

UCR at 35

Universal Commercial Relocation is celebrating 35 years of excellence in the commercial moving business.



➔ A UCR bank relocation project in the 1980s

The commercial moving sector has changed dramatically since 1978, when Bill and Mairead Murray founded Universal Commercial Relocation. Part of the reason for the continued success of the company has been the directors' ability to spot trends in the market and adapt accordingly since that time.

"In 1978, commercial removals companies were only expected to deal with the physical relocation of office furniture and nothing more," Bill says. "We recognised early on that if clients were informed and assured of our professionalism and excellent service levels, it was the natural follow on that they would entrust us with obvious add-on services, such as specialist IT relocation work, document storage, file mapping and move management."

Almost every year since 1978, Universal has added new services to its offering and expanded its portfolio. Bill says that putting innovation at the heart of business development, and maximizing the cost effectiveness of Universal's services, has been the key to the company's success over the years.

However, the group's overarching vision has not altered since 1978. To this day, Universal has a total client focus and offers a personal and tailored service. Its workforce remains fully committed to each other and to clients. "We have very low rates of staff turnover in all areas of the business, and I think this reflects the focus we place on continuity and developing our staff," according to Bill.

Positive outlook

2013 was a successful year for Universal in the private sector and especially the public sector, where it carried out a series of large-scale projects for local authorities, relocating personnel from various council buildings into new purpose build civic centres. Between May and September 2013, Universal relocated 2,300 Brent Council employees from 14 buildings into the new Brent Civic Centre, one of the greenest public buildings in the UK. This was a strategic, 10-phase project which was much more than just a straightforward relocation. "These are transformation projects for local authorities in support of driving efficiencies, better services, regeneration and lowering costs," Bill explains.

Last year, Universal was also a finalist for Commercial Mover of the Year 2013. In 2014, Sarah Cole, Universal's Legal and Quality Director, says Universal will be building on its success in the



competition. The aim is to raise the company's profile as one of the leading commercial relocation specialists in London and the South East.

In 2014, Universal will be focused on two key aspects of the business: new business and new staff development. In the staff development area, Universal will be investing in apprenticeships as part of its in-house staff development programme, setting the

foundations for another 35 years of commercial moving success. "We are very positive about the outlook for the Universal Group and the industry, and our focus on business development and staff development reflect our confidence and optimism," Sarah told R&S.

For more information, see www.ucr.uk.com