



Questions to Ask Retail Shop Tenants in Shopping Center Leasing

This list is not finite. It can be added to based on property, client, location, and customer base.

A specialist commercial and retail leasing resource created by John Highman, <http://commercial-realestate-training.com/>

1. Business Identity

- 1.1. Contact person
- 1.2. Website
- 1.3. Shop requirements
- 1.4. Corporate ID
- 1.5. Directors of business
- 1.6. Franchise or Non franchise
- 1.7. Business references
- 1.8. Marketing strategies
- 1.9. Product dominance
- 1.10. Customer base & demographic
- 1.11. Company structure

2. Merchandise type

- 2.1. Product offering
- 2.2. Storage and deliveries
- 2.3. Permitted use versus exclusivity
- 2.4. Display requirements
- 2.5. Seasonal sales
- 2.6. Synergy with other shops

3. Other shop locations?

- 3.1. Shopping centers
- 3.2. Stand alone shops
- 3.3. Online offering
- 3.4. Any local shops?

4. Ceiling

- 4.1. Impact on designs
- 4.2. Air conditioning
- 4.3. Lighting
- 4.4. Heights and clearances
- 4.5. Supply of services
- 4.6. Noise buffering
- 4.7. Penetrations
- 4.8. Security

5. Internal services

- 5.1. Lighting

- 5.2. Mechanical A/Cond
- 5.3. Water
- 5.4. Gas
- 5.5. Kitchen
- 5.6. Electrical
- 5.7. Plumbing & drainage
- 5.8. Communications systems
- 5.9. Waste and rubbish management
- 5.10. Penetrations
- 5.11. Ventilation
- 5.12. Refridgeration
- 5.13. Storage
- 5.14. Grease traps

6. Operational

- 6.1. Staff
- 6.2. Customers
- 6.3. Hours of trade
- 6.4. Impact on other tenants
- 6.5. Security
- 6.6. Health and safety
- 6.7. Building code compliances and approvals
- 6.8. Removal of waste
- 6.9. Deliveries and storage
- 6.10. Car parking

7. Signage on tenancy

- 7.1. Lightbox
- 7.2. Branding
- 7.3. Impact on other shop fronts
- 7.4. Design
- 7.5. Internal and external
- 7.6. Pylon and high level signs
- 7.7. Directory board

8. Retailing experience

- 8.1. Other shops
- 8.2. Business plan
- 8.3. Online and offline retailing
- 8.4. Website
- 8.5. Time in business
- 8.6. Sales figures
- 8.7. Marketing methods
- 8.8. Other landlords

8.9. References

8.10. Testimonials

9. Lease document

9.1. Rental budget

9.2. Rental type

9.3. Outgoings

9.4. Lease duration

9.5. Lease documentation

9.6. Rent reviews

9.7. Options for further term

9.8. Sales figures

9.9. Timing

9.10. Guarantees or bonds

9.11. Hours of trade

9.12. Permitted use

9.13. Tenant works

9.14. Landlord works

9.15. Car parking

9.16. Security

9.17. Health and safety

9.18. Building code compliance and approvals

9.19. Leased area versus licenced area

9.20. Marketing obligations and fees

9.21. Laws and documentation requirements

9.22. Lease form and standards

10. Fitout & design

10.1. Design approval process

10.2. Security

10.3. Inter tenancy walls

10.4. Plans and drawings

10.5. Loading, deliveries, docks,

10.6. Security

10.7. Floor finishes

10.8. Wall finishes

10.9. Decoration

10.10. Fire safety

10.11. Electrical supply

10.12. Ventilation

10.13. Health and safety

10.14. Penetrations

10.15. Ceiling type and heights

10.16. Floor loading and tolerances

10.17. Design fees

10.18. Construction costs

10.19. Certificates and approvals

11. Shop front requirement

11.1. Glass

11.2. Roller shutter

11.3. Sliding doors

11.4. Traffic (door) counters

11.5. Security

11.6. Lighting

11.7. Design

11.8. Lightbox

11.9. Displays

12. Shop size (area)

12.1. Front of shop

12.2. Back of shop

12.3. Shop frontage

12.4. Retailing area

12.5. Access points

12.6. Licensed areas

12.7. Floor plates