

# FRANKLIN BUSINESS CENTER

START. GROW. THRIVE.



## Client Handbook

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# POLICIES AND PROCEDURES

## Introduction

The Franklin Business Center endeavors to create an environment that supports and nurtures businesses and individuals seeking to create and expand their businesses. The policies set forth in this Client Handbook provide general guidance for Franklin Southampton Economic Development, Inc. staff and clients, and are designed to enable Franklin Southampton Economic Development, Inc. staff to service client. Franklin Southampton Economic Development, Inc. reserves the right to modify or change these policies and procedures in order to serve the best interests of Franklin Southampton Economic Development, Inc. and our clients.

## Franklin Business Center Hours

When the Franklin Business Center is closed, clients will have access to their office space and all common areas. If you need to use a conference room it is your responsibility to complete the paperwork necessary to reserve the space and to secure the key during regular office hours of the Franklin Southampton Economic Development, Inc. staff (8:30 AM – 5:00 PM).

Monday - Friday	8:30 AM to 5:00 PM
Saturday	Closed to General Public
Sunday	Closed to General Public

The Franklin Business Center observes several holidays each year. Please see page 21 of this handbook for a listing of those holidays.

## Inclement Weather

The decision to close the administrative areas of the Franklin Business Center due to weather conditions will be made in conjunction with City offices. While recognizing the importance of maintaining your business operations, the safety of those concerned will be the priority regarding this decision.

## Security (After Hours and Weekends)

All doors to the facility are to be kept locked during evenings, weekends, and holidays, or when the facility is closed. All entrances to the building should be locked at 5:00 PM each evening. If you are in the building at that time, please make sure that entrance doors are locked. If you enter the building after normal business hours, make sure to relock the door, locking yourself into the building. At all the above noted times, when you leave the facility, make sure that you lock the

door behind you. This policy is to protect you, your fellow clients, and your property. We do have a security camera in place that pans each of the entrances to the building, as well as the parking lot, at all times. Should you have any concerns, please see a member of Franklin Southampton Economic Development, Inc.'s staff to review the film.

If you have visitors / employees who need to get into the building after normal business hours, instruct them to advise you of their anticipated arrival time so that you can meet them at the entrance door, escort them into the building, and relock the door after they are in the building.

The Franklin Business Center is equipped with a fire alarm. If you activate the alarm, the alarm sounds directly to Fire / Police dispatch. **If an alarm sounds, please evacuate the building IMMEDIATELY!**

### *Weekend / After Hours Emergency Situations*

In case of an emergency over the weekend or in the evening, please call the non-emergency number for the Franklin Police Department at 757-562-8575. If you are experiencing an emergency call 911.

### *Prohibited Conduct / Activity*

By becoming a client of the Franklin Business Center, your conduct will be a reflection of the Franklin Business Center itself, as well as other clients, and other affiliated organizations. Thus, it is your responsibility as a client to maintain a standard of behavior that does not disrupt, or somehow cause damage to the reputation of the Franklin Business Center, your fellow clients, or other organizations that are affiliated with the Franklin Business Center. In short, you are expected to maintain appropriate behavior and standards at all times. Appropriate dress is required, consistent with a business atmosphere. Inappropriate conduct or actions, or behavior deemed – at the sole discretion of Franklin Southampton Economic Development, Inc. staff or Board of Directors – to be damaging to the image or reputation of the Franklin Business Center will be cause for immediate termination of all client rights and privileges. Inappropriate conduct includes, but is not limited to: filing bankruptcy, or accommodations for the benefit of creditors, breach of leases or other agreements, charges involving moral turpitude, investigations by law enforcement officials, or any other behavior deemed inappropriate by Franklin Southampton Economic Development, Inc. staff or Board of Directors. To help the Franklin Business Center run efficiently, certain rules are required for clients and visitors using the Franklin Business Center facilities:

1. No firearms, illegal drugs, explosives, fireworks, alcoholic beverages, flammable, radioactive or potentially contagious / hazardous materials will be permitted in or around the Franklin Business Center without disclosure to and specific permission from Franklin Southampton Economic Development, Inc. staff.
2. The sidewalks, entrances, and passages or hallways in the common areas of the Franklin Business Center facility shall not be obstructed by any client or used for any purpose

other than ingress or egress and for temporary moving routes at times approved by Franklin Southampton Economic Development, Inc. staff.

