



***MIDLANDS INDUSTRIAL ASSOCIATION
LIMITED***

TENANTS HANDBOOK

to

Telsen Centre

June 2012

Welcome to M.I.A.'s Telsen Centre

Introduction

The Telsen Radio Co.'s building has been converted by Midlands Industrial Association Limited into 91 individual units ranging from 145-5700 sq.ft.

The Telsen Centre is located at the junction of Thomas and Phillips Streets. Easily accessed from the City end of the A38M Aston Expressway and Midlands motorway network, at Dartmouth Circus, Telsen is seconds away from Birmingham Innovation, Waterlinks and other business parks in the area.

The building is managed by Midlands Industrial Association Limited who specialise in providing managed workspace for all types of new and established businesses, including commercial, distribution, office, manufacturing, and storage uses.

Internal and External Alterations / Decorations

We understand that some tenants may wish to make changes to their unit, and these will always be considered and are often granted however, no alterations or additions to your unit may be made without the prior written consent of the Association.

You are responsible for the maintenance and decoration of the internal areas within your unit and are required to decorate the unit once in every three years and upon vacation of the unit to the Associations specification. No decoration/signage/alterations are allowed to communal areas or exterior of unit doors.

You must not fit any other additional locking mechanisms to the premises door or any other part of the development.

All contractors must complete a Permit to Work and read and understand the "Notice to Contractors" terms which are available from this office

Electrical

You must not alter, modify, tamper, install or remove any electrical and/or communications cables or wires whatsoever such as telephone, Internet, networking or any other such fitments throughout the common parts of the building without the Associations written consent. All electrical power or lighting alterations should be carried out by the Associations electrician at the licensee/tenants cost, or an electrician from our preferred contractors list. Alternatively you can source your own NICEIC (or equivalent) accredited electrical contractor. This is to comply with our insurers requirements.

If you employ your own NICEIC (or equivalent) electrician, prior to commencement of the works a copy of your contractors public liability insurance of £5 million cover minimum is required together with plans of the works to be carried out. Once the Association has assessed the work and permission given, your contractor will need to complete a "Permit to Work" form and return it to the Association. Following completion of the electrical works, we will require the relevant Electrical Installation Certificates to be produced 14 days after completion. Failure to produce these will result in our in house electrician carrying out an Electrical Installation Inspection, the cost of which will be recharged to you.

Health & Safety

You are responsible for the health, safety and security within your unit. You should contact one or more of the following officers as is appropriate for your particular activity. Factory Inspector at Health and Safety Executive, Environmental Health Officer, Crime Prevention Officer.

Advise your staff not to use the lift if they are alone in the building.

Fire Risk Assessment

It is a requirement of the Regulatory Reform (Fire Safety) Order 2005 to carry out a fire risk assessment of the Centre. The Association has carried out the assessment of the common areas however, it is your responsibility to carry out your own fire risk assessment pertaining to your unit.

If you have 5 employees or less the fire risk assessment does not need to be documented but it is a requirement that you confirm you have carried out a risk assessment and that there are no issues that will relate to other tenants in the case of a fire.

Those tenants with 5 plus employees, a documented risk assessment should be carried out and a copy forwarded to the Association.

Please make sure your staff and visitors are aware of the alarm system and procedure for evacuating the premises.

All corridors must be kept free of any debris, materials or products. Our caretakers are obliged to remove items they believe to be compromising the safety of the fire corridor.

You will be responsible for any fire safety equipment and systems, within your unit, that are not provided by the Landlord.

Regular fire system checks (12 noon Tuesdays) and fire drills (annually) are carried out by the Midlands Industrial Association in compliance with the fire safety order. Tenants' co-operation in participating in fire drills is mandatory.

If a fire is discovered the fire break-glass must be activated immediately. On hearing the continuous fire alarm bell all persons within the building or units must evacuate the building without stopping to retrieve any personal items. Any attempt to put out the fire with fire fighting equipment available must only be carried out by trained persons. Lifts must not be used.

Midlands Industrial Association will co-operate fully with any tenant who may wish to have more information about fire safety within their premises.

