

## **General Information for Tenants**

### General

Enterprise House is managed by Enterprise South West Shropshire. We are a Social Enterprise which means that the income and any profit that we derive is ploughed back into the work of the Company. Simply put, we trade with a Social purpose and don't pay dividends or profits to our Directors (they are all unpaid).

We provide a range of services to local businesses and the general community. We also form partnerships with other local organisations and bodies where the outcomes will be of benefit to the wider community. We serve a wide area around Bishop's Castle but, as a business we don't have any boundaries to where we work.

### The Grounds

We are trying to keep costs to you and us down to the minimum. We maintain the grounds with a 'light touch' so the grassy areas within the plot are meadows and not lawns.

### The Buildings and security

We do not provide any security services to the workshops.

We do believe that the best form of security is a 'good neighbour' policy. We have good relationships with the surrounding businesses and residences. Please help us to maintain this.

My staff will lock the main gate when the main building closes (Mon, Wed, Thur at 5pm, Tues and Fri at 7pm and Sat at 1pm). We generally open them at 8-8.30am weekdays and 9-9.30am Saturday.

Generally expected working hours are between 7am and 7pm as this is a mixed residential and business area.

If you are likely to access your workshop outside of these hours it would be helpful for us to know particularly if this is on a regular basis. Please take the time to lock the gate if you are last to leave – if unsure then check – if really unsure then lock.

If you share an entrance with another tenant please be aware of their comings and goings so their, any your security are preserved. Both main entrances have a thumb-turn lock on the inside to make this easier.

### Common Areas

We service the main corridor, toilets and kitchen. Please treat them with consideration. We will clean these areas once a week. Please tell us if anything is not right.

### Electricity

You are responsible for your own electrical safety within your designated workshop or office.

We will, on a quarterly basis read your meter and recharge this to you. We make a very small management fee for this recharge (£5 per quarter).

The main electrical switchboard is in our basement and can only be accessed by us. Each workshop has a separate fused supply. On occasions we have had one of these trip out; let us know if this happens. Also, when doing any electrical works in your premises please ask us to isolate your supply.

### Water

If you use a large amount of water we can meter this and recharge you. We will consult you if this becomes necessary.

### Waste

You are responsible for the safe disposal of any waste you produce. There are two solutions that you can discuss with the local authority; either the purchase of waste sacks (these are collected early Thursday AM – put outside main gate on Wednesday PM) or the hire of a commercial wheelie bin. More information from Shropshire Council 0345 6789000

### Parking

We do not allocate any parking spaces as there is limited space. If you are likely to leave a vehicle overnight we would like to know. The building is generally at its busiest on Tuesdays and Fridays and we get a lot of short term parking as people visit the Library and the IT Centre. The car park is not public and should only be used by visitors and staff. If you become aware of any abuse of these facilities we'd like to know.

### Promoting your business

We can help with general copying, faxing and office services. We can also help you with setting up a website or hosting email addresses. (see our business support leaflet).

You can also join the Bishops Castle Business Network (currently it's free). The benefit of this is worth considering as you then become an affiliated member of the Shropshire Chamber and get all the benefits that they offer. If you already have a website your entry on the [bishopscastle.biz](http://bishopscastle.biz) website does a lot for your web visibility – we get trawled by Google spiders on a daily basis.

### Contact

The daily contact number is our office in the main building, 01588 638038 and our email address is [enterprise.house@bishopscastle.co.uk](mailto:enterprise.house@bishopscastle.co.uk)

Out of hours you can reach me on 07866 409893

Mike Ashwell  
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