3. Toilets, sinks, and other plumbing fixtures will be used responsibly and for their intended purposes. No coffee grounds, lunch or snack remains, sweepings, rubbish, rags, paper towels, or other non-intended substances shall be flushed or washed down drains. All damages resulting from any misuse of plumbing fixtures shall be borne by the client who – or whose employees, customers, visitors, or invitees – caused the damage. If a client is having problems with, or sees a broken plumbing fixture, please notify Franklin Southampton Economic Development, Inc. staff promptly so it may be corrected.
4. No cooking will be done in any portion of the Franklin Business Center facility, except for microwaves, and coffee / tea service in the Breakroom.
5. No canvassing, general solicitations, or distribution of political, religious, or cause literature will be permitted.
6. Clients can hang pictures on walls in their offices with standard picture hangers; however, no offensive displays of a sexual, political, etc. nature will be permitted in the Franklin Business Center facility.
7. In general, clients may not cause or permit unusual or loud noises and / or odors to be produced in their spaces, if such noises / odors could offend or disturb other occupants of the Franklin Business Center facility.
8. Clients will not cause or permit duplicate keys to be made for their access doors. If a duplicate key is needed, please see the Franklin Southampton Economic Development, Inc. staff. Be aware, however, that a \$10 fee is charged for each duplicate key.
9. Clients will provide reasonable cooperation with Franklin Southampton Economic Development, Inc. staff.
10. Clients will be responsible for providing supervision of any moving operations that may involve common areas or the Franklin Business Center facility, and clients will be liable for any losses and / or damages that result from such activities and / or from their failure to provide such supervision. Moves will be coordinated in advance with Franklin Southampton Economic Development, Inc. staff to minimize interference with other Franklin Business Center activities.
11. The Franklin Business Center facility shall not be used for lodging or over-night occupancy.
12. All requests for building services or accommodations will be made through Franklin Southampton Economic Development, Inc. staff.
13. Although there are no assigned parking spaces, we do ask that you park in the area furthest from the front entrance door. There are 4 parking spaces in the front of the building marked for Visitor Parking only. Handicapped parking is available next to the ramp access. Parking is not allowed in the area of the loading dock, and violators will be towed.
14. No additional security systems will be added without prior written approval from Franklin Southampton Economic Development, Inc. staff, and any approved security

systems will be installed and maintained at the client's expense and removed at the client's expense upon request of Franklin Southampton Economic Development, Inc. staff.

15. Smoking is not permitted anywhere in the Franklin Business Center facility.

## Fax Machine

The number of the fax machine in the workroom is **757-562-1612**.

There is a \$.05 charge for each fax page transmitted or received that exceeds 100 (copies and/or faxes) in each month. In order to assure that everyone is properly charged for their usage of the fax machine, each client will use their personal access code which is recorded with Franklin Southampton Economic Development, Inc. staff at the time the lease is signed. (See Attachment 5, Page 26)

## General Office Support Services

General Office Support Services includes typing, filing, record keeping, folding documents, stuffing envelopes, applying labels, printing labels, collating, stapling documents, etc. and is available to clients at the rate of **\$10.00 per hour (15 minute minimum)** (See Attachment 6, Page 27)

All typing needs should be submitted to the Office Assistant in a legible form.

The Office Assistant will give you an approximate completion time. Without prior approval from Franklin Southampton Economic Development, Inc. staff, General Office Support Services will be done on a first-come, first-served basis. When the Office Assistant finishes the project, he or she will have you sign a General Office Service Support - Request Time Sheet. A copy will be made for your records.

