phone.

The six templates at a glance

- **01 Staff IT Move Notification** — sent 4 weeks before. Sets dates, prep tasks and what to expect on day one.
- **02 One-Week Reminder** — sent 7 days before. Confirms the pack-down deadline and downtime window.
- **03 Client / Supplier Notification** — sent 2 weeks before. New address, unchanged contact details, brief disruption note.
- **04 Move-Day Staff Update** — sent on the day. On-track or delayed status pick, with revised time if slipping.
- **05 Systems Online Confirmation** — sent move-day +1. WiFi, printing, phone, meeting rooms, IT support live.
- **06 Post-Move Issue Reporting** — sent the first morning back. How to log issues, common first-day fixes.

01

Pre-Move — 4 weeks before

The first proper announcement to all staff. Sets the move date, the IT shutdown window, the pack-and-go instructions, and the first-day arrival routine. Send 4 weeks out; the one-week reminder (Template 02) follows.

01**STAFF IT MOVE NOTIFICATION**

SEND 4 WEEKS BEFORE MOVE-DAY · TO: ALL STAFF

SUBJECT Important – IT Changes for Our Office Move on _____

Dear Team,

As you know, we are relocating to _____ on _____. This email covers the IT-related changes and what you need to do to prepare.

Key dates:

_____ : IT systems will begin shutting down at _____

_____ : Move day — no IT access available

_____ : IT systems expected back online by _____

_____ : First working day at the new office

What you need to do before _____:

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 _____ using your existing credentials.

IT support will be on-site all day to help with any issues.

If anything is not working, contact _____ on _____.

If you have any questions, please contact _____ on _____.

TIMING & REACH

Send this 4 weeks before move-day, then send Template 02 (One-Week Reminder) at T-7 days. For larger organisations, also arrange drop-in sessions where staff can ask questions in person.

02

Pre-Move — 1 week before

The reminder. Confirms the pack-down deadline, the exact downtime window, and where to route urgent queries while corporate email is down. Send 7 days before move-day; staff should already have seen Template 01.

02**ONE-WEEK REMINDER**

SEND 7 DAYS BEFORE MOVE-DAY · TO: ALL STAFF

SUBJECT Reminder – IT Move Preparation Required by _____

Dear Team,

This is a reminder that our office move is taking place on _____. Please complete the following by _____:

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 _____ on _____.

Do not disconnect any monitors, docking stations or desk phones — the IT team will handle these.

IT systems will be unavailable from _____ on _____ to approximately _____ on _____. During this period, you will not have access to email, files or internal systems.

For urgent queries during the move window, contact _____ on _____.

PLAN A BACKUP COMMUNICATION CHANNEL

Corporate email will be offline during the cutover. Set up a WhatsApp group, a personal-email distribution list, or Teams on mobile devices and tell staff the channel name in this reminder. Set an automated out-of-office on the main company address redirecting urgent enquiries to a manned phone.

03

Move Day — client & staff updates

Two templates for the move window itself. Template 03 goes to clients and suppliers ahead of the move (typically 2 weeks out); Template 04 is the on-the-day status update sent to staff — choose the matching tick option depending on whether you are on track or running late.

03**CLIENT / SUPPLIER
NOTIFICATION**SEND 2 WEEKS BEFORE MOVE-DAY · TO: CLIENTS &
SUPPLIERS**SUBJECT** Our Office is Moving – New Contact Details

Dear _____ ,

We are pleased to let you know that _____ is relocating to new offices. Our new address from _____ will be:

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

*We look forward to welcoming you to our new offices.***04****MOVE-DAY STAFF UPDATE**

SEND ON MOVE-DAY · TO: ALL STAFF

SUBJECT IT Move Update – _____ on _____

Hi everyone,

Choose one and send:

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

04

Post-Move — systems online

The all-clear email. Confirms IT systems are up at the new site and gives staff the four practical things they need on day one — WiFi, printing, phones, meeting rooms — plus how to reach support. Send the evening of move-day or first thing the next morning.

05

SYSTEMS ONLINE CONFIRMATION

SEND MOVE-DAY OR +1 MORNING · TO: ALL STAFF

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 _____ using your usual login credentials.

Printing: Printers will auto-install. If not, visit _____ or contact IT.

Phone: _____ .

Meeting rooms: _____ .

IT Support: The IT team will be on-site today and tomorrow. For issues, contact _____ .

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

THE FIRST 48 HOURS DECIDE THE VERDICT

Most "the move went badly" complaints land in the first two working days. Visible on-the-floor engineers, fast ticket triage and a daily stand-up with department reps turn an otherwise rough morning into a story about how well IT handled it.

05

Post-Move — issue reporting

The first-working-week email. Tells staff how to log any IT issue cleanly so it gets fixed fast, and pre-empts the common first-day problems with their quick fixes. Pinning this to the intranet or sending as a follow-up on day +1 keeps the helpdesk queue manageable.

06**POST-MOVE ISSUE REPORTING**

SEND FIRST WORKING DAY AT NEW SITE · TO: ALL STAFF

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 _____ . 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 _____ .

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).

Send-log & sign-off

PREPARED BY**DATE****APPROVED BY**

Planning an office move?

Cloudswitched runs end-to-end IT relocations for UK SMEs — ISP procurement, network design, cutover and post-move support, with fixed-price project plans and full move-day communications.

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