

## Information and Services

### Cleaning

A cleaning service is provided throughout the building (Mon – Fri), with cleaners on site from approximately 5pm. Please note the cleaning service does not include tidying desks etc.

If you have an unusually large amount of office waste to dispose of please contact Reception. Waste bins are sited at the side of the building, in the recess past the fire escape. Please note our refuse collection is only licensed for transfer of day to day office waste.

### Conference & Meeting Rooms

Bookable meeting rooms, with discounted rates for licensees. Please contact Reception for details.

### Fire

Fire alarms and extinguishers are sited in prominent positions on all floors. Please familiarise yourself with the Fire Action Notices displayed next to the fire alarm call points. Copies of these can be obtained from the Mill Office. Alarms and extinguishers are regularly maintained and inspected.

The alarm system is tested every Tuesday at 7.30am, when it sounds for one minute. A full evacuation fire drill is carried out twice a year and we ask for your co-operation at these times by evacuating the building promptly, and leaving doors to offices unlocked.

### Health and Safety

Health and Safety is of prime importance at Moulsham Mill. A copy of the Mill's Health and Safety Policy Statement is available for licensees.

### Insurance

The Mill is insured for:

Fire – buildings cover only

Public Liability – common access parts of the building only

Licensees are responsible for arranging their own insurance cover, as appropriate. Please ensure the Mill Office holds a copy of the current certificate for your public liability insurance (please see your Licence Agreement for more details).

### Mill Office

The Mill Office is staffed from 9am – 5pm (Mon – Fri).

### Opening Hours

The building is open to licensees:

8am – 10pm Monday to Friday

8am – 6pm Saturdays

The building is open to the public from 9am – 5pm, Monday to Saturday.

The building is closed on Sundays and all Bank Holidays.

**Parking**

Parking, for approximately 80 cars, is available at the front and rear of the building. Parking permits are issued to licensees and their staff. Please display your parking permit so we know that you are an authorised user of the car park. All parking is on a first come first served basis.

**Photocopying**

Photocopying facilities are available, with usage added your monthly invoice. You will need a personal access code to use the photocopier. Please request this from the Mill Office. The photocopier is sited on the first floor.

**Post**

Incoming post is sorted into licensees' private trays on Reception. Outgoing mail is collected by Royal Mail from Reception (Mon – Fri). Please confirm current collection time with Reception.

A franking service and stamps are available from Reception.

**Reception**

Reception is staffed from 9am – 5pm Monday to Saturday. Reception staff will welcome visitors to the building and notify you of their arrival. In the interests of security, we ask licensees to collect their visitors from Reception.

Reception staff will sign for mail or parcels on your behalf if required, and take messages in your absence. These will be left in your private post tray.

A daily register of licensees who are on the premises is held on Reception. Please notify the receptionist when you enter or leave the building. This helps us to provide an efficient service, and is essential in case of emergency.

**Recycling**

Recycling bins are placed throughout the building. Larger items, e.g. boxes, can be disposed of in the recycling waste bin sited at the side of the building, in the recess past the fire escape.

**Security**

The Maintenance Team are responsible for the day to day security of the building. They will check external doors and windows, ensuring they are locked outside normal business hours (9am – 5pm Mon to Sat). Access entry codes are issued to all licensees.

Licensees have access to the building from:

8am – 10pm Monday to Friday

8am – 6pm on Saturday

Sunday access is by prior arrangement with Mill Management.

In the interests of security Licensees are asked to observe the following:

1. When you are the last person to leave your floor and/or office, please ensure that all windows are shut, the door to the stairwell is closed - and where applicable, the communicating door to the rest of the building is secure.
2. Outside normal opening hours please enter and leave the building by the side door (between the Mill and Cottage building) and ensure the door closes behind you. An entry access code is issued to all licensees.
3. The building is alarmed from:

10pm – 8am (Mon – Fri), and

6pm Saturday until 8am Monday

The alarm system is connected to a monitoring station. When the alarm is set the side door is locked with a deadbolt, limiting access to authorised key holders.

4. Please report any suspicious or unusual occurrences or persons to a member of the Maintenance Team or Receptionist, or in their absence inform the local police station (101).
5. Under no circumstances should any keys to the buildings or the access entry codes be passed to any third party without the agreement of the Mill Management. All Licensees are issued with two sets of keys, as standard, at the commencement of the Licence Agreement. Please notify the Mill Office if you need any additional keys (this may incur a charge). All lost keys must be reported to the Mill Management, any resulting costs will be borne by the licensee.

### **Telephone**

Your office space comes equipped with one phone line connected to the main switchboard as standard. Additional phone lines and other services are available. Please discuss your requirements with Cloud Nine (our current telecoms provider) prior to moving into the building.

## **Business Information**

Mill Management Co. InterAct Projects Ltd

VAT Registration No. 688 4795 54

Registered Address Moulsham Mill  
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Website [www.moulshammill.co.uk](http://www.moulshammill.co.uk)

### Office Team

Anita, Sarah and Suzanne

### Reception Team

Bex, Gill, Jake, Lynn and Suz

### Maintenance Team

Chris, Nick and Phil