

cSPACE KING EDWARD

Tenant Manual - updated March 2017

Welcome to cSPACE King Edward – a vibrant creative hub for Calgary’s artists, non-profit organizations and cultural entrepreneurs to connect and thrive!

You, yes you, are the most important part of this unique, creative community! The diversity of our tenant and member community is what makes our spaces come alive - our peers, our neighbourhoods, our city, the world...they are looking to us all to collectively make art, culture and creativity a powerful force for shaping the future!

We've built this place to help you get there.

cKE is intended to be a DIY creative culture: what you put in is what you will get out - from experimenting with your practice in new ways to being open to new collaborations with your neighbours. Risk-taking, sharing and learning is what this community is all about.

We are a start-up ourselves and this manual is intended as a living document that tries to capture the community-building intent of cSPACE. It will be updated with your input as we learn and grow with you. It gives a basis for our expectations of how we want to thrive as a community of peers. Have a suggestion, or see an issue? We want to empower you to be an active participant in shaping our collective impact.

Welcome to your new home :)

The cKE Team

COMMUNITY VALUES

As your partner in this journey, cSPACE is a social enterprise that aspires to connect creative people and amplify their ideas through places that ignite community, collaboration and change.

Fundamental to achieving our mission, we value:

- **Creativity** and the conditions that enable it to flourish – we rethink space as a platform for diverse creative purpose.
- **Community** and the transformative power of engaged citizens - we connect creativity and community, for the benefit of both.
- **Collaboration** and the innovation this unlocks - we seek out diverse and meaningful partnerships to shape our projects and amplify their impacts.
- **Change** and the culture that fosters it – we cultivate a wide view of sustainability to realize greater vibrancy in our city.

While these are what guide cSPACE's operations, our shared values as the first community at cKE - those foundations of working and creating together - will be generated collectively.

While we work through those together, here are some basics to help make your transition into cKE smooth.

'SCHOOL' RULES:

1. Great Neighbours

Bring your best, collaborative self to work and help us create a great vibe.

2. Clean Spaces

Find your cleaning niche and pitch in by unloading the dishwasher or wiping down the counter/meeting room table - small individual actions that make a big difference!

3. Vibrant Meeting Rooms

Leave these shared spaces as you left them, if not better! Make sure equipment is in working order (let staff know if it's not) and return the layout of the space to it's former glory for the next user. A maximum of 20 bookings at any time are allowed, please only book the space you need, and give a minimum of 2 business days notice for cancellation. Please note that if you exceed your allotted 10 hours/month of bookings your account will automatically be charged.

4. Parking/Bikes

All daily Tenant parking is to be on the street and public parking options throughout the community (free, no permit required). 36 visitor and loading only spaces are available in the North parking lot - we want to leave our onsite parking for those visiting us! Bicycles can be securely stored in the services pavillion next to the waste and recycling disposal (ask us for combination lock access) or in alternative lockup locations near the park. cSPACE staff can provide access to the electric car charging station.

5. Showers

We love cyclists and have a private washroom on Level 1 with a shower to support your commute. Please spray down the space with the provided green shower cleaner after your shower - you're fellow creatives will appreciate it!

6. Using the Kitchen (*coming in 2017)

We all know that the kitchen is the heart of the house and our shared kitchen on Level 4 is meant to be a central place to gather and enjoy each other's company. This space is our collective responsibility to keep clean. How, you say?:

- Always clean up after yourself, and find one task for the greater good that you can make your own (eg. wiping the counter tops, unloading the dishwasher)
- Bring your own mug to use - we'll provide a set of mugs and glasses for your meetings/events
- The fridge and cupboard space is primarily to support all our meetings and events - there is no overnight storage available for personal food items and we will clear food items regularly. If you do have leftovers from meetings, please make sure they are covered well and write down who owns them (or provide them for the greater good!).
- Load, start, AND unload the dishwasher if you fill it with dishes from meetings/events

7. Mailing address

The mail boxes for the building are located on Level 4 and each Tenant receives one standard box (a small number of oversized boxes are available upon request). Show some hub pride by including @cSPACE King Edward whenever you post your address (eg. business cards, event promotion, signature lines etc). Also include your specific suite number to ensure your mail is delivered to the right place. cSPACE staff can receive special deliveries during business hours but please let us know if you are expecting packages and check in with the office regularly.

8. Office Cleaning

Common areas throughout cKE will receive regular maintenance with a green cleaning service, but it's also up to us to keep these spaces clean otherwise.

