



Moseley Exchange coworking handbook & agreement

Welcome to the Moseley Exchange; here's some useful information to help you get the most from your coworking membership.

Background Information

Moseley has a long tradition of supporting artists, free-thinkers and entrepreneurs. The Moseley Exchange is a venture to help enterprising people and others who want to set new projects in motion. Our aim is to support the growth of a new enterprising community that will bring social benefits to the neighbourhood.

The Moseley Exchange coworking space:

Coworking is a global movement that centres on shared spaces for people who work in a flexible way.

Our approach to Coworking

Community - Our aim is to grow a "community" of workers that use the Exchange. We want members to feel that they're part of a community and to benefit from mutual support.

Collaborate - Through collaboration you realise the benefits of coworking and it's crucial if we're going to generate new ideas. So, it's important that we're honest with each other and are willing to share our knowledge and experience.

Think Green - By working in a shared space you're already helping the planet. In addition, we want to reduce our environmental impact. So help us by being considerate about printing, recycling and energy use.

Inclusive - We would like to include a diverse group of people from our neighbourhood. So, we have a range of membership rates and have tried to make sure the space has been designed for a variety of users.

Respect - This is something we all desire and it's important if we are all to get along in a shared space.

Membership

It's excellent news that you've decided to become a member of the Exchange community! To ensure you membership meets your needs please ensure that you look at the different levels of Membership we have available. Please see information regarding these alternative Membership options or contact us to discuss your options.

Now that you're a coworking member you must use Timestation – it helps you manage your time in the Exchange effectively. To use the coworking space, you must check in and out using your Timestation card and the tablet computer at reception. Please note that the current charge for a replacement Timestation card is £2, so keep it safe. If you have any issues with Timestation you must let a member of Exchange team know asap.

Mail Management

If you wish to use the Exchange as a postal address then you must be a paying member of the Exchange (at least at drop-in level), we also request that you inform us of you company name/s so that we are aware of who the post belongs to. You will be notified by email if we receive any post for you, please try and collect this within 10 days, if you are unable to collect within this time frame, you should contact us to let us know. If no contact has been made after the 10 days, or if we do not recognise the company name, the post will be returned to sender.

Non-members

If you choose not to be a member you are still welcome to come in and use the facilities on a pay-as-you-go basis, but you must agree to the terms and conditions described in this document.

Opening times

We aim to be open most of the year except for Public & Bank holidays and Christmas.

Our opening times are as follows: Monday to Thursday 9am to 7pm, Friday 9am to 6pm (*These times are subject to regular review*)



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Signing in

We request that all coworkers check in and out at the reception desk. This is a health & safety requirement and helps monitor use. All coworkers unless on a trial pass, must check-in and out using the computer at reception. If you fail to check out at the end of your session Timestation will continue to count you as checked in. We are not responsible for hours lost if you fail to check out and you will not be reimbursed your allocated time.

Services

You can use the Exchange in a variety of ways depending upon your membership status. However, when you're in the coworking space there will be access to the following:

- A unique work space with a special identity.
- The coworking space has Wi-Fi
- Storage space for files and folders or lockers for valuable items (Lockers are for use by regular or max members only; a deposit will be required)
- Kitchen– where you can make your own drinks and snacks or share them with others.
- Lounge – for a more relaxed meeting.
- Business support services: copying, printing, fax, book-keeping, meeting rooms (these are all charged separately).
- We have lap tops and other equipment to hire; availability of equipment could be limited at times.
- We can't guarantee that you'll be able to sit in the same place on every visit. Please be flexible.

Shared kitchen

We will provide tea and coffee for members but if you would like to bring along something else for yourself or to share please do. There are storage cupboards for coworkers to keep food. But don't let food hand around, we will remove anything old or smelling.

Review of this agreement and our charges

We shall review the terms and conditions described in this agreement along with the membership rates and service charges annually. We shall give prior notification of any changes to our terms and conditions.

Help in kind

We are prepared to trade time in the Exchange in exchange for people who offer help in kind; may be as a host or providing some technical service to us. We are willing to listen to your suggestions for exchanging skills but reserve the right to say "no thanks".

Data protection

Your personal information will be held and used in accordance with the Data Protection Act 1998. Moseley Community Development Trust will not disclose such information to any unauthorised person or body but where appropriate will use such information in carrying out its various functions and services in relation to the Exchange. Email addresses: We collect email addresses from those who voluntarily sign up for membership. We do not sell or pass on these addresses to any other organisation.

Please note by becoming a member of the Moseley Exchange you give your consent for us to make public the fact you are a Member of the Moseley Exchange.

Feedback from Members

Moseley Community Development Trust welcomes and reacts positively to all feedback from Members whether this is in the form of ideas, suggestions, complaints or comments and will use this feedback to continuously improve our services.

Contact us on 0121 449 8585 or email: info@moseleyexchange.com



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TERMS AND CONDITIONS

Parties involved

- The Member – this is the person who's name appears on the application form for Membership. It is not transferable and cannot be shared with colleagues in the same organisation.
- Moseley Exchange – this is an enterprise, developed by Moseley Community Development Trust (charity no. 1087949).

Respect

Moseley Exchange is a co-working space and for it to operate well we all need to respect that we're all different, we all communicate and work in different ways. So enjoy the space, the variety of people in it.

