

# Frequently ask questions

## What are your opening hours?

Our reception is open from 8.30am to 5.00pm Monday to Thursday with a 4.30pm closure on Fridays. Licensees have access 24-hour access to our buildings all year long.

## If I take up workspace, is there a contract length?

We offer a monthly rolling licence contract and don't tie you down to any form of lease. Meaning that should you need to leave your office space you can do so by giving one months' notice.

## Are there incentives to being a licensee?

Yes. Being a licensee of ours grants you access to all three sites – which proves very helpful if you need to use the centres facilities for meetings across the city. We also offer tenants discounts on meeting room spaces and provide them with exclusive networking, training and much more.

## Is there onsite Business Support?

Yes. Our Managed Workspace Centre Manager provides all licensees with uncapped hours of business support.

Unlike many advisors who are capped at the amount of time (usually 12 hours) that offer business support and advice, as a licensee you have as much support as you need.

## What does it cost to move in?

One month's rent plus a bond equivalent to a month's rent for individual applicants. Three months' rent and one month's bond for applicants applying through a company name.

## Can I apply for an office in my company's name?

All applications and licences need to be in the business owner's name. We also accept joint applications too.

## Are there any hidden costs?

There are no hidden costs to our unit prices as there is no VAT added. However, you are recharged for electricity on a quarterly basis at the Louis Pearlman Centre.

## Are the offices rateable?

Each unit has been individually assessed and has a rateable value. All units sit below the current threshold, meaning that if this is your only office, you will not have to pay business rates.

## Is there parking available for my business and visitors?

All our centres come with free car parking for you, staff, clients, and visitors.

## Are the offices furnished?

Yes, all offices are furnished and come with desks to help you save on cost. We also offer unfurnished office space too.

## I cycle to work - do you accommodate this and provide changing facilities?

We do. We have cycle racks at Craven Park and Bespoke Centre and a newly built cycle store at Louis Pearlman Centre. All centres have onsite showers and changing facilities too.

## Do you offer workshop / storage facilities?

Yes, our Louis Pearlman and Bespoke Centre have various units available in different sizes with some offering roller shutter door facilities.

## Can I decorate the office suite?

Yes, you can decorate your office to suit your preferred business environment within the terms of your licence agreement.

## I need to host a conference; can you provide this facility?

We have two large conference facilities based in Louis Pearlman Centre and Bespoke Centre which can seat between 20 – 25 people. We also have access to large function room within Craven Park that can hold up to 120 people.

## What size serviced offices do you provide?

All offices vary in size, starting from 10sq.m with our largest going up to 110sq. m. Our serviced offices range in size and you can find our available ones on our available properties section.

## Can I take more than one office?

Yes. Providing there are available units that meet your requirements and/or if it aligns with your businesses continued growth plans.

## Do you provide internet and telephone?

We provide complimentary shared fibre internet to all our units (with the exception at the Steppingstones of LPC) which is provided by KCOM. Each unit is set up to have a VOIP connection which can be organised through KCOM.

## Is there a place onsite to make a drink and have lunch?

All centres have breakout sections that provide vending machines, hot water facilities, microwaves, fridges, dishwashers, and seating areas...just about everything you need.