Waste/recyclable/green waste collection for Tenants will be provided 5 days a week.

Tenants may also opt into extra cleaning services for their own offices with cSPACE's provider (see NEXUDUS).

9. Noise

A vibrant, shared creative environment will never be completely quiet, but please be respectful of your neighbours. If your neighbour is noisy, speak to them directly first, you never know when a friend could be made.

10. Dog-friendly environment

With flexible working schedules comes flexible approaches to allowing pets in the building. Well-behaved dogs in the building can add to our culture but coexisting means

good behaviour, leashes and clean-up. Dogs are a privilege, and with privilege comes responsibility. Dog owners are 100% responsible, 100% of the time - we have a 'three-strikes' policy on complaints.

11. We are passionate about sustainability!

We are committed to reducing our environmental footprint as a community - as a partner in this effort, we need your help to minimize operating costs, save water, manage energy, and reduce carbon emissions. Some basic starting points:

- Follow posted recycling/composting guidelines
- Take advantage of reusable and/or compostable plates and cutlery for meetings and events
- Keep your space temperature moderate through use of window blinds and natural ventilation to control temperatures. The historic window 'hoppers' have been retained throughout the building and new operable skylights installed in Level 4 studios for fresh air - please make sure to close windows, especially in the winter, when your unit is not occupied to avoid mechanical issues!
- Work with your space's energy-saving, automated systems including light and occupancy sensors to ensure our collective costs are kept low!

With any building, there will be times when the level of occupants in a room or outside conditions affect personal comfort. Take note that we will conduct tenant surveys to ensure we achieve the right balance between the building's performance and your individual comfort.

12. Artist materials use

We want cKE to be a healthy building for the arts. Some dedicated studio spaces at cKE have increased ventilation, but please be mindful of the art materials you use and aim to reduce toxicity and control fumes and air quality issues resulting from your art making.

13. Conflicts

If you have a disagreement with someone we encourage you try to sort it with them by communicating directly and respectfully. If this doesn't work, let our staff know, and we'll work with you to resolve the dispute.

14. Inclusive Workplace

We want everyone to feel welcome at cKE! Be respectful of your peers and the visiting public. If you see anyone being treated unfairly for any reason, please let us know immediately.

HOURS OF OPERATION AND ACCESS

Public Hours

While you have access to the building 24/7, cKE is a public building that is open and staffed from 8:00am - 8:00pm, Monday - Saturday. Sunday public hours will be determined as our community evolves and we learn more about what programming needs will be required.

If you are working outside of these hours, you will require key fob access to get to your floor (by either stairs or elevator) or any event spaces. Once completed, the Level 4 social kitchen, meeting spaces and outdoor deck is a Tenant/Members only area and will always require fob access at all times.

After-Hours Security (Coming in Spring 2017*)**

Electronic control (fob card) will be in place for after-hours access to the exterior of the building, elevator and all stair entrances to each floor. After-hours visitors will be able to call Tenants for access to the facility through an intercom at the north-east entrance. Hold opens will provide one-time access to the elevator and the Tenant floor that the visitor has requested for a short period of time. Tenants working after-hours are encouraged to not hold the door open for visitors who may be unknown to them. Cameras at all exterior entrances will provide added deterrent for security issues and provide recorded data on file for incident investigations.

Each Tenant is responsible for the individual security of their own office space (e.g. alarm systems, key tracking, etc.). We will provide 2 keys for access to your office space and you may make additional copies with a locksmith as required for your staff. In the event of a security issue (e.g. lost key) for your own space, contact cSPACE to discuss lock change options. Tenants may not change the locks to their own space.

EMERGENCIES

For all fire and police related emergencies, please use your best judgement and call 911 immediately. If there is a building-related emergency (eg. plumbing leak), please alert on-site staff during office hours or call 403-476-2025 after-hours for cell-phone access. Please read our Emergency Manual.