If you have any questions regarding the General Office Support Service, please address your questions to Franklin Southampton Economic Development, Inc. staff.

## Janitorial Service

The City of Franklin Public Works Department will provide custodial service to the Franklin Business Center. Custodians will empty the trash in your office and the common areas. They will also vacuum and dust the common areas. (You are responsible for the dusting and vacuuming of your office).

Each client is asked to do his or her part in helping to maintain the cleanliness and order of the Franklin Business Center facility.

## Mail

Your incoming mail should be addressed as follows:

Your Business Name  
601 N. Mechanic Street  
Suite #  
Franklin, Virginia 23851

Incoming mail is delivered to the Franklin Business Center typically between the hours 10:30 AM – 1:30 PM. The mail will be sorted for you and placed in your mailbox after it is delivered to the facility. If you receive an over-sized package, you will receive an email informing you that your package is in Franklin Southampton Economic Development, Inc.'s office (Suite 300) for pickup, or the package may be placed in your office.

Upon leaving the Franklin Business Center, we will accept your mail up to six months. It is your responsibility to give us your forwarding address. After the initial 12- month period, all mail will be returned to sender.

## Notary Public

This service can be provided by the Franklin Southampton Economic Development, Inc. staff at no charge to you. This service, however, is limited to our clients (and their clients) for business purposes only.

## Signs

Franklin Southampton Economic Development, Inc. staff must approve any sign you would like to display in your window.

Cling window signs are available through:

**Vic's Signs & Engraving**  
(757) 562-2243  
106 A. West 4<sup>th</sup> Avenue, Franklin, VA.

**Moore Designs & Embroidery**  
(757) 304-5295  
111 North Main Street, Franklin, VA



## FINANCES

### Billing / Payments

In addition to rent, all additional services in the Franklin Business Center will be billed on your monthly invoice by the first week of the following month. This invoice will include all charges broken out by usage. Back-up copies of the charges are available for your records. Should you have any questions concerning your invoice, please contact Franklin Southampton Economic Development, Inc.

Invoice charges are for service usage in the preceding month and rent for the current month. They are payable in full no later than noon on the last business day on or before the tenth of the month. Payments received after this time will be subject to a 5% late fee.

### Payment of Invoices

Payment of invoices (rent and additional service charges) is due by the last business day on or before the 10<sup>th</sup> of each month, no later than noon. (Should the 10<sup>th</sup> of the month fall on a Saturday or a Sunday, plans should be made to take care of your payment **before** that date, not after that date.) All late payments are subject to a 5% late fee. The check should be made payable to Treasurer, City of Franklin. Please include your suite number in the memo section of your check. Submit your payment to Franklin Southampton Economic Development, Inc. staff.

If a client becomes more than 60 days past due in making their monthly invoice payments, their account will be turned over to the Treasurer, City of Franklin, for payment. Any and all reasonable means of collecting the past due funds from the client will be exercised by the Treasurer. The client may be evicted at this time

### Monthly Rental Payment

In accordance with your lease, the monthly rent is due and payable on the first day of the month. (Please see above note for failure to make payment by the 10<sup>th</sup> of the month.) The check should be made payable to: Treasurer, City of Franklin. Submit your rent payment to Franklin Southampton Economic Development, Inc. staff.

# BUILDING GUIDELINES

## Conference Room and Classrooms

The Franklin Business Center conference room and classrooms are available 24 hours a day on a sign-up basis. A *Permission to Use* form must be completed and turned into the receptionist or available Franklin Southampton Economic Development, Inc. staff member to make your reservations and to check availability. The space is available on a first-come, first-serve basis. Please leave the reserved room as you found it. Return all furniture to its original location. If you have trash (especially if it is food items) please remove from the room and place in dumpster on side of the building.

