

• **Air Conditioning**

Air conditioning will only operate in the Summer period, typically May to September. We would be grateful if you could help us to conserve energy by switching off the unit if you open your windows.

• **Car Parking**

Bourne House (Whyteleafe):

Each office is allocated a number of parking spaces, details of these can be found on our schedule of Licence Fees. You may only park your vehicle in the car park if you are on the premises, if you wish to park overnight permission must be gained. EV charging is also available, please contact Reception for details.

Southbridge House, Rathbone House and Rathbone Square (Croydon):

Car parking spaces are limited and each space is allocated to a particular office. Parking Permits are available from the council to park in the streets adjacent to the Centres. Please ask Reception for further information.

• **Cleaning**

Your office suite will be cleaned after every working day. Our cleaners endeavour to maintain a high standard, please help them by leaving work surfaces clear of papers and unnecessary clutter. Do ring Reception if you have any special requests or comments.

• **Complaints**

If you have any reason to raise a concern regarding the actions of a member of staff or a service we have provided, please contact Reception. However, if this complaint is not dealt with to your satisfaction, then please write to Mr Ian Peadon, Dexter House Ltd, Southbridge House, Southbridge Place, Croydon CR0 4HA.

• **Deposits**

Before occupation up to two months' Licence Fee is payable. Deposits are repayable less any outstanding accounts, after departure.

• **Emergencies**

For out of hours emergencies please call 01883 621111.

- Fire exits are clearly marked, please ensure that you, your colleagues and any visitors know their location. Please refer to your Fire Action Plan located in your office for a location map and the instructions.
- It is a legal requirement that all Companies carry out their own Fire Risk Assessment, if you need any assistance with this please contact Reception. You must also have an allocated Fire Warden.
- It is your responsibility to ensure all of your staff can exit the building safely and produce a Personal Emergency Evacuation Plan (PEEP) where required.

• **Fire Hazards**

The following items are prohibited from use within your office(s):-

- Charging of E Bikes
- Charging of E Scooters
- Microwaves
- Fan Heaters
- Toasters
- Air Fryers
- Any other fire hazardous items

• **First Aider**

We recommend that you have an allocated First Aider and Accident Book for your office, there is a defibrillator situated in the corridor (in the recess) next to Reception.

• **Incentives**

We would be delighted to credit your account with 1 month's Licence Fee charge if you successfully introduce a friend to any of our offices. Call Reception for further details.

• **Insurance**

We insure the buildings and our property; you must arrange insurance for all your own equipment. We can put you in touch with Dexter House Limited's broker to help you arrange appropriate cover. Please call Reception for further details.

Getting to Know Dexter Serviced Offices

GUIDANCE NOTES



• **Disaster Recovery**

In the event of the building not being able to operate Dexter House Limited apply the following:

- All customer telephone calls at either Centres will be forwarded to a telephone switchboard located at an alternative location.
- We will endeavour to relocate as many Customers as possible within available offices at our other local Business Centre.
- Any Customers that we cannot accommodate, we will make every effort to relocate them within one of the British Business Centres Associates local Centres.

• **PAT Testing**

You must ensure any electrical equipment not supplied by Dexter House Ltd is regularly PAT tested and copies of the relevant documents are readily available if requested.

• **Payments**

Quarterly charges are due no later than the first day of the relevant period. Charges for Services are due within 7 days of the invoice being presented.

• **Dogs**

We welcome dogs in the Centre however, they are not permitted within the café areas. If a dog causes a nuisance we reserve the right to refuse access.

• **Post**

Please hand any post to Reception by 3:30pm for posting that day.

• **Prices**

Please refer to the current Licence Fees available at www.dexterservicedoffices.co.uk

• **Property Maintenance**

If you experience any problems with your office, please speak with Reception.

• **Reception & Switchboard**

Our switchboard and Reception are open from 9am-5pm, Monday to Friday. Copying/ typing, postage and conference room services are available please ask Reception for further details.

• **Security**

Please ensure you lock your office when it is unoccupied. If you use the night entrance, make sure that the door and gate are firmly closed behind you. All of your employees based within the Centres must have an access card. Please report lost or misplaced cards and keys immediately to Reception.

• **Showers**

Full shower facilities are available in the first-floor cloakrooms at Bourne House. Shower facilities are also available in Rathbone Square. Complimentary towels are supplied.

• **Smoking**

We operate a no smoking, including e cigarettes in our buildings; however, there are designated places for smoking externally, please DO NOT smoke in front of any of the buildings.

• **Storage Areas**

Self-contained storage areas are available; please call Reception to check availability.

• **Refreshments**

Available within the café area 24 hours a day. Complimentary tea and coffee is available all day. Complimentary toast and cereal are available between 8:30-10:30am each day and biscuits between 3:00-3.30pm each day.