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Workspace Group

WORKSPACE GROUP PLC CUSTOMER CHARTER

**Workspace Group aims to be easy, straightforward and dependable to deal with:
Flexible leases - leases are simple, short and written in plain English.**

- ⇒ Value for money - we will endeavour to let to you the most appropriate unit to meet your needs.
- ⇒ Direct and regular contact - we aim to be readily available through personal contact at all levels.
- ⇒ Friendly, helpful and fast service - we aim to provide a quick and appropriate response to all enquiries.
- ⇒ Access - full 24-hour access is available for most units.
- ⇒ Presentation - we will endeavour to ensure that all units are in good condition before occupation and communal areas are kept clean.
- ⇒ Move in quickly - we aim to move you in usually within 14 days or to suit your own timescale.
- ⇒ Environmental issues - we aim to provide recycling facilities where we can.

We welcome initiatives and comments from our customers to improve our service.

As an enquirer, this is what you can expect:

Telephone enquiries: 020 7377 1154

- ⇒ Calls will be answered promptly, 24 hours a day, 7 days a week.
- ⇒ Business Centres will answer calls during office hours (09:00 - 17:30hrs).
- ⇒ Answer machine messages will be returned the next working day.

Web enquiries: www.workspacegroup.co.uk

Automated responses will be followed up by a personal response within one working day.
Weekly or monthly updates of all unit space available will be emailed each Wednesday.

Postal enquiries:

On receipt of your enquiry we will telephone you within 24 hours. Where appropriate you will receive a written response within five working days.

Centre visits:

You are welcome to visit our centres but please arrange appointments prior to arrival.

Information packs

Property details are sent 1st class on the day of enquiry. During normal office hours, faxes or emails will be responded to within two hours, or the following day if after 4pm.

Within five days, we will follow up to see if we can be of any further assistance.

As a potential tenant, the detailed process for viewing is:

Appointments to view

Appointments to view can be made between Monday - Friday, 09:30hrs - 17:00hrs.

A Workspace Group representative will accompany all viewings.

Paperwork:

- ⇒ An offer letter, draft lease and cost details will be posted 1st class, on or the day after viewing.
- ⇒ Our lease is written in plain English and includes flexible break patterns to suit the needs of your business.
- ⇒ Information on Workspace Plus Insurance, broadband, Internet, energy services and other value for money offers initiated by Workspace Group will be sent to you.

Reserving a unit:

A reservation fee of £200.00 will hold the unit in your name for 10 working days. Non-refundable reservation fees are deducted from completion monies when you sign up to your lease.

Signing a Workspace Group flexible lease:

- ⇒ Once you have decided which unit you wish to occupy, our Lettings team will need to complete some standard paperwork, including:
 - sight of proof of ID for an individual;
 - a credit check;
 - taking up references;
 - insurance.
- ⇒ We aim to have 90% of our tenants moved in within 14 days. Many can move in the following day.
- ⇒ We never discourage applicants from consulting their solicitors, but do not believe it is necessary.

As a tenant, moving into a Workspace Group unit:

- ⇒ You will be met by a Workspace Group representative on your moving in date.
- ⇒ Statutory certificates, keys, and an initial occupancy card will be completed and handed to you; all relevant contact names and numbers will be included.
- ⇒ The Workspace Group representative will give you a general introduction to the Estate.
- ⇒ Workspace Group initiatives that offer value for money will be explained in detail.
- ⇒ Your company name will appear on the tenant board within one month of occupancy.
- ⇒ We welcome your comments at all stages of your tenancy and to this end will undertake a telephone survey within your first month of occupation.

Being a Workspace Group tenant

Housekeeping:

Site inspections are conducted daily at Business Centres and weekly on Industrial sites.

- ⇒ If you notice an area is not as you would wish it to be, please bring this to our attention so that we can take the necessary action.
- ⇒ Recycling opportunities are provided where practical.
- ⇒ Minimising the risk from crime we see as a partnership with you. We are introducing
- ⇒ 'Business Watch' for the security of all at a number of estates.
- ⇒ All communal areas are non-smoking for the benefit of all tenants.

Networking:

- ⇒ Workspace Group actively encourages trading between tenants, on and between estates through:
 - a tenants area on our website: www.workspacegroup.co.uk;
 - tenant forums / social events held regularly at many Business Centres.

Charging:

- ⇒ Payment is to be made by Direct Debit. We will issue VAT invoices in accordance with the lease payment terms.
- ⇒ The Centre Manager will answer your queries relating to rental and service charge invoices within three working days.

Moving to another Workspace Group property:

- ⇒ Certain formalities will need to be adhered to, but we will try and ensure that your transfer, expansion or contraction is as easy as possible.

Moving on after being a Workspace Group tenant:

- ⇒ Whatever your circumstances, we will be sorry to see you leave the Workspace Group community. We would encourage you to look at our extensive range of properties to see if more suitable space is available - there may be no need to pay an additional deposit, unless the next unit is larger.
- ⇒ Initially, advise your Centre Manager verbally of your proposed intentions and formally write to Workspace Group's Head Office.
- ⇒ We will advise you in writing, and enclose some relevant guideline cards, of the activities that must be actioned on termination of a lease.
- ⇒ Subject to all requirements being completed, we will reconcile your account, and return your deposit within a maximum of 30 days.
- ⇒ Your company name will be removed from the tenant board within one month.
- ⇒ Post not re-directed using the Royal Mail re-direction service will be returned to the Post Office.
- ⇒ Workspace Group Head Office staff will undertake a telephone survey within one month of your departure.
- ⇒ Workspace Group's website remains available for your use.

Your comments, complaints or praise:

- ⇒ We welcome all constructive comments and suggestions on improving our services. If you are unhappy about any part of our service, we would like to know about it. Most complaints can be resolved satisfactorily at a local level.
- ⇒ Methods available for contacting Workspace Group:
 - first, please contact the local staff. They are empowered to deal with many of the day-to-day problems, which may occur on even the best-managed estates. If you are not satisfied with the response, you can contact the Area Manager;
 - by post, email or by telephone via Workspace Group's Head Office;
 - use postage paid customer comment cards available at the majority of reception areas. These are actioned by the Area Manager;
 - writing to Workspace Group's Head Office;
 - email Workspace Group's Head Office at sarah.tuckfield@workspacegroup.co.uk
 - via the website at www.workspacegroup.co.uk.
- ⇒ Please give as much detail as possible; your contact details, the unit you are occupying, the date of the event that triggered your communication and the nature of the problem or praise.

Getting back to you:

- ⇒ If we are unable to give an immediate response, an acknowledgement letter will be sent within 24 hours and we aim to respond fully within 15 days.
- ⇒ However, if there is going to be a delay, we will let you know the reason and keep you advised of our progress by a weekly update, either personally or by email / letter.

⇒ If, in order to resolve your query, we need to contact other tenants, we will endeavour to establish contact and report back to you within two weeks.
