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**Information & Guide to Services**

## The Business Centre

For many businesses, renting Office Workspace has been seen as “a necessary evil”. The need to move from a home base, or to acquire more space to enhance respectability, credibility and prestige has entailed a time consuming, often unrewarding search for new premises. Even for established Companies, the desire to expand has often led to similar problems.

In many cases this is coupled with a disproportionate increase in one-off and overhead costs. New furniture, telephone lines, stationery, insurance, secretarial and administration staff, rent/rates and lease costs, would all make the move and future operating costs very expensive.

**WRDC Business Centre** can provide an attractive alternative, at a prime Town Centre location on Queen Street, Newton Stewart.

The concept of fully serviced Office Workspace can bring substantial benefits to businesses like yours:

- Relocate to a fully furnished and resourced work space with telephone lines waiting for you, **saving you capital costs.**
- Rental package includes property insurance and maintenance, electricity, heating, reception, plus cleaning services, **saving you revenue costs.**
- The prestige of a Town Centre office.
- A flexible occupancy licence, **saving you the worry of long term commitment and expense of a lease.**
- The latest telecommunication systems, with Direct Dialling In and Voicemail available to all extensions. Broadband Internet access through a secure wireless connection **improving your communications.**
- A separate meeting/training room available from an hourly to daily basis, **improving your resources.**
- On site management and support services, **providing the services you need, when you need them, and not charging you when you don't.**

This Guide to Services outlines the full range of ways in which your business can benefit.

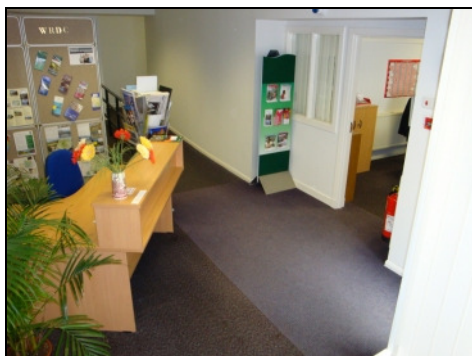
So if you are thinking of a move, think of all the benefits **WRDC Business Centre** can offer you and contact us on **01671 404500.**

***You run your business – let us run your office***

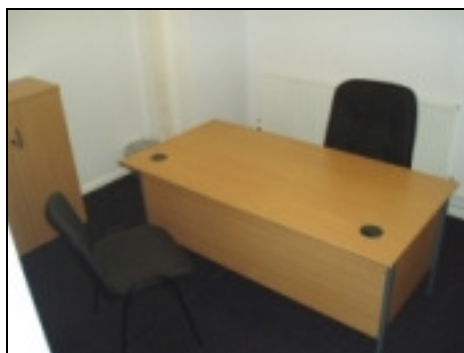
## Office Rental

The main service provided to businesses by the **WRDC Business Centre** is the provision of **fully furnished offices**.

We provide office workspace solutions which are decorated, carpeted and furnished to a high standard, within a high quality business environment, which has full disabled access. Flexible combinations of furniture, telephone equipment etc. are available to suit individual client needs.



Reception



Single Office (Suite 2)

Clients may use the Business Centre's address on all their business stationery and related marketing materials.

## Financial Planning Benefits

Whichever office you choose, you will find that once you have agreed the combination of features and services you require, a single monthly fee covers **rent, rates, property maintenance, electricity, heating, friendly and professional reception staff and facilities, toilet facilities and maintenance, office cleaning service, property insurance and building management**. In addition to the obvious cash-flow benefit, your company can make significant savings on one-off and overhead costs.

## *Virtual Office*

This service is designed for businesses not yet ready to re-locate from home or a base out with the area, but who realise they would benefit from a business address and occasional base in the town centre.

For a single fixed monthly fee, *Virtual Office* clients can benefit from using the **WRDC Business Centre** address on their stationery and marketing materials. They can collect mail delivered to the Centre from reception, or negotiate other mail forwarding arrangements if required.

*Virtual Office* clients can also benefit from the latest telecommunication systems and Voice mail enjoyed by resident clients.

Designed for businesses which need to avoid missing calls, but do not have the resources to staff their telephone constantly, clients can either

- Divert their own number to the WRDC Business Centre reception, or
- Have a dedicated Business Centre number allocated to them, for use on stationery etc, which is answered by our friendly, professional staff.

Telephone messages taken by reception are normally held for collection, but other arrangements can be made if required.

## Cost Comparison

The WRDC Business Centre releases your personnel from Office Management problems, allowing total focus on your business goals. Here's how you will save time, effort and cost.

