

Phoenix Square Workspaces: Frequently Asked Questions

Who manages the workspaces at Phoenix Square?

Both the workspaces at Leicester Creative Business (LCB) Depot and Phoenix Square are owned and managed by Leicester City Council through the team at LCB Depot. The public areas of Phoenix Square are managed by Leicester Arts Centre Ltd and the apartments and studios available to buy are managed by Blueprint.

Who can rent a workspace at Phoenix Square?

Spaces are available to companies and individuals working in the creative industries, or those who provide an important part of the supply chain to the sector. Companies need to satisfy our letting criteria and workspaces are allocated following a successful application and satisfactory bank reference.

How do I get a workspace at Phoenix Square?

Prospective tenants need to have a tour of available studios in order to see what is appropriate to their needs and get an exact idea of costs. Tour dates are arranged on a first-come, first-served basis. Only after a tour can an application for tenancy be made.

How much do workspaces at Phoenix Square cost?

Workspaces at Phoenix Square currently cost £12.00 per square foot per year (plus VAT) and include a service charge. The 22 workspaces at Phoenix Square are different sizes and costs, but a summary guide to charges by size of workspace is as follows. Please note that these figures are approximate and for guidance only. Desk space is calculated on 7m² per person.

Small units – 12 units

20m² - 32m² (215sq ft – 350sq ft) 3 – 5 desks

Rent per month (including service charge): £215 - £350 plus VAT

Rent per annum (including service charge): £2580 - £4200 plus VAT

Medium units – 6 units

32m² - 44m² (350sq ft - 467sq ft) 5 – 6 desks

Rent per month (including service charge): £350 - £467 plus VAT

Rent per annum (including service charge): £4200 - £5604 plus VAT

Large units – 4 units

64m² - 90m² (690 – 970 sq ft) 9 – 13 desks

Rent per month (including service charge): £690 - £970 plus VAT

Rent per annum (including service charge): £8180 - £11640 plus VAT

What happens with my lease and what do I pay up front?

Once we have received a satisfactory bank reference, your application and reference are sent to the legal team at Leicester City Council who draw up the lease. The lease is for **two years** but has a three-month written notice period so that a tenant can leave before that time if needed with no surrender fee. Shorter leases are also available for projects needing a space on a temporary basis. The cost to the tenant to prepare the legal documents and enter into the lease is £250. A start date is agreed with the tenant and they then sign the agreement. At this point the tenant writes a cheque for the first month's rent plus a bond, which is for the value of one month's rent excluding VAT.

Where can I park?

There is no parking on site for workspace tenants, but there is good access for loading and unloading. There are two NCP car parks in the area and on-street parking is also available nearby. Disabled parking is available on the streets adjacent to the building. There are also cycle racks and showers available for cyclists and pedestrians.

What admin services are available?

All tenants are able to make use of a communal fax and photocopier. Usage will be charged accordingly.

Is there a reception service?

During office hours there is a reception service for the workspaces that will greet visitors, take deliveries and put calls through to tenants.

What telephony provision is available?

There is a high quality digital telephone system, including digital handsets with full voicemail and divert capabilities. Resident companies are allocated direct dial phone numbers, and call charges are at preferential call rates. Calls to other Phoenix Square tenants are free of charge over the network.

What IT provision is there?

Phoenix Square has state of the art data systems and infrastructure – allowing us to offer a range of high-speed Internet packages. This includes a synchronous broadband Internet connection with a back-up line. The service is shielded by an enterprise class firewall to provide the highest level of security, and allows the creation of Virtual Private Network connections for private remote access to your company networks, supported by the latest encryption technologies. We are happy to discuss individual requirements in more detail.

What other facilities are available?

On site there are meeting rooms, digital and media production facilities and a micro cinema that are available for hire. These elements are managed by Leicester Arts Centre Ltd (LAC Ltd) which is also responsible for the running of the public areas of Phoenix Square. LAC Ltd offers membership schemes to occupants of the workspaces that give a discount on these facilities.

Tenants of Phoenix Square workspaces can also hire the meeting rooms at LCB Depot at a discounted rate.

