

Incubator Q & A's

What is an incubator?

“A place or situation that permits or encourages the formation and development of new ideas.”

This is Webster's definition of an incubator and the best description available for this element of the Small Business Division. It offers entrepreneurs a professional environment for growth and development, maximizing their opportunity while minimizing their costs. The overall mission of the business incubator is to *create a level playing field for small businesses to compete in our local and global economy.*

What types of tenants are in the incubator?

The incubator is designed to accommodate two types of tenants –residential and non-residential. Residential tenants of the business incubator are existing enterprises that are stationed in the incubator. An existing enterprise is a business initiative that generates income on a continuing basis. Residential facility tenants must have a minimum annual net income of \$15,000.00-\$30,000.00 maximum, and the capacity to pay \$250.00 per month in fee for services to qualify for the East Wing and a minimum annual net income of \$30,000.00 to qualify for the West Wing.

What are the terms of participation in the Incubator Program?

1. Applicants will be initially accepted into the Incubator Program for a one year period of time.
2. Near the close of each year of program participation, the SBDD staff reviews information provided by each incubator tenant, along with the tenant's record of participation in the incubator usage aspects of the facility, and makes one of the following determinations:
 - a. Provisional Extension for a period up to 6 additional months in circumstances where there have been numerous issues and rules violations on the part of the incubator tenant. The purpose of the provisional continuation is to allow the tenant sufficient opportunity to demonstrate improvement in operational performance within the incubator. If operational performance is demonstrated during the six months provisional period, then an additional 6 months of program participation will be granted bringing the total participation up to a full two years. If sufficient operational performance is not demonstrated during the provisional extension timeframe, then at the end of the sixth month, the incubator tenant will be officially notified (in writing) that they will have sixty days to vacate the SBDD premises and re-locate elsewhere.
 - b. One Year Extension is granted to a new incubator tenant if there have been no major problems or issues concerning violating the rules of the operations of the SBDD. Thus, in such cases another full year of program participation is allowed.

3. No tenant shall spend more than 4 years (consecutive or otherwise) in the SBDD incubator program.

What services does the incubator provide?

Residential tenants located on the east wing will be provided with local telephone privileges, the receipt of packages, messages, and fax and copy services in addition to the subsidized office space equipped with furniture and a personal computer. Consumable office supplies may be acquired from the facility administrator at cost. Residential rental fees also include 500 copies per month at no cost.

Each tenant will be issued a code that enables the facility manager to monitor copier and printing usage. Usage in excess of the maximum guidelines shall be billed to the client at the end of each month.

The residents of the west wing will be provided fax and copy services along with furnished office spaces west wing. Consumable office supplies may be acquired from the facility administrator at cost. Residential rental fees also include 500 copies per month at no cost.

When are billable fees due and payable?

Excessive usage billings shall be due and payable with the tenants' monthly rental fee.

When are fees for services due?

- All fee for service amounts are due on the 1st of each month
- Fee for services are inclusive of maintenance fees
- Any payment received after the 5th day of the month is considered late and will be assessed a \$25.00 charge and \$5.00 a day, thereafter.
- **Any client in the arrears and is exceeding sixty days will be in breach of agreement and will be notified before termination.**
- **All fee for services must be submitted by money order or cashier's check**

What is the payment cycle for billable services?

All service fees, with the exception of training costs shall be billed at the end of each month and are due and payable prior to the fifth day of the new month. A five percent (5%) late charge shall be accessed against all service fee accounts paid after the fifteenth day of the new month.

In such cases where the tenant has exceeded the maximum units of copies for the month, the tenant may supply the paper and will be charged a nominal user fee of five cents per copy. Tenants exceeding the monthly copy allocation whom do not provide their own paper will be charged a unit cost of ten cents per copy. Tenants are forewarned when using their own paper

Can anyone use the conference and training rooms of the Incubator?

The conference and training rooms shall also be available for use although, use of the conference room will be by reservation only. Training room access will not be available for individual use during training sessions.

Is there a security deposit?

Yes, the security deposit is 50% of the first months' rent, which entitles each resident to 1 month free at the end of the incubator tour.

What equipment is provided with the private office unit?

EAST WING

Each office unit is equipped with furniture, adequate filing, shelving, and a personal computer with Microsoft Office Suites. Office unit furniture is restricted to those items provided by the incubator management. Specialty software and graphic programs not in use by the Business Solutions Center may be placed on residential tenant computers, but at the expense of the tenant.

All tenants shall be responsible for the care and maintenance of facility equipment and furniture. The facility manager shall have the right to charge tenants for the cost of repairs and or refinishing caused by improper use or carelessness. If facility property is misused or treated carelessly the facility manager may exercise the right to apply a deposit equal to two months leasing fee.

West Wing

The west wing is equipped with office furniture. Residents of the west wing are offered the use of facility copier, facsimile machine, computer training room, library, and both east and west wing conference rooms.

All tenants shall be responsible for the care and maintenance of facility equipment and furniture. The facility manager shall have the right to charge tenants for the cost of repairs and or refinishing caused by improper use or carelessness. If facility property is misused or treated carelessly the facility manager may exercise the right to apply a deposit equal to two months leasing fee.

Will keys be provided for the private office units?

Residential tenants shall be issued a key to their private office unit, filing cabinet and elevator access. The facility manager shall maintain a duplicate. The resident is solely responsible for all keys issued. If these keys are lost or stolen, it will result in changing the locks to both the unit door and file cabinet. In such cases, the resident shall be responsible for all related cost. Any additional keys requested are billable to the resident.