Security

It is our aim to create a business community at the Centre, but at the same time you are an individual in business and should take all the precautions that you would have to take if your business was located in the High Street or in an unmanaged estate. You would not leave the door open if you went out of the premises even for a moment. You would not leave trade goods temptingly in the corridors or common areas or in your car parked outside.

You would not go home at night without switching off the water and electricity and making sure that your business is safe and secure at all times. We aim to provide suitable workspace for your business and to provide a generally secure working environment without interfering with the congenial atmosphere where we can all work efficiently at whatever time suits our needs. The rest is up to you. Therefore, the overall security of the Centre is critically dependent upon every tenant's meticulous adherence to sensible security procedures:-

- Always check your unit is properly closed up and secure (windows shut, doors locked, bolts and padlocks in position, electricity, gas and water switched off, any possible source of fire risk checked, when you leave it). That odd burning cigarette end could destroy not only your dreams but dozens of other people's as well!
- Always check that the main entry doors are locked behind you whenever you use them out of normal working hours.
- Always challenge strangers, asking them to identify the unit number and name they are visiting and the purpose of their visit. If in doubt, go with the person to confirm their visit. No genuine visitor will object to

polite enquiry. If you believe the stranger to be an intruder, telephone the Police and Caretaker as soon as you are safe to do so. Security within your own unit is very much your own responsibility and the Crime Prevention Officer will give you free and unbiased advice.

Insurance

You are required to insure against fire and full perils within your unit, including equipment and decoration, loss of profits, water damage, public and employer's liability and personal accident.

Waste Disposal

As you are aware a skip is provided for tenants to deposit their "normal office waste" and not for items resultant from any manufacturing or distributive process. A change in legislation requires us to ensure that the waste contained in our skip is of a non hazardous.

If the skip is found to contain hazardous waste, we will incur substantial additional costs which we will have to pass onto tenants through the licence fee or service charge. If a problem persists we may be forced to withdraw the facility altogether and make each tenant responsible for removing their own waste. It is in all of our interests to use the skip properly and therefore, we look forward to your continued assistance in this matter.

A full list of waste categorised as hazardous can be found at www.environment-agency.gov.uk/youreenv/consultations/consultation_response
Click on "Hazardous wastes: A Technical guidance note - their definition and classification"

The container is regularly serviced, but please do check that it has the capacity to receive your waste before use. Please do not deposit waste bags adjacent to the facility.

Loading Bay

Loading bays must be kept clear at all times after you have made your delivery to the building. For the purposes of security, the roller shutter door will be closed and locked at 5.30pm and at all times during the weekend.

Smoking

No smoking anywhere in the building.

Services

Electricity Most units have their own electricity meter and you will be billed by the supplier of your choice. Where a landlord's check meter is installed, you will receive a electricity recharge bill from us.

Mains Gas

If your unit has a gas heating system, it is a requirement that the gas boiler is serviced annually by a Gas Safe Registered contractor and a copy of the gas certificate forwarded to the Association.

Advertisements

A main directory board in the foyer lists all units and tenant names for visitors to the centre and other location boards will repeat this information. You may not install any other advertisements or notice boards etc, without the prior written consent of the Association.

Car Parking

Car parking is allowed in the courtyards for Licensees only on a first come first served basis. There is insufficient space for anyone else to park.

If you have any other queries, please contact your caretaker. If he is unable to assist you he will refer your enquiry to this office.

Invoices and Invoicing Procedures

Invoices are prepared and issued during the last week of each calendar month. Payment should be made by Standing Order Authority into our bank account by the first day of each month.

Licence Fee and Service Charge Reviews

Licence fees and service charges are reviewed every year so that the overall revenue from the Centre remains in step with the prevailing market for similarly equipped space. At the same time, revised estimates of the operating costs of the Centre will be established so that the estimated service charge for the coming year can be updated.

The revised calculations will be notified to every occupier setting the new licence fee or service charge in accordance with the terms of the licence or lease respectively.

Who are M.I.A?

Midlands Industrial Association Ltd is a registered Friendly Society No. 23468R founded in 1982. Its declared aims and objectives are to promote employment and fight dereliction through the encouragement of the small firms sector, providing suitable workspace, refurbishing redundant buildings and reclaiming derelict sites in the West Midlands.

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