MEETING SPACES

cKE has various shared meeting rooms for Tenant use throughout the building. To check availability and book spaces, we use an on-line booking and invoicing system called NEXUDUS. Here are the basics:

- Each tenant has 10 allotted hours per month. Unused hours do not roll over and you will be automatically billed monthly for additional usage
- Meeting room hours are for your organization's use only - trading hours, and offering your hours to outside parties is not allowed.
- Room bookings are first-come, first-serve
- Tenants can book meeting rooms up to three (3) months in advance

- Cancellations must be made no less than 2 business days in advance or hours will count towards your monthly allotment. If you need to book a large block of meeting space please contact karilynn.thompson@cspaceprojects.com
- You are responsible for your own room set-up and clean-up including washing dishes, wiping off white boards and tables, clearing surfaces of all garbage/recycling/compost, and returning the room setting (chairs, tables etc.). For catered meetings, please do not throw food items in meeting room bins, instead take these directly out to the outdoor bins to avoid food smells for other room users. Failure to leave the room(s) in the proper condition will result in a \$50 cleaning fee based on a 'three strikes' policy.
- Meeting rooms will be outfitted with flexible chairs and tables that can be reconfigured to suit your needs - please return the spaces to the condition that you found them.
- Meeting rooms include phone, AV and other collaboration equipment for your use. NEXUDUS should be used to book additional equipment to make sure it is available for your meeting. Please return or leave all equipment in place following use.
- cKE reserves the right to assign different meeting rooms in order to accommodate the needs of groups in the building.

Please refer to the **Meeting Room Policy** (**coming soon*) for a complete set of instructions for how to respectfully use our shared spaces.

EVENT SPACES

Larger event spaces in the west wing will be open for bookings starting in September 2017 (November 2017 for outside rentals). Tenants and members can not book events spaces on their own - you must fill out a request form at <http://cspacekingedward.com/booking/> for each intended event.

TENANT EVENTS

Please let us know if you are having an event (we're happy to share this!), and don't forget to let your neighbours know through Nexodus (see online communications section below).

All tenant events with Liquor must follow AGLC rules (Special Events Licensing information can be found at <http://www.aglc.ca/licences/specialevents.asp>). Note that a Private licences do not allow you to advertise your event (not allowed to post online, mention in social media posts, etc.), and Public Special Events licenses have a lead time of 8-12 weeks.

Tenants are required to provide proof of licensing prior to their event to cSPACE Projects.

SHARED SERVICES (AND DISCOUNTS!)

One of the many benefits of shared space is a reduction of operating costs for our Tenants through discounted services. Based on the size of our community, we have secured below-retail rates on phone, internet, IT and insurance services with highly flexible contract periods:

- **Shaw Fibre Internet** - ultra high-speed service with bandwidth up to 200 Mbps download and upload speeds
- **Shaw SmartVoice phone systems** - feature-rich business phone service with costs savings and limited contract obligations
- **IT managed services** through our partner Sysgen including tenant servers and extended support on IT projects ranging from network setup, Tenant wifi and backup solutions, to complete managed services for your organization
- **Insurance (Aon Risk Solutions)** - group policy benefit for Commercial General Liability insurance to all of our tenants.
- A **shared colour photocopier** (pay-per-use) with scanner and fax to support your printing needs (will be available in the 2017)

Sign up for these services by contacting Karilynn Thompson - karilynn.thompson@cspaceprojects.com

USING THE BOOKING SYSTEM (NEXUDUS)

Nexodus is where all tenants and members of cKE will book Meeting rooms, and be invoiced for non-rental charges including Phone, Internet, IT solutions, Event bookings, additional Key Cards etc. To access services, log in as member at: cspackingedward.spaces.nexodus.com/en

Payments

cSPACE uses the secure payment service Stripe (an alternative to Pay Pal) to pay all online bookings (ex. phone system use, internet usage, additional meeting room costs and theatre/event costs). Recurring charges (eg. phone systems) will automatically be invoiced on the first day of the month for services for the month ahead. Invoices for event bookings will be sent and require payment in advance of the bookings. All Nexodus payments will be processed by **credit card only**.

To pay your first invoice and save your payment information:

1. In your member profile, go the drop down menu under your member name and select "Payments"
2. Beside outstanding invoice(s) click "Pay by Card"
3. Follow prompts to complete payment
4. Please click "save my information" so that future invoices will be automatically paid on the provided credit card. Payment details will be securely stored by Stripe.

Booking a Meeting Space

Tenants have an 10 allotted hours/month of meeting room space (includes boardroom, classroom, green room (daytime use), and various small meeting rooms). All meeting rooms must be booked through Nexodus.

1. In your member profile, go to drop down menu under your member name and select “My Bookings”
2. Choose a time slot under your selected meeting room, and click “Save” to reserve the meeting room
3. Tenants may only book meetings up to three months in advance.
4. Tenants may add meeting room availability to your calendar through the link at the bottom of the page. Please note that rooms may only be booked directly through Nexodus.
5. Booking equipment - once the building is fully open in late 2017, tenants will be required to book the equipment needed for each meeting room (prior to this time meeting rooms will be provided as is).