## Kitchen / Vending Facilities

Kitchen facilities and vending machines are for your use. Each person should clean up after use of the kitchen facility/breakroom. Should you lose money in the vending machines, let Franklin Southampton Economic Development, Inc. staff know so that the vendor may reimburse you. If you have a question on the operation of any of the kitchen appliances, please ask a Franklin Southampton Economic Development, Inc. staff member.

## Office Access

If a client is locked out of his or her office or conference room that has been reserved – after 5:00 P.M., or on a holiday or the weekend, they will be charged a fee of \$25.00 for access to their office, plus mileage at the standard Internal Revenue Service Rate for the Franklin Southampton Economic Development, Inc. staff member who has to come to unlock the door(s) of the room(s) needed.

## Resource Materials

The Franklin Business Center has subscriptions to magazines and publications which may be of interest and help to you in your business. You are welcome to borrow any of these materials. Please do not keep any publication for more than 3 days so others can also use them. Please let a Franklin Southampton Economic Development, Inc. staff member know when you would like to borrow the resource materials so that usage can be tracked.

## Rules

1. The temperature of the building is controlled centrally and is 72 degrees in the summer and 70 degrees in the winter. Please plan accordingly.
2. Coffee pots are permitted in the kitchen area only.
3. Hot plates are not permitted in office areas for safety reasons.
4. Space heaters are not permitted in office areas for safety reasons.
5. Plants are permitted in your office area only if a water tray is used under the plant. Please do not hang plants from the ceiling or ductwork.
6. The Franklin Business Center's common areas are for everyone's use and enjoyment. Please keep these areas looking their best by picking up after yourself and your visitors.
7. For the sake of your fellow clients, please pick up your own trash and clean counter areas in the kitchen, breakroom, workrooms and conference room after using.
8. If you are the last to leave the building after normal business hours, please make sure that hallway lights and lights in the common areas are turned off.
9. Please make sure the entry doors are securely locked behind you when leaving after 5:00 PM or when using the Franklin Business Center facility on the weekend.
10. Pictures and wall hangings are permitted in your office area. Excessive damage to walls may cause a reduction in the amount of your security deposit returned to you at the end of your lease. Please purchase and use standard picture hangers available in hardware and/or department stores.
11. Nothing is to be taped on any glass, wood, metal, or wall surfaces.
12. Vinyl Cling signs or lettering can be added to your office suite window. The entire cost of the placement and removal of a sign is your responsibility. These must be approved by Franklin Southampton Economic Development, Inc. staff prior to installing.
13. The Franklin Business Center is a smoke-free facility and smoking is not tolerated inside the facility. The designated smoking places are located behind the brick wall surrounding the dumpster at the corner of Middle Street and Mechanic Street and at the end of the handicap ramp (closest to the parking lot) at the front entrance of the facility.

# FRANKLIN BUSINESS CENTER INCUBATION PROGRAM

## *Business Plan and Graduation Meeting*

All clients are required to meet with the Franklin Southampton Economic Development, Inc. staff on a periodic basis to review a client's progress, or lack thereof, and to assure that: (1) appropriate services are being provided by the Franklin Business Center that will allow clients to progress at a rate consistent with its industry, product / service, etc.; and, (2) Franklin Business Center's resources are not being allocated to clients who, for whatever reason, fail to appropriate the value provided.

A member of Franklin Southampton Economic Development, Inc.'s staff will meet with each client on a regular basis to discuss specific milestones and action items that are deemed necessary for the client's progress. Such meetings will include discussion of:

- Financial reports, particularly a cash flow report
- Client staff and personnel needs/issues
- Client staff training needs
- Product/service development
- Client marketing and sales goals

On a quarterly basis, a member of Franklin Southampton Economic Development, Inc.'s staff will meet with each client to discuss the client's strategic needs and overall progress. These routine client reviews will serve to assess the reasonableness of the expectations and to act as a vehicle for ensuring the purposes of the Franklin Business Center and client are being met. Topics to be addressed at the Quarterly Client Reviews include:

- Overall financial status of the company
- Status of client's key strategic relationships
- Marketing and sales plans
- Major staff recruiting needs
- Fund-raising plans

## Mentors

The Franklin Business Center offers access to an on-site mentor who is available to clients of the facility, at no charge, to help you navigate many concerns for the new business owner. The Franklin Business Center on-site mentor, Chuck Bradshaw, is located in Suite #407. The courtesy of an appointment is greatly appreciated. He may be reached at 757-569-9799, or [cbradshaw@commonwealth-benefits.com](mailto:cbradshaw@commonwealth-benefits.com). Jim Carroll, Executive Director of Hampton Roads Small Business Development Center is also available for a free, one-on-one consultation. Appointments to meet with him are made by calling Franklin Southampton Economic Development, Inc. at 757-562-1958.

## Marketing / Public Relations Services

The Franklin Business Center has established relationships with various local newspapers, magazines, and other media that can be used to highlight client activities. Assistance will be provided by a member of Franklin Southampton Economic Development, Inc.'s staff to clients for working with the media, including preparing press releases. Clients must allow the Franklin Southampton Economic Development, Inc. staff to review and approve any information that references the Franklin Business Center, or affiliated organizations, prior to its release to the media.

Franklin Business Center may issue press releases at certain times to publicize a client's activities. Among these are:

- When a client signs a Lease Agreement with the Franklin Business Center
- When significant milestones are achieved
- A major sale of products
- A major contract secured
- New products introduced

The Franklin Business Center will only release information that has been approved by the client, and it is the client's responsibility to provide information and approval in a timely fashion.

Finally, clients are encouraged to promote their association with the Franklin Business Center; however, the use of the Franklin Business Center name and / or logo in any article, advertisement, brochure, or other public release requires prior written approval of Franklin Southampton Economic Development, Inc. staff.

## Client Business Development

The Franklin Business Center has partnerships established with a variety of organizations to help clients get access to education and training in business subjects tailored to the needs of entrepreneurs. Topics of such training programs might include Business Planning and Management, Business Finances, Taxation, Proposal Development, Workforce Labor Laws, Marketing, Banking, Insurance, Social Media, and other similar business skill subjects.

In addition, the Franklin Business Center will occasionally sponsor relevant workshops that might include guest lecturers, webinars and exercises led by Franklin Southampton Economic Development, Inc. staff. Instructional materials will also be provided to attendees in order for them to apply the training received in specific areas of application to their particular business situation.

- A. **Consultation.** Franklin Southampton Economic Development, Inc. staff will be available for general business development consultation and, to the extent possible, will provide information and insight on business issues, including business planning and marketing.
- B. **Market Plan Development.** Franklin Southampton Economic Development, Inc. staff will, to the extent possible, assist clients in the development of their marketing plans using market information collected through research or compiled from client records.
- C. **Management Business Plan Review.** Experienced counsel is available for development of new business plans, as well as analysis and revision of completed plans. Franklin Southampton Economic Development, Inc. staff and associated advisors will provide recommendations in the following areas:
  - Purpose of the business plan
  - Components of the business plan
  - Information-gathering strategies
  - Sources of information
  - Plan outlines
  - Formal financial projections
  - Review of drafts of component parts
  - Critique of completed plans

E. **General Business Counsel.** Franklin Southampton Economic Development, Inc. staff will, to the extent possible, provide support to the principals of early-stage businesses on a variety of topics:

- Growth strategies
- Market identification
- Marketing channels
- Business advisors
- Professional advisors/mentors

### Termination of Relationship

Client progress through the Franklin Business Center’s business incubation program will be tracked at least quarterly to help determine their growth and to identify ways that may be helpful in growing their business. Clients will be designated “mature” and ready for graduation from the program when, in the judgment of Franklin Southampton Economic Development, Inc. staff – in consultation with members of the Advisory Board, and others, as appropriate – a client has satisfactorily achieved the milestones described herein. Other criteria for progress within the business incubation program may be established by the Franklin Business Center on a case by case basis.