What bills can I expect to receive?

Each tenant receives a monthly Tenant Invoice for any services used in the previous month. The Tenant Invoice recharges telephone line rental, call charges, photocopy charges and any hire of LCB Depot facilities such as meeting rooms. Electricity usage is recharged separately on a quarterly basis. Rental bills are to be paid in advance on a quarterly basis, although a regular monthly payment can be arranged by setting up a standing order. Business Rates are charged to tenants directly by the Rates Department, and a payment schedule can be arranged with them.

What is included in my rent?

The rental figure quoted for each workspace includes a service charge that includes and excludes the following:

Included in service charge	Excluded
Exclusive use of individual workspace, including 24 hour access	VAT Business rates – ranges from £442 to £1994 pa
Heating and water	Legal costs on signing of lease (£250) Bank reference (approx £10) charged by your bank
Building insurance	Contents insurance, individual public liability insurance, employer's liability insurance
Digital telephone handsets	Telephone line rental and call charges Internet charges £25 + VAT pcm for up to 30Mb
Reception service, including individual post box	Administrative services (e.g. communal photocopier)
Deliveries by arrangement	Hire of facilities such as meeting rooms and media production facilities.
Cleaning of communal areas, including kitchens, toilets and sanitary services	Cleaning of individual workspace, including windows
Provision of central waste storage area, including normal waste and recycling bins, and waste collection for the building	Removal of restricted waste (e.g. paint, chemicals)
Communal kitchen including fridge, hot water boiler, sink and bin	Electricity - this is separately metered
Cycle racks and showers	Adaptations to each studio such as shelves. (Spaces must be returned to their original state when vacating).
Security alarms, security cards and keys for each member of staff upon taking occupancy	Additional or replacement security cards and keys are subject to a charge

General building maintenance, including plant, fire and security alarms, lift	Furniture and office equipment (excluding telephone handsets)
Fire extinguishers in communal areas	Health and Safety issues within each individual workspace. PAT testing of electrical equipment must be carried out by the tenant
24 hour access	Parking

Rental and rates figures given above are estimates. Exact rental costs can be gained during a tour of the building with an LCB Depot staff member. Charges given are correct as of March 2011.

See following pages for LCB Depot workspaces FAQs.....



Leicester Creative Business **DEPOT**

LCB Depot workspaces: Frequently Asked Questions

Who can rent a workspace at LCB Depot?

LCB Depot provides managed workspaces to companies and individuals working within the creative industries. Workspaces are allocated following a successful application and satisfactory bank reference.

How do I get a workspace at LCB Depot?

Prospective tenants need to have a tour of available studios in order to see what is appropriate to their needs and get an exact idea of costs. Tour dates are arranged on a first come first served basis. Only after a tour can an application for tenancy be made.

As tenants sometimes move within the building, workspaces do become free periodically. It is always worth checking the LCB Depot website www.lcbdepot.co.uk or calling the LCB Depot team on 0116 261 6800 to find out what spaces are currently available.

How much do workspaces at LCB Depot cost?

Workspaces at LCB Depot currently cost £12.00 per square foot per year (plus VAT), including service charge. All 55 workspaces at LCB Depot are different sizes and costs, but a summary guide to charges by size of workspace is as follows: Please note that these figures are approximate and for guidance only.

Small units

15m² – 32m² (160sq ft – 345sq ft) 1 – 4 desks

Rent per month (including service charge): £160 - £345 plus VAT

Rent per annum (including service charge): £1920 - £4140 plus VAT

Business rates per annum: £198 - £423

Medium units

33m² – 58m² (355-680 sq ft) 5 – 7 desks

Rent per month (including service charge): £355 - £680

Rent per annum (including service charge): £4260 – £8160

Business rates per annum: £437 - £767

Large units

64m² – 149m² (690 – 1600 sq ft) 8 – 19 desks

Rent per month (including service charge): £690 - £1600

Rent per annum (including service charge): £8280 - £19200

Business rates per annum: £847 - £1222

What happens with my lease and what do I pay up front?