Traditional Lease Route To Office Space	WRDC Business Centre
<p><b>Initial One-Off Costs</b></p> <ul style="list-style-type: none"> <li>• Legal fees, Agents, Surveyors, Leases</li> <li>• Décor: Office furniture, fixtures and fittings, painting</li> <li>• Communications connections: Phone/Fax line</li> <li>• Support staff recruitment costs</li> <li>• Relocation/Removal costs</li> <li>• Your time</li> </ul> <p><b>= Substantial Capital Investment</b></p>	<p style="text-align: center;"><b>No Start-Up Costs</b></p>
<p><b>Monthly Expenditure (Overheads)</b></p> <ul style="list-style-type: none"> <li>• Rent/Lease</li> <li>• Rates</li> <li>• Cleaning</li> <li>• Building insurance</li> <li>• Heat/Light/Power/Water</li> <li>• Telecommunications line rentals</li> <li>• Maintenance and lease costs for: <ul style="list-style-type: none"> <li>- Office equipment</li> <li>- Office furniture/fixtures</li> </ul> </li> <li>• Building maintenance</li> <li>• Security</li> </ul> <p><b>= Many Monthly Accounts To Settle And Providers To Deal With</b></p>	<p style="text-align: center;"><b>One Monthly Bill And One Provider</b></p>
<p><b>Variable Monthly Expenditure</b></p> <ul style="list-style-type: none"> <li>• Support staff costs (especially cover for absences)</li> <li>• Telephone/Fax usage</li> <li>• Postage costs (including time to post)</li> <li>• Photocopying</li> </ul> <p><b>= Hidden Costs Of Your Operation</b></p>	<p style="text-align: center;"><b>Business Support Services, Paid For As You Use Them</b></p> <p style="text-align: center;"><b>Expenses Known In Advance</b></p>
<p style="text-align: center;"><b>Management Time Used: 3-6 Months</b></p>	<p style="text-align: center;"><b>Management Time Used: One Phone Call</b></p>

## **Business Support Services**

Our Clients also benefit by being able to access business support staff and services as required, saving on the associated permanent staffing and equipment purchasing costs.

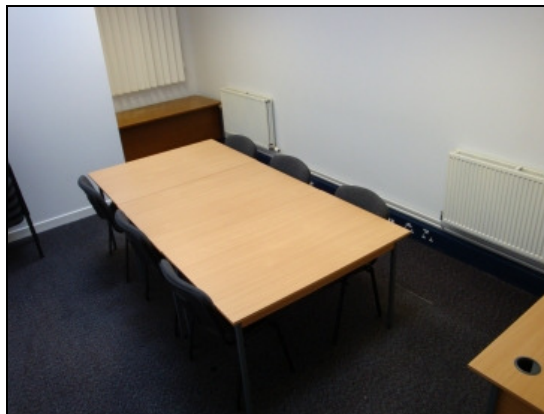
The **WRDC Business Centre** operates Microsoft Office software for the production of letters, documents, financial and resource plans, memos, marketing material etc. for our clients. Other support services can include:

- Photocopying
- Fax transmission and reception
- Electronic mailing
- Ring binding documents
- Mail handling
- Office Sundries Procurement
- Printing of Office Stationery etc.

Payment for these and other support services is made against invoice, meaning that Clients benefit from advance knowledge of all rates, and can easily budget for these revenue expenses.

## **Meeting & Interview Rooms**

Business Centre Clients can book the use of our meeting room and interview room. In order to ensure equitable access, bookings should be made as far in advance as possible. These bookings can be made by arrangement with WRDC staff on site.



Meeting Room

## **Internet Services**

**WRDC Business Centre** provides high speed wireless broadband access throughout the building. This service is provided free of charge to all clients. (see terms and conditions for usage).

## **Other Useful Information**

### **Access Outwith Normal hours**

Office Clients are issued with access keys and security codes.

### **Health & Safety**

#### *Cleaning & Maintenance*

All areas are cleaned on a regular basis. It is part of our security and confidentiality policy that we will not clean desks, worktops or other surfaces if this necessitates moving Clients documents or other materials.

#### *First Aid*

A first aid box is located in the Centre. If you require assistance, please advise any of our staff, who will help based on their level of competence and responsibility.

#### *Security*

It is important that all visitors entering or leaving the **WRDC Business Centre** report to Reception. This enables our staff to maintain effective communication with our clients, maintain security and confidentiality, and is essential for us to be able to account for visitors in an emergency.

#### *Fire Protection*

On occupying your office suite, your key personnel will be given instructions on our fire Protection Policy and arrangements.

#### *Kitchen Facilities*

Office Clients have unlimited access to the facilities provided. As these are communal, we insist on the observance of hygiene and consideration policies as displayed. As part of our commitment to customer care, we regularly inspect communal facilities during the working day.

#### *Smoking Policy*

**WRDC Business Centre** is a designated NO SMOKING building.

As with all Health & Safety Regulations, employers have the overriding duty of care for their staff. Please discuss any specific Health & Safety concerns with our staff on site.

#### *Special Needs*

**WRDC Business Centre** has full disabled access and Centre staff will work with clients to ensure equal access to and provision of facilities.

## **Customer Accounts**

Clients can negotiate accounts for the monthly payment of all services with the Centre Manager prior to occupation. In order to safeguard clients, we will agree credit limits, and those personnel who are authorised to charge services to account.

# WRDC Business Centre - Floor Plan