The Franklin Business Center retains the absolute right, within Franklin Southampton Economic Development, Inc. staff’s discretion, to terminate any agreement, or otherwise end client’s relationship with the Franklin Business Center for any reason, including, but not limited to:

- Unsatisfactory business review that has not been corrected within a reasonable time (not to exceed 30 days) after written notice by the Franklin Business Center;
- Client’s failure to pay, when due, any fees or other amounts owed to the City of Franklin/Franklin Business Center;
- Client’s failure to fulfill any requirement or meet any deadline on items that have not been corrected within a reasonable time (not to exceed 30 days) after written notice by the Franklin Business Center;
- Failure to submit economic impact from annually upon request;
- Actions or behavior by client that are deemed by Franklin Southampton Economic Development, Inc. staff to be damaging to the image and / or reputation of the Franklin Business Center; and
- Material or repeated violation by client of Franklin Business Center rules and policies.

## GRADUATION POLICIES AND PROCEDURES

Franklin Business Center clients will be expected to graduate from the Franklin Business Center when either of the following two criteria is met:

- the business/client has occupied the facility for a period of 5-7 years
- sufficient sales, profitability, and/or overall financial progress have been achieved that will permit the client to be successful outside the Franklin Business Center
- the business/client has developed a plan for successful operation outside of the Franklin Business Center.

Franklin Southampton Economic Development, Inc. staff of the Franklin Business Center will be responsible for making the determination that these criteria have been met. Complete financial statements (tax returns preferred) will be provided to Franklin Southampton Economic Development, Inc. staff for review to determine the financial progress of the business. This determination will rely on Franklin Southampton Economic Development, Inc. staff's judgment; however, if the records show three years of profitable operation, such performance will be considered – on its face – to constitute achievement to the point that graduation should be considered.

A client's progress toward achieving the graduation objectives will be evaluated within 42 months of its admission to the Franklin Business Center, and annually thereafter, until either:

- the business has met the aforementioned graduation criteria; or,
- the business has been a client in the Franklin Business Center for at least five years. If a business has not met graduation criteria within five to seven years, it may be asked to leave to create room for other clients. (This may be negotiable in certain cases.) If the manager determines that sufficient financial progress is not being achieved, a business plan specifically addressing the deficiencies will be developed and implemented within three months of the original meeting date.

Once it has been determined that

- a client should graduate because he / she has met the necessary graduation criteria, or
- a client should leave because he / she has been a client for five years or more, the manager will set a date for when the client will graduate / leave.

This date should be within six months of the determination. If there are existing leases whose terms extend beyond the six month guideline, the manager will negotiate an early termination of such a lease.

Clients may be permitted to remain in the Franklin Business Center past the graduation / termination date determined above, on a month-to-month basis, depending on the availability of space. The lease rate charged such transitional clients will be reflective of all the Franklin Business Center benefits in addition to market value rent.



# ATTACHMENTS

## *Attachment 1*

### **HOLIDAY SCHEDULE**

New Year's Day  
Martin Luther King Day  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Veterans Day  
Thanksgiving  
Thanksgiving Friday  
Christmas Eve  
Christmas Day

Time off for these holidays are set by the Franklin Southampton Economic Development, Inc. Board.

*Attachment 2*

**CLIENT RIGHTS AND RESPONSIBILITIES**

As a client of the Franklin Business Center, it is important for you to recognize that if you violate the rules described in this Handbook, you can face a variety of consequences as determined by the Franklin Southampton Economic Development, Inc. (FSEDI), including being terminated as a client. This is in addition to the provisions of the Lease Agreement. Also, please be aware that this Handbook shall not be deemed to give additional rights or privileges to the client over those already described in the Lease Agreement.

