



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	Austin Squibbs	848509 (Ext 214)
	Twoleaf	01935 403555
Rental Agreements	Austin Squibbs	848509 (Ext 214)
Telephones, IT	David North	848507 (Ext 324)
Reception/Meeting Rooms	Austin Squibbs	848509 (Ext 214)

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. Please ensure you separate all food, plastic, paper and cardboard waste into the appropriate bins provided for recycling. Any non-recyclable items please keep separate. Your bin will not be emptied by the cleaners if you have not separated your recycling. At the back of the main building there is a skip for general rubbish, two recycling bins, and a food waste bin.

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 into the skip, please contact Reception 01935 848524 (Ext 250).

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

Window Cleaning

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

Fire Procedures

Each tenant (as Employers) will need to have their own Fire Procedures in practice including their own Fire Marshal. 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. There is a defibrillator available for your use in our Accounts Department on the Ground Floor by Reception. A helpful information video can be found <http://www.zollaed.co.uk/home/video-clips>

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 David North, IT Manager.

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 full fibre broadband link. We have two backup fibre broadband lines in case of failure of the primary line. 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 Austin on 848509 (Ext 214) for additional keys.

Meeting Rooms

The meeting rooms and equipment are available for hire. Please contact Paula at Twoleaf Management on 01935 848500 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 in AMBC's Accounts Office in 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 mailbox. Reception will notify you by e-mail when your post arrives.

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 Randex - Vigilant who can be contacted on 07828 729659. Security will patrol and lock up the Business Centre from 5.15pm – 7.15pm. Monday to Thursday & 4.30pm – 7.00pm Friday. There are random patrol visits during the night and at weekends. If you intend working late, please let Reception 848524 (Ext 250) know so that security can be informed. It would also be useful if you could let Twoleaf 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 Austin. 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 unset the alarm at 6am every week-day morning and re-set after the cleaners leave at 7.15pm. If you require any guidance on how to use your security codes, please contact Austin Squibbs 848509 (Ext 214).

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.

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 Austin Squibbs in the first instance 848509 (Ext 214) or Sonia 848504 (Ext 252).

Suite:

Tenant:

Number of Keys provided:

Furniture provided:

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Signed:

Date: