



## INFORMATION FOR TENANTS OF THE ABBEY MANOR BUSINESS CENTRE

### WELCOME TO ABBEY MANOR BUSINESS CENTRE

#### Abbey Manor Business Centre Services:-

##### Client Support

Your Business Centre Contacts are as follows:-

Property Maintenance, Security, Keys	Pauline Marshall	848511 (Ext 255)
Rental Agreements	John Timmis	848502 (Ext 205)
Telephones, IT	David North	848507 (Ext 324)
Reception/Meeting Rooms	Jacintha Cooke	848524 (Ext 250)

##### Car Parking

Car Parking will be provided where possible in the Main Car Parking Area. Please do not park in spaces that have been allocated.

##### Catering

The Café @ will provide sandwiches, snacks, in-house hot and cold buffet lunches for all staff, meetings and functions during the day. The Café @ service is provided for the benefit of all our tenants.

Please telephone The Café on 848570 (Ext 294) with your orders and they will deal with any special requests or requirements you may have.

For meeting room bookings with catering contact Reception on 848524 (Ext 250).

##### Cleaning

Abbey Manor Business Centre cleaners will be on site from 5pm to 7pm Monday to Friday, with the exception of Bank Holidays when cleaning services are not provided. Your office will have to be accessible i.e. no alarm set. Security will unlock your offices to be cleaned and lock offices after they have been cleaned. Please separate all paper and cardboard waste for recycling from other waste products and put in the labelled waste bins accordingly. At the back of the main building there is a skip for general rubbish and two blue Martock Waste Paper skips for paper and cardboard. Please note the cleaners will not polish any surfaces unless they are clear of papers and cups etc. Cleaners are not expected to wash up for you. If any large quantities or large items are required to be moved or put in to the skip please contact Pauline Marshall on 848511 (Ext 255).

We have a Cleaners Comment Book in Reception where reminders and requests are written. Please call Pauline (Ext 255) or Jacintha (Ext 250) to add any comments or requests.

**Window Cleaning**

Windows are cleaned every 3 months outside and every 6 months inside.

**Fax**

The main Fax for your use is based in AMBC Accounts Department. Please note the Fax Number is 01935 431269. The fax service will be administered by the Receptionist.

**Fire Procedures**

Each tenant (as Employers) will need to have their own Fire Procedures in practice including their own Fire Marshall. The Business Centre will provide fire extinguishers throughout the common areas. It is the responsibility of individual tenants to provide fire extinguishers within their own suite and comply with all the current fire regulations. It is the responsibility of each individual tenant company to administer their own Fire Risk Assessment within their offices.

**Fire Protection**

All facilities within the communal areas operated by Abbey Manor Business Centre will be properly and effectively protected against fires and the effects of fire in accordance with expert advice.

**Fire Alarm and Procedures**

Abbey Manor Business Centre will have annual fire drills and the alarm will be tested on a regular basis. We will inform you when a test is taking place.

**Security Alarm System**

There is an intruder alarm in the main buildings. These will be monitored by Abbey Manor Business Centre to ensure swift call out in the event of any form of emergency.

**Health & Safety**

Tenants are responsible for their own Health & Safety Procedures noting that all electrical equipment should be turned off where possible and that smoking is prohibited within all areas inside the buildings. Smokers bin trays are provided in areas outside around the main building for your own use. It is essential that the foyers lobbies and corridors are kept free of any obstacles and due to fire risks any items left in these areas will be removed. Tenants are responsible for their own First Aid requirements and if necessary should appoint a First Aider.

**Insurance**

The Landlord insures the buildings and Tenants are responsible for insuring their contents.

## **Utilities**

Should you receive any bills from utility companies that should be include within your rental agreement please forward these to Reception.

## **Internet Access and I T Support Services**

Broadband Internet access is available upon request. This is provided via a network connection to our central Internet link, which is a fibre broadband link, providing an estimated bandwidth of 60 Mbps downstream and 18 Mbps upstream. We have three backup fibre broadband lines in case of failure of the primary line. Access to an SMTP server for outgoing mail (if required) is included. If you need to use additional services, such as VPNs or any service which involves a system being accessed from the Internet, please contact David North on 848507 or Ext 324.

Our Internet access service includes set-up, support, use of equipment and cables necessary to provide the connections, and a DHCP service to configure your PCs network connections automatically. If you wish to use your own network equipment, you may install it in the network cabinet(s) provided.

For IT Support Services, please contact David North on 848507 or Ext 324. Apart from services included as part of our Internet access and telephone services and support for the preinstalled network and telephone cabling infrastructure, David's time will be chargeable.

## **Keys**

Tenants will be provided with keys to their individual offices. Tenants will have to sign for the keys that they receive and will be expected to return the same number at the end of their Lease. Please contact Pauline on 848511 (Ext 255) for additional keys.