The Franklin Business Center and the staff of Franklin Southampton Economic Development, Inc. will make their best effort to support your business and provide the services outlined in your Lease Agreement. By signing below, you agree that nothing contained in the Handbook should be deemed to constitute nor be construed or implied to create the relationship of principal and agent, partnership, joint venture, or any other relationship between client and Franklin Business Center. In this regard, although each client will have benefit of various businesses, financial, technical, shop, and management services afforded by Franklin Business Center, the Franklin Business Center will not be liable for the advice, depth, extent, quality, and / or quantity of such management, financial, business, and / or technical services afforded to clients through the Franklin Business Center. Furthermore, such services, and the people and entities providing them, are merely advisory in nature without binding effect on any client. Each Franklin Business Center client is free to accept or reject such advice and services offered to it; and, each client is responsible for all decisions with respect to its own business, and for all consequences of these decisions.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Franklin Business Center

Attachment 3

ACCEPTANCE OF BUILDING KEYS



**ACCEPTANCE OF BUILDING  
KEY**

I, \_\_\_\_\_, with \_\_\_\_\_ accepts \_\_\_\_\_  
additional key(s) to the following: \_\_\_\_\_.

If at any time a duplicate key is needed for any reason, I agree to pay the cost of \$10 per key at the time the request for the key is made to a member of Franklin Southampton Economic Development, Inc. staff. Please note that a key may not be available immediately upon request.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Franklin Southampton Economic Development, Inc.

## *Attachment 4*

### **STATEMENT OF CLIENT'S GOALS AND MILESTONES**

This Statement of Goals and Milestones is appended to and made part of the Lease between Franklin Business Center and Client.

#### **Business Plan**

As soon as practical after moving into the Franklin Business Center , the client will be available for meetings with Franklin Southampton Economic Development, Inc. (FSEDI) staff, Advisory Council members, and consultants to allow for a full critique of the client's business concept. At a minimum, within 90 days of moving into the Franklin Business Center, and on a regular basis thereafter, the client will provide Franklin Business Center with:

- An updated Business Plan that fully articulates the value proposition of the business, including a suitable Executive Summary;
- An updated funding plan that articulates (a) the level of funding needed to continue executing the business plan, and (b) a coherent rationale for identifying and pursuing relevant funding sources; and,
- A 15-20 minute presentation suitable for discussions with potential funding sources, strategic partners, and senior executives.

#### **Marketing and Sales Milestones**

Within 90 days of moving into the Franklin Business Center, the client agrees to provide the Franklin Business Center with:

- Updated, specific sales and marketing milestones; and,
- Updated plans to develop effective sales and marketing staff, sales channels, strategic partnerships, etc.

#### **Satisfactory Progress Reviews**

The client will be available for periodic informal meetings with Franklin Southampton Economic Development, Inc. staff, and will reserve time for formal Quarterly Reviews. Specific dates that are mutually convenient for the client and Franklin Southampton Economic Development, Inc. staff will be arranged.

**Other**

Within 30 days of moving into the Franklin Business Center, the client will provide the FSEDI staff with the following basic business information as applicable to the client's corporate form:

1. Statement of Company Ownership;
2. State of Current Company Indebtedness;
3. Company Articles of Incorporation or Articles of Organization;
4. Company Bylaws or Operating Agreement;
5. A "Good Standing" Certificate from the State;
6. City Business License; and
7. A copy of any Voting/Shareholder Agreements (or other agreements among the owners affecting ownership in the company).

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Franklin Business Center

*Attachment 5*

**CLIENT SECURE ACCESS CODE**

Client Name: \_\_\_\_\_

Secure Access Code: \_\_\_\_\_

Enter this number into the document center in order to print, copy, fax, and scan documents. There is a charge of \$0.06 per page for every copy and \$0.05 per page for every fax made under your secure access code. You will not be charged to scan a document.

