

PAAC IT

HTC_Migrate to .gov.uk domain

Prepared for **HASLEMERE TOWN COUNCIL**

By Richard Paterson | rich.paterson@paac-it.com

Valid until Saturday, January 31, 2026

Executive summary

Haslemere Town Council intends to adopt a formal .gov.uk domain for both its public-facing website and email services. The recommended approach is a low-risk, controlled migration that preserves all existing Google Workspace data, maintains continuity for staff and councillors, and delivers a smooth transition with minimal operational disruption.

The plan is to add haslemeretc.gov.uk as an additional domain within your current Google Workspace, introduce user aliases or primary address changes, and update the website and DNS to align with the new identity. This avoids bulk data migration, mailbox moves, or platform changes. The only significant dependency is the .gov.uk registration and verification process, which must be completed by Haslemere Town Council. Total project effort is estimated at 9 hours of PAAC time

Approach

Domain and website alignment

Once the .gov.uk domain is registered and verified, PAAC will update the DNS, configure SSL, and implement 301 redirects so the new domain presents consistently to the public. The website will be repointed, tested and confirmed to be fully functional on the new address. Existing URLs will redirect correctly to prevent broken links and maintain search engine continuity.

Google Workspace configuration

The new domain will be added to your Workspace as either a domain alias or secondary domain. This allows each user to receive mail on both domains, keeping all historical data intact. For users who need their primary address changed to the .gov.uk format, PAAC will carry out the updates and ensure Drive access, sign-in and mobile devices continue to operate without interruption.

Each user will be supported through sign-in changes, ensuring smooth access to Gmail, calendar, Drive and shared content.

Communications, testing and handover

Clear communication is essential for a change affecting all staff and councillors. PAAC will produce concise instructions explaining what users need to do and what will change. Testing will confirm mail flow, redirects, login behaviour and the website's public presence. A structured handover will ensure HTC is comfortable with the new configuration.

Implementation challenges and how they are handled

.gov.uk registration delays

Registration and verification can take 7 to 10 working days. This is handled by sequencing preparatory work early, so that once the domain is active, the remaining tasks can be completed within 24 to 72 hours.

Email deliverability risks

Adding a new domain requires updates to SPF, DKIM and DMARC. PAAC will apply correct DNS records, test mail flow and validate alignment to ensure strong deliverability and security compliance.

User disruption during Workspace changes

Updating primary email addresses can introduce sign-in complications. This is mitigated by:

- Providing aliases first, allowing a phased transition
- Scheduling changes in a single coordinated window
- Supporting users individually with login and Drive access issues
- Using the safer aliasing method unless HTC requests a full domain switch

Website continuity

Domain changes can break forms, plugins or calendars. The project includes verification and testing, and any third-party integrations will be reviewed before cutover. Where complications arise, PAAC will either resolve them directly or flag additional effort required.

Scope of work

Total estimated time: **9 hours**

1. Domain and website (1 hour)

- Support with registration steps
- DNS updates
- Website repointing and 301 redirects
- Plesk domain-change steps
- Verification of redirects and links



2. Google Workspace (7 hours)


- Add domain to Workspace
- Create aliases or update primary addresses for 25 users
- End-user support for sign-in and Google Drive access

3. Communications and testing (1 hour)

- User communications
- Final verification and handover

£977.20

Product	Quantity	Price	Amount
 Implementation	1	£972.00	£972.00
 Domain Name Management Monthly	1	£5.20	£5.20

One Off	£972.00
Monthly 	£5.20
Shipping	£0.00
<hr/>	
VAT (20%)	£195.44
<hr/>	
Total	£1,172.64