## **Meeting Rooms**

The meeting rooms and equipment are available for hire. Please contact Reception on 848524 (Ext 250) to book a meeting room.

If you have any special requirements or requests please advise and we will do our best to accommodate you.

## **Notice Board**

There is a Notice Board for your information situated near the Café @. Please contact Reception if you would like to use the Notice Board.

## **Photocopier and Office Equipment**

The photocopier, binding machine and other equipment are situated on the First Floor of the main building. To gain access to this area please ask at Reception.

## **Price Lists**

We reserve the right to change the Abbey Manor Business Centre Services, Cafe and Meeting Room Price Lists accordingly.

## **Post**

Incoming Post – Post will be delivered by the Royal Mail. Your mail will be sorted and put into your marked company mail box. Reception will notify you by e-mail when your post arrives. Outgoing Post – a franking machine service is available in Reception. Each tenant will be provided with mail bags for their outgoing first and second class post to be franked and a separate wallet for stamped mail. Please use the mail bags provided as this enables reception to sort and administer efficiently. All post should be taken to reception by 4.30pm each day to be franked or posted. Post will be collected at approximately 5pm although we cannot be held responsible for actions or services from Royal Mail.

## **Couriers**

We are able to book Courier Services and Parcel Post on behalf of tenants. Please ensure that you advise Reception whether you require same day delivery (UK only) or next day delivery, giving as much notice as possible. For same day deliveries, please ensure parcels are in Reception by 10.00 am. and parcels to be sent by next day delivery should be in Reception in the morning or at the latest by 12.00 pm on the day being sent. Please ask reception for advice on price, insurance and extra insurance available to you when using post or courier services.

Please be aware that we do not accept responsibility for actions and service of courier companies.

## **Reception Services**

A receptionist and telephone service will be operational between the hours of 8.30 am – 5.30 pm, Monday to Friday. The reception service will be closed on Bank Holidays and during the Christmas period as advised. The receptionist is situated in the main part of the Abbey building and will receive visitors if necessary – contacting individual tenants to collect their visitors from reception. Visitors for any pre-booked meeting will be directed to the correct meeting room or as advised.

## **Deliveries**

All tenants will be contacted for their signature for incoming parcels or deliveries, alternatively deliveries will be directed to their office where possible. In the event of the main reception signing for any packages, this will be signed as “not inspected” and should be collected by the tenant from reception as soon as possible. We do not have the facility to store large parcels, so in the event of receiving parcels in your absence or when parcels are not collected, they will be put in your office.

## **Security**

Abbey Manor Business Centre use Atlas Security, who in an emergency can be contacted on 01935 474929.

Security will patrol and lock up the Business Centre from 5pm – 7pm. Monday to Friday. There are random patrol visits during the night and at weekends. If you intend working late please let Pauline 848511 (Ext 255) or Reception 848524 (Ext 250) know so that security can be informed. It would also be useful if you could let Pauline have an emergency out of hours contact name and telephone number for security should they need to contact you out of hours. Tenants will be responsible for locking their offices when they leave after hours.

If you will require regular out of hours access to the premises you will be issued with your own security code which will give access to your office zone only. It is very important that tenants are aware that they are responsible for their own security codes and any inadvertent activation of the alarm system will be charged accordingly. Please check the procedures for setting and un-setting the alarm with Pauline. On entry to the building you will need to check whether the alarm is active or not when you arrive. Please ensure all procedures are followed correctly.

Security unsets the alarm at 6am every week day morning and re-sets after the cleaners leave at 7pm. If you require any guidance on how to use your security codes please contact Pauline Marshall 848511 (Ext 255).

Please be aware that each company is responsible for their personal and company belongings within Abbey Manor Business Centre, taking the necessary precautions.

## **Telephones and Communications**

Tenants will be allocated telephone numbers and extensions from the Business Centre or as agreed. Calls within the Business Centre will be free of charge with external calls chargeable. Tenants may utilise the Business Centre telephone system with the benefit of a direct dial number as their main telephone contact answered by the Business Centre Receptionist should they wish. Reception will answer the direct company telephone numbers in your company name and forward any messages as agreed. To get an outside line please dial 9.

## **Good Neighbourliness**

The maximum enjoyment of The Abbey Manor Business Centre will be assisted by all persons co-operating with one another in keeping the buildings clean and tidy and operationally sound, thinking of others in all their actions in and around the buildings. Thank you for your co-operation.

## **Handyman**

Abbey Manor Business Centre employ a Handyman for gardening, minor repairs, changing light fittings, etc. If you need any help with anything please contact Pauline Marshall in the first instance 848511 (Ext 255)