Attachment 6

**GENERAL OFFICE SUPPORT SERVICES**

Date: \_\_\_\_\_

Client: \_\_\_\_\_

Description of Work: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Time Started: \_\_\_\_\_

Time Completed: \_\_\_\_\_

Total: \_\_\_\_\_ **(Reminder: There is a 15 minute minimum)**

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Franklin Southampton Economic Development, Inc. Signature

Attachment 7

REQUEST FOR PERMISSION TO USE CONFERENCE ROOMS/EQUIPMENT

This form should be completed PRIOR to the request for using conference/meeting rooms.

FRANKLIN BUSINESS CENTER
601 North Mechanic Street
Franklin, VA 23851
757-562-1958

Name of person or group using facility:
Street Address:
City: State: Zip Code:
Telephone #:
Date Facility Needed:
Time Facility Needed:
Type Facility Needed:
Purpose for which facility will be used:
Number of People Expected to Participate:

What is the required parking?

NOTE: There is a fee for use of facilities by persons or groups other than clients for their own business needs.

\$10.00 per hour Small conference rooms (1st and 4th Floor Conference Room/4th Floor Wrenn Room)
\$20.00 per hour 1st Floor Large Conference Room

Signature of person making request:
Printed Name: Date:

PLEASE COMPLETE THE TOP PORTION OF THIS FORM AND RETURN TO A MEMBER OF THE FRANKLIN SOUTHAMPTON ECONOMIC DEVELOPMENT, INC. STAFF. IN ORDER TO ASSURE THAT YOUR REQUEST IS PROCESSED IN A TIMELY MANNER, WE NEED TO RECEIVE THIS REQUEST AT LEAST ONE WEEK PRIOR TO DATE THE FACILITY IS NEEDED.

APPROVED FOR USE NOT APPROVED FOR USE
CHARGE FOR USE: per hour NO CHARGE FOR USE

By: Title: Date:

I agree to the terms set forth for use of this room. I hereby acknowledge receipt of key(s) and agree to return the room the way that I found it.

Check If Appropriate Keys Are Given For: Outside Door Conference Room
AV Equipment Wireless Hook-up

Signature: Printed Name: Date:

Key Returned to and Room Inspected by: Date:



Attachment 8

ECONOMIC IMPACT STATEMENT

Company Name: \_\_\_\_\_
Owner(s): \_\_\_\_\_

Please attach a copy of this past year's tax report.\*

Employment during current term: (fiscal year)
a) Number of Full-Time Employees \_\_\_\_\_
b) Number of Part-Time Employees \_\_\_\_\_
c) Number of Employees projected for 2015 fiscal year \_\_\_\_\_
d) Average Salary of Full-Time Employees (including owner/s) \$ \_\_\_\_\_
e) Average Salary of Part-Time Employees \$ \_\_\_\_\_

Taxes Paid:
City of Franklin \$ \_\_\_\_\_
Commonwealth of Virginia \$ \_\_\_\_\_
Internal Revenue Service \$ \_\_\_\_\_

Income / Profit / Loss:
Total Company Income \$ \_\_\_\_\_
Total Company Profit \$ \_\_\_\_\_
Total Company Loss \$ \_\_\_\_\_

Number of major contracts signed or pending during the reporting period and combined dollar amount:
a) # Signed Contracts: \_\_\_\_\_ b) Dollar amount: \$ \_\_\_\_\_
a) # Pending Contracts: \_\_\_\_\_ b) Dollar amount: \$ \_\_\_\_\_

Progress made or Benchmarks and Objectives reached:
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Projected benchmarks for the upcoming year and how the Franklin Business Center resources may be able to assist:
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Summarize updates made to your Business Plan:
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Changes in ownership, management, or key personnel:
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Summarize marketing efforts during this period:
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Have you established any joint venture relationships during the past term? Please describe: \_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_