Remember, some things are meant to be confidential so keep it that way and respect other people's ideas (and be aware of Intellectual Property rights and copyright). Also, think of others first when using your mobile phone. If you need to take a call, you could use the lounge area, talk at a level that others can't hear or leave the room. You could also turn your phone to silent mode whilst in the Exchange.

Membership

We have three different types of membership, choose one that suits you. Remember, your membership is not transferable. Membership is normally for 12 months but we are prepared to consider shorter periods.

Moseley Community Development Trust reserves the right to refuse membership or decline access to anybody.

Guests

Each member is allowed to bring in up to 2 guests for a meeting. You should make them aware of ground rules and ask them to sign in at reception.

Non-members

If you choose not to be a member, you're still welcome but you must pay the daily charges for the use of the facilities and follow the rules. Remember to sign in at reception first.

Payment

- If you become a member we ask that you set up a Standing Order with your Bank/Building Society to **The Co-operative Bank, Sort Code 089299, Account Number 65073250**.
- You need to ensure your first payment is made in advance of your membership starting. Subsequent payments should reach us by the 25th of each month.
- You can also pay by cheque, these should be made payable to **Moseley Community Development Trust**.
- If you pay for a whole years' membership in advance we will give you 10% discount on your annual fee.
- You need to ensure that you pay any money you owe us in advance of any deadline we set.
- If you're having problems making payments or making them on time you must get in touch with us and tell us about the problem with payment.
- Late payments or non payment will be considered to be a breach of this agreement and will lead to the termination of membership and or penalty charges.

Termination of membership

If you act in breach of these terms and conditions your membership may be terminated. If you fail to keep up with membership payments or miss payment on two or more consecutive months or we consider your conduct inappropriate; your membership will be terminated.

Moseley Community Development Trust also retains the right to terminate membership at any time at our discretion.

If you wish to terminate your membership then you must notify us in writing, one month in advance of the date you wish to end your



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membership. You must maintain membership payments up to the date of termination and pay for any additional services used besides membership. Any remaining balance of membership fee will be returned less an administration fee of 5%.

Please note, you cannot use the Exchange as a postal address whilst using a Trial Pass. Also, if you terminate your membership with us you must notify Companies House that this is no longer your registered or postal address. We also ask that you notify any suppliers or associates that this is no longer your business address.

If you have been using a locker, please remove your property when your membership ends and return your key to us.

Health and safety

It is important that whilst you're in the Moseley Exchange you don't do anything that compromises our health and safety practices or put yourself or others at risk of harm.

The Kitchen

We ask that you keep food and drink in the lounge area and do not leave drinks around the computers; we want to avoid accidents. Also, since the kitchen is a shared space, please think of others and help keep it clean and tidy.

Backing-up.

Please ensure you save your work regularly whilst working in the Exchange. Moseley Community Development Trust has no liability for the actual and consequential loss arising from the failure of ICT equipment, the wi-fi network or broadband connection.

ICT Unacceptable use

Moseley Community Development Trust will not permit the use of the IT and wi-fi systems for any of the following:

- Any e-mail or web posting that could constitute bullying or harassment on the grounds of gender, race, religion, disability, sexuality or age,

any defamatory or fraudulent statement, or any activity that is illegal.

- Access to any pornographic, paedophilic, racist or otherwise offensive material, or to web sites which clearly offer such material. Any member receiving or accessing such material inadvertently must immediately inform the Centre Manager, and must co-operate fully in any measures necessary to expunge the material.
- Participation in online "chat rooms" that would damage the reputation of Moseley Community Development Trust.
- Playing online gambling.
- Downloading or distributing information in breach of copyright without authorisation from the copyright holder.
- Deliberately damaging our operating software or subverting the virus checker or any other security measures we have in place, whether on the organisation's equipment or another co-worker, or deleting any activity history recorded automatically by the computer.
- Sending unsolicited e-mail, since spam might be attracted.
- IT equipment must not be used to support any criminal or any illegal activity.
- Sending e-mails or other messages in another person's name or accessing another person's e-mail without their explicit consent.
- Representation of personal views or interests expressed as being those of Moseley Community Development Trust.

No smoking

The Moseley Exchange is a non-smoking / vaping area. If you want to smoke you can use the courtyard.



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Things you must not do whilst in the Exchange:

- Be rude or act improperly towards staff or others co-workers and guests.
- Break our ground rules.
- Fail to make payments on time.
- Compromise our health safety practices.
- Fail to comply with our ICT unacceptable uses or wifi use policies.
- Fail to follow reasonable requests from us.
- Allow or cause any change to our telecommunications equipment
- Corrupt / damage our Wi-Fi, software or hardware
- Stop us from operating our premises
- Do anything that could breach our public liability cover.
- Block any part of the Exchange or leave it untidy
- Bring animals in to the Exchange (except Guide or hearing Dogs). Put up signs and notices without our agreement.
- Play music at a level so it becomes a nuisance to others using the Exchange.
- Deliberate damage to furniture, equipment or the fabric of the building will lead to Moseley CDT recovering the cost from the member responsible.
- Participate in any illegal activity or commit any criminal act on the premises.
- Watch or record live TV
- Act in a way that Moseley Community Development Trust considers to be harmful or detrimental to the interests or reputation or operation of the Trust.

I confirm that I have read and agree with the terms and conditions.

Signed

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Name of
Member

Date

Signed

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Name of staff
for Moseley Community Development Trust

Date