CORE CONCEPT

Industrial City and Industrial Park Operations Course: Estate Utilities and Tenant Services

29 March – 2 April 2027
London - Central London four-star

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Introduction:

Industrial City and Industrial Park Operations, covering estate utilities and tenant services, is the subject of this 1-week course for estate operations, utilities, tenant services and estate EHS units, who build an Estate Operations Plan for a case industrial park. Once plots are let, estates lose tenants and revenue because utility outages recur, service charges fail to recover costs, fit-out approvals stall and emergencies cross plot boundaries unplanned. Nominees already run leases, networks or estate services and work through case studies on tenant and meter data. CoreConcept Training Center delivers this industrial city and industrial park operations course.

Course Objectives:

- Administer the serviced-land lease and tenant lifecycle from handover and fit-out approval to renewal, default and plot exit
- Operate shared power, water, wastewater and gas networks with metering, connection approvals and pre-treatment limits for tenant discharges
- Set utility tariffs and estate service charges that recover operating and renewal costs and can be explained to tenants
- Plan estate operations and maintenance for roads, drainage, street lighting and utility corridors with a renewal reserve
- Coordinate estate-wide EHS, mutual-aid emergency response and environmental permit conditions across tenant plots
- Run a tenant service centre with service level agreements and track estate occupancy, collection and cost KPIs

Target Audience:

- Estate operations units responsible for day-to-day running of industrial cities, industrial parks and logistics estates
- Utilities units responsible for estate power, water, wastewater and gas networks and tenant connections
- Leasing and tenant relations units responsible for plot handover, fit-out approvals, renewals and lease enforcement
- Estate EHS units responsible for emergency preparedness, environmental permits and tenant inspections
- Estate finance units responsible for service charges, utility billing, collections and operating budgets

Course Outline:

Day 1: Estate Operator Role, Service Scope and Baseline Review

- Operator, Tenant and Authority Responsibility Matrix for Live Estates
- Hard and Soft Estate Services Catalogue by Plot Type
- Estate Infrastructure Inventory of Roads, Networks and Common Areas
- Tenant Mix Profile of Heavy, Light and Logistics Users
- Estate Operations Baseline Review Using Occupancy and Complaint Data

Day 2: Serviced-Land Leasing, Tenant Lifecycle and Utility Network Models

- Serviced Plot Lease Clauses for Use, Rent Review and Exit
- Tenant Onboarding Checklist From Plot Handover to First Production
- Fit-Out Design Approval and Building Completion Inspection Workflow
- Shared Utility Network Models From Bulk Supply to Plot Meter
- ISO 41001 Facility Management System Applied at Estate Scale

Day 3: Utility Operations, Tariffs and Estate Maintenance Practice

- Utility Connection Application and Load Capacity Allocation Procedure
- Industrial Wastewater Pre-Treatment Limits and Discharge Sampling Plan
- Utility Tariff and Service Charge Cost Recovery Calculation
- Planned and Reactive Maintenance Schedule for Roads, Drainage and Lighting
- Common Infrastructure Renewal Reserve and Replacement Priority List

Day 4: Estate EHS, Emergency Response, Permits and Service Performance

- Estate-Wide Hazard Register Covering Tenant Process Interfaces
- Mutual-Aid Emergency Response Plan and Joint Drill Programme
- Environmental Permit Conditions Tracker and Tenant Inspection Routine
- Tenant Service Centre Ticket Workflow and Service Level Agreements
- Estate Financial KPI Dashboard for Occupancy, Collections and Unit Cost

Day 5: Case Study on the Estate Operations Plan for an Industrial Park

- Case Estate Diagnostic of Outages, Arrears and Tenant Complaints
- Case Tariff and Service Charge Recalculation for Full Cost Recovery
- Case Emergency Scenario Review of a Chemical Release Between Plots
- Case Tenant Exit and Plot Reletting Decision With Lease Evidence
- Estate Operations Plan Completion and Operator Panel Defence

Skills You Will Gain:

- Industrial Lease Administration
- Tenant Fit-Out Approval
- Shared Utility Network Operation
- Service Charge Cost Recovery
- Estate Maintenance Planning
- Multi-Tenant Emergency Coordination
- Environmental Permit Tracking
- Tenant Service Level Management

Why Attend This Course:

- Present an Estate Operations Plan for a case industrial park to the estate general manager and the operator's executive committee
- Decide connection requests, fit-out approvals, tariff changes and plot reletting on documented estate evidence rather than precedent
- Avoid recurring utility outages, unrecovered service costs, permit breaches and uncoordinated incidents that spread across tenant plots
- Equip operations, utilities and tenant relations colleagues with the onboarding checklist, tariff model, drill plan and SLA templates built during the course

Conclusion:

Back at work, the participant gives the estate general manager and the operator's executive committee an Estate Operations Plan that sets lease administration steps, utility connection and tariff rules, the maintenance and renewal schedule, the mutual-aid emergency arrangements and tenant service levels. Utilities and finance units use it to approve tariff and service charge changes, and tenant relations use it to enforce fit-out and exit procedures. After the first annual service charge reconciliation, the unit should compare cost recovery, outage hours, ticket closure times and occupancy with the plan and revise its targets.

Frequently Asked Questions FAQ:

What should participants know before an industrial city and industrial park operations course?

Participants should already work in estate operations, utilities, leasing, EHS or estate finance for an industrial city, park or logistics estate. Reading a lease schedule and a utility bill is enough background. Anonymised tenant, meter or incident data helps them apply the case study work to their own estate.

How does an industrial city and industrial park operations course differ from an economic zone strategy course?

This course runs an estate that already has tenants: leases, utilities, maintenance, EHS, service levels and estate finance. A zone strategy course decides formats, target sectors, incentives and investor promotion before land is let, and an asset management system course sets organisation-wide asset policy.

Why do service charges matter in industrial city and industrial park operations?

Service charges fund the roads, drainage, lighting, security and common networks that every tenant uses. When they are set without full cost data, maintenance is deferred, networks fail and tenants dispute bills, so cost recovery calculations need to be transparent and reviewed every year.

What do participants take back from an industrial city and industrial park operations course?

Participants take back an Estate Operations Plan for a case industrial park, with a tenant onboarding checklist, utility connection and tariff rules, a maintenance and renewal schedule, a mutual-aid emergency plan, a service level matrix and an estate KPI dashboard.