Once LCB Depot has received a satisfactory bank reference your application and reference are sent to the legal team at Leicester City Council who draw up the lease, and this process usually takes 4 to 6 weeks. The lease is for **two years** but has a three-month written notice period so that a tenant can leave before that time if needed. The cost to the tenant to prepare the legal documents is £250 + VAT. Once the legal agreement is prepared and a start date agreed the tenant signs the agreement and writes a cheque for the first month's rent plus a bond, which is for the value of one month's rent excluding VAT. They are then free to move in.

Where can I park?

Tenants are not permitted to park at LCB Depot but may bring their cars in to load and unload. There are two NCP car parks in the area - tenants and their visitors may park all day for £3.50/£2.50 if they validate their ticket at LCB Reception. On-street parking is also available nearby. Disabled parking is available on site.

What admin services are available?

All tenants are able to make use of a communal fax and photocopier. Photocopies are currently charged at £0.04 (A4 and A3 black and white) and £0.20 (A4 and A3 full colour). At present there is no charge to use the fax machine although this may be reviewed.

Is there a telephone answering service?

At present LCB Depot does not offer a telephone answering service as all tenants have direct dial lines into their studio. Digital handsets are provided, and these include full voice mail and divert capabilities. Call charges are at preferential call rates, and calls to other LCB Depot tenants are free of charge.

What other facilities are available?

Tenants can hire the LCB Depot meeting rooms at a discounted rate. Hire rates for tenants range from £6 to £18 plus VAT per hour.

What bills can I expect to receive?

Each tenant receives a monthly Tenant Invoice for any services used in the previous month. The Tenant Invoice recharges telephone line rental, call charges, photocopy charges and any hire of the meeting rooms. Electricity usage is recharged separately on a quarterly basis. Rental bills can be paid monthly if a standing order is set up but they can also be paid as an annual lump sum or on a quarterly basis (payment arrangements need to be made between the tenant and the Customer Accounts Department at Leicester City Council). Business Rates are charged to tenants directly by the Rates Department, and a payment schedule can be arranged with them.

What is included in my rent?

The rental figure quoted for each workspace includes a service charge that includes and excludes the following:

Included in service charge	Excluded
Exclusive use of individual workspace, including 24-hour access	VAT Business rates – ranges from £198 to £1222pa (most LCB workspaces qualify for zero business rates under the small business rate relief 'holiday' until October 2012)
Heating and water	Legal costs on signing of lease (£250) Bank reference (approx £10) charged by your bank
Building insurance	Contents insurance, individual public liability insurance, employer's liability insurance
Telephone and data points (number varies per workspace) and digital telephone handsets are provided	Installation of additional computer/ telephone points Telephone line rental (£7.61 per workspace per month plus VAT) and call charges and Internet charges – ranging from £25 to £75 + VAT, per month.
Reception service, including individual post box	Administrative services (e.g. communal photocopier)
Deliveries by arrangement	Hire of meeting rooms
Cleaning of communal areas, including window cleaning, sanitary services	Cleaning of individual workspace
Provision of central waste storage area, including normal waste and recycling bins, and waste collection for building	Removal of restricted waste (e.g. paint, chemicals)
Communal kitchen including fridge, hot water boiler, sink and bin	Electricity - this is separately metered and charged at a cost of £0.15 per unit
Cycle racks and showers	Other adaptations to each studio such as shelves. Spaces must be returned to their original state when leaving.
Security alarms, including up to five security cards and two keys allowing access to individual studio	Additional security cards and keys (both are charged at £12.50 + VAT)
General building maintenance, including plant, fire and security alarms, lift	Furniture and office equipment
Fire extinguishers in communal areas	Health and Safety issues within each individual workspace. PAT testing of electrical equipment must be carried out by the tenant
Disabled parking	Parking

Rental and rates figures given above are estimates. Exact rental costs can be gained during a tour of the building with an LCB Depot staff member. Business rate charges can be obtained from the Business Rates Department at Leicester City Council. All other charges given are correct as of March 2011.