



# YOUR ALL-INCLUSIVE OFFICE

## Saving you time and money

Managing an office is a far more complex undertaking than first meets the eye.

We have set out below details of all the contracts we negotiate to ensure Challenge House operates safely and efficiently and we periodically benchmark our prices to ensure that you receive excellent value for money.

Our aim is to ensure that you are free to spend your time and resources developing and managing your business.

Your Licence Fee Includes...	Cost	Time to Source and Maintain
<b>Licence Costs &amp; Legal Fees</b> <i>Including legal drafting of the licence agreement.</i>	Included	Zero
<b>Service charges</b> <i>As detailed below.</i>	Included	Zero
<b>Contract Management</b> <i>Price comparison, procurement and management of all contracts with external suppliers used to supply the services detailed below.</i>	Included	Zero
<b>Equipment Management</b> <i>Price comparison, procurement, assembly/installation, management, upgrades, depreciation and disposal of all the equipment used to provide the services below.</i>	Included	Zero
<b>Furniture</b> <i>Our offices come fully-furnished with desks, chairs and storage furniture.</i>	Included	Zero
<b>Internet</b> <i>3Mbps/desk shared on office VLAN.</i>	Included	Zero
<b>Back-up Voice &amp; Data Line for Resilience</b> <i>Management of a separate fibre line providing a stable back-up.</i>	Included	Zero
<b>Cabling &amp; Firewalls</b> <i>Ports are live and cables are provided from day one so you can 'plug and play'.</i>	Included	Zero
<b>Telephones</b> <i>An office number, a phone per desk and free calls to UK 01, 02, 03 and tier-1 07 numbers (excluding auto-diallers).</i>	Included	Zero
<b>Network Management</b> <i>Our full-time, onsite, Network Engineer monitors and maintains the network.</i>	Included	Zero
<b>Security</b> <i>24 hour security including CCTV, building access control and nightly patrols.</i>	Included	Zero
<b>Building Insurance</b> <i>Including management of claims and organisation of repairs.</i>	Included	Zero
<b>Cleaning</b> <i>Common areas cleaned daily and offices weekly.</i>	Included	Zero
<b>Window Cleaning</b>	Included	Zero
<b>Electricity</b>	Included	Zero
<b>Heating/Cooling</b>	Included	Zero
<b>Water</b>	Included	Zero

Your Licence Fee Includes...	Cost	Time to Source and Maintain
<b>Dilapidation (only fair wear and tear)</b> <i>Including costs to return the building/suite to its original condition including removal of any partitions, cabling, damage to walls and laying of new carpet.</i>	Included	Zero
<b>Landscaping</b> <i>Including maintenance of grass and plants, collecting litter, emptying bins, collecting leaves and gritting in the winter.</i>	Included	Zero
<b>Reception</b> <i>Including the cost of employing reception staff, and cover, furniture for reception areas and equipment needed for reception services to function. Available 8am-5pm Mon-Fri.</i>	Included	Zero
<b>Fire Safety</b> <i>Including supply of fire safety equipment and statutory servicing and testing of fire panels, call points, smoke detection units, fire extinguishers, fire blankets, emergency (exit) lights, automatic doors, smoke extract equipment, disabled alarms, wet and dry risers, along with inspections and repairs to the lightning conductor system and updating of the building fire risk assessment, including implementation of remedial works.</i>	Included	Zero
<b>Gas Safety</b> <i>Including monitoring and inspection of boilers, flues and pipes to produce a statutory gas safety certificate.</i>	Included	Zero
<b>Water Safety</b> <i>Including statutory test flow temperatures and the microbiology of hot- and cold-water systems, the chlorination of shower heads and inspect and clean water tanks and calorifiers to create a water safety and Legionnaire's certificate.</i>	Included	Zero
<b>Waste and Recycling Collection</b> <i>Daily emptying of waste and recycling bins and management of Duty of Care and Waste Handling certificates.</i>	Included	Zero
<b>Mechanical and Electrical Systems Maintenance</b> <i>Including planned, preventative maintenance to electrical, mechanical and ventilation systems and repairs to non-functioning equipment including blown bulbs along with statutory inspections on fixed wiring and portable appliances, microwaves, RCD devices and lightning conductors.</i>	Included	Zero
<b>Lift Equipment Servicing</b> <i>Including statutory lift inspections and repairs and the maintenance and inspection of any fall arrest systems on the roof or building perimeter.</i>	Included	Zero
<b>General Maintenance</b> <i>Full-time Maintenance Engineer based on-site who completes general maintenance and repairs to the building as well as drain unblocking, gutter cleaning, building management system maintenance and mag lock maintenance.</i>	Included	Zero
<b>Kitchen &amp; Toilet Facilities</b> <i>Including access to a water supply, fridge, kettle and microwave, kitchen cleaning, and supplies including washing-up liquid and paper towels. Toilets include cleaning services, paper towels/hand driers, toilet paper, soap and air fresheners. Showers are also available for use.</i>	Included	Zero
<b>Disabled Facilities</b> <i>Including disabled toilets, parking, building access and maintenance of disabled alarms.</i>	Included	Zero
<b>Parking</b> <i>1 x allocated space per 300sqft of workspace.</i>	Included	Zero
<b>Provision of meeting rooms</b>	Included	Pay for what you use
<b>Provision of on-site catering</b>	Included	

**Stay with us and avoid the time, hassle and costs associated with moving, such as...**

#### Address Services

*Including updating business cards, stationery, templates, Companies House, Inland Revenue, Local Authority (for business rates), banks, insurers, customers and suppliers with your new address along with any costs of redirecting your mail.*

#### Moving Services

*Including the time and cost of arranging for a moving company, packing up your items, moving them, unpacking and discarding packaging, crates and any unwanted furniture or other items and the downtime associated with the move. Don't forget any costs associated with putting up whiteboards, signs and artwork in the new office.*