

### **How much space will I need?**

We have office space to suit a variety of needs. Our 230sq ft serviced offices in Epsilon House are generally ideal for up to four people. More of a blank canvas, our self-contained stand-alone units can accommodate SMEs and larger companies. Just give us a call and we'll be happy to discuss the options and show you what's available.

### **Lease Terms**

To provide our tenants with stability, our monthly rental charges are always fixed for a minimum of 12 months. However, commitment periods vary. Our Epsilon House serviced offices are available on a rolling 14-day contract. With our stand-alone units there's a minimum commitment period of 15 months. We're happy to consider longer rental periods, so please let us know if that suits you better.

### **Business Rates**

Business Rates are payable on all commercial property. However, the majority of our offices benefit from 100% small business rate relief, as long as it's the business's only premises. Find out more at [this link](#) and [here](#). Please don't hesitate to ask if you have any questions.

### **Telecoms**

Telecoms are an additional cost to your rent but are fully managed by our team. We supply you with a dedicated telephone number and handset/s. We also provide a switchboard service, answering your calls for you in your company name and taking messages when you're not available. Our advanced telephone system has a range of programmable options, including call holding, call recording and voicemail to email. The system set up can be easily modified to take into consideration staff holidays, sickness cover etc.

### **Broadband**

We understand how vital it is to have good internet connectivity in today's commercial world. We have superfast Fibre To The Premises (FTTP) broadband to the whole of the Masterlord Office Village and we offer a range of competitively priced connectivity options, featuring speeds of up to 1G. Our IT team can enable and manage your internet connection on site. We can also port your existing number from any UK location to our system. If you have bespoke IT requirements, please let us know and we'll do our best to provide a solution.

### **Waste Removal**

## Useful Resources

If you rent an office in Epsilon House, there are two large communal bins for your use at no extra charge. If you rent one of our stand-alone units, you'll need to organise your own waste removal. We will be happy to recommend a choice of reliable local companies.

### **Parking**

There's plenty of free parking available in designated spaces across the Masterlord Office Village. All you need to do is to provide us with your car registration.

### **Location and Public Transport**

We are located on Ransomes Europark, Ipswich with easy access to the A12/A14. The nearest bus stop is approximately five minutes' walk away and is on the Ipswich Bus Routes X1 & X3, which connect with Ipswich train station. Download the timetable [here](#)

### **Local Amenities**

Our [map](#) shows the layout of the Office Village and local amenities. We have an on-site coffee house and a range of vending machines in reception at Epsilon House, including Costa Express.

### **Reception Services**

From printing to postage, our friendly reception team are here to help. We can even arrange dry cleaning services (items are collected/returned Mondays and Thursdays).

### **Post**

We have a daily Royal Mail collection service to save you having to pop out to a post box.

### **Electric Car Charging Area**

We have an electric car charging area on site, which you can use for a small monthly fee. To find out more, please ask a member of our team.

### **Meeting Rooms**

We have two furnished, air-conditioned meeting rooms in Epsilon House, available for hire by the hour or day. Epsilon House tenants receive one hour's use every month, free of charge. Our Boardroom seats up to 10 delegates and our Conference Room can accommodate up to 25 (horseshoe configuration) or 35 (theatre-style). We offer a competitively priced meeting and conference package and a wide range of catering options.

### **Welcoming Visitors**

We operate a full reception service in Epsilon House. Visitors are professionally welcomed by our receptionist and there's a comfortable seating area.

### **No hidden costs**

At Masterlord we pride ourselves on our integrity and are completely transparent in the way we do business. We'll clearly spell out the costs of renting office space from us and we guarantee there will be no nasty surprises hidden away in small print.

### **Networking opportunities**

The huge advantage of being based on a mixed use business park is your close proximity to a variety of other businesses. At Masterlord Office Village you'll be part of a thriving community, offering you the chance to build strong commercial and personal relationships with your fellow tenants.

### **Online Promotion**

We have a strong online presence and believe in using it to help raise the profile of our tenants. We'll include an introduction to you and your business on our social media channel, as well as a link from our website to your own.