BUILDING ALTERATIONS

We've put a lot of love into restoring the heritage details at cKE and many of them are elements that are municipally designated as significant. As Tenants, we need your help to preserve this beautiful space for generations to come. Protected heritage building elements include:

- Wood heritage doors and door frames
- Wood trim details – all baseboards, chair and picture rails
- Heritage windows
- Slate chalkboards
- Ornamental plaster details

Any alteration whatsoever to offices - including, but not limited to, new paint colors, installation of furniture or artwork onto heritage walls - must be approved by cSPACE. Please send a detailed email to deeter.schurig@cspaceprojects.com about your desired tenant improvements and we will direct you to the appropriate process. Our Tenant Improvement Manual should be referenced.

Walls and hanging: Tenants in spaces with historic walls are encouraged to use a hanging system with their heritage picture rail. The AS Hanging System has been tested and is recommended. Tenant can use the “Large Picture Molding Hanger” (<https://www.ashanging.com/en/picture-molding-hanger/>) to attach to the picture rail; the “Loop End Cable” (<https://www.ashanging.com/en/loop-end-cable/>) to attach to the hanger; and a variety of hooks as desired. Tenants intending to drill into heritage walls must notify property management for direction on mitigating lead paint hazards (cSPACE will provide approved encapsulation devices for use with heritage lathe and plaster walls)

Chalkboards: Tenants may alter chalkboards in their space with a removable whiteboard material - Opti-Rite® Easy™ Removable Dry Erase Wallpaper.

ONLINE COMMUNICATIONS

Nexodus

Nexodus will be one place that tenants can receive messages from cSPACE, find key documents (like this tenant manual), and put out their own communications to other tenants!

Communications from cSPACE

- Important messages will be shared on the blog and community board (ex. how-tos, tenant manual updates etc)

Community Board

- Allows members to post their own events (ex. upcoming workshops, events, and anything from giveaways to carpools)
- Allows members to start conversations and connect with other tenants
- To post go to: Community > Message Board > Choose your category and post away!

Notifications

- To receive notifications from postings go to My Account>Notifications>
- We recommend selecting the daily digest and new blog comment boxes for the most complete updates.
- Once you have signed up, make sure to look at the past postings for anything you have missed!

Events Calendar

We list tenant events on our website event calendar - please provide details and a short description to Karilynn (karilynn.thompson@cspaceprojects.com) for uploading.

Tenants can connect to cSPACE online at:

www.cspacekingedward.com

Instagram: @cspacekingedward

FB: @cspacekingedward

Twitter: @cspaceprojects

cKE FUN & EVENTS

Soon, we'll populate this section with self-organized member events that happen at cKE - but we need your help! What would make the cKE experience better? Do you have a skill or experience you could share? Examples from other organizations include things like Salad Club (bring a protein and a veggie and you're in), Lunch n' Learns, Socials (from potlucks to beer tastings, and picnics to school proms) and more.

This is a call to all of our tenants - unleash your imagination and connect with your community! Event ideas should be brought to the Programming Community (see below)

TENANT COMMITTEES - GET INVOLVED!

cSPACE welcomes our tenants to have an active role in management for the facility. The following ad hoc committees allow you to make your mark:

- **Programming Committee** - Instigators for events in the building, we're empowering you to kickstart the community and swirl the networking pot. Party-planner or potluck lover? This is the committee for you!
- **Tenant Advisory Committee** - Be the voice representing your fellow tenants in important matters such as building operations, tenant policies and more.
- **Curatorial Advisory Committee** - Give your input on best-practices and curation strategies for cSPACE King Edward's gallery spaces, and help to oversee the quality and consistency of curated materials.

YOUR CKE STAFF TEAM

cSPACE Office Staff can be reached onsite at our fourth floor office from 8:00-5:00pm Mon-Fri (Phone: 403.476.2025). Outside of these hours, (5:00-11:00pm daily, 10:00-6:00pm on Sundays) the Building Super and Cleaning/Security staff will be happy help you out.

Please introduce yourself and your team to all our staff - we're here for you!

NEED MORE INFO?

Check out the following additional documents to answer your specific questions or ask a staff member - we're here to help!

- Lease and Tenant Improvement Manual
- Emergency Procedure Manual
- Health and Safety Manual
- Shared Service package