
Minnesota Church Center



Tenant Handbook

Updated: June 2007

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THIS UPDATE INCLUDES IMPORTANT CHANGES.

Please review this handbook carefully.

All increases in fees went into effect as of January 1, 2007.



MINNESOTA COUNCIL OF CHURCHES

Minnesota Church Center

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Executive Director _____ Rev. Peg Chamberlin

Director of Finance and Facilities: _____ Doug Swanson

Building Superintendent _____ Ralph Johnson

Reception _____ Donald White & Rose Townsend

Technology Support _____ Chris Dart

Constructed in 1963 by the Minnesota Council of Churches, the Minnesota Church Center, is a six-story office building consisting of approximately 50,000 square feet. The Minnesota Council of Churches owns and operates the Church Center for the benefit of non-profit agencies whose missions are compatible with the goals and values of the Minnesota Council of Churches.

Common areas on the first floor include a reception desk, meeting areas, and food service areas. The basement contains some office space, as well as storage and mechanical service areas.

The Building Superintendent handles day-to-day operations, with oversight by the The Director of Finance and Facilities. The Minnesota Council of Churches Finance and Facilities Commission acts on behalf of and reports to the Board of Directors of the Minnesota Council of Churches.

Other information about the Minnesota Council of Churches and the Minnesota Church Center can be found at <http://www.mnchurches.org/churchcenter> or by contacting the Minnesota Council of Churches at 612.870.3600.

Operating Policies

The Minnesota Church Center, constructed in 1963, is a six-story office building consisting of approximately 50,000 square feet. Common areas on the first floor include a reception desk, meeting areas, and food service areas. The basement contains some office space, as well as storage and mechanical service areas.

I. Building Hours and Holiday Observances

A. Building Hours:

Days	Times
Monday & Thursday	8:00 AM to 9:00 PM*
Tuesday, Wednesday, Thursday	8:00 AM to 6:00 PM*
Saturday	Closed except for pre-arranged meetings (available between 8:00 AM and 4:00 PM)
Sunday	Closed
For security and safety reasons, no one will be allowed access to the building between the hours of midnight and 5:00 AM. This includes all tenants with access cards.	

*See page 9 for information on scheduling

B. Holidays observed by the Church Center:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Maundy Thursday (building closes at 6:00 p.m.)
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving Day
- Christmas Eve Day
- Christmas Day (When Christmas Day falls on a Thursday, the building will also be closed the following Friday.)
- New Year's Eve (building closes at 1:00 p.m.)

Holidays falling on Saturday will typically, be observed on the preceding Friday. Holidays falling on a Sunday will be observed on the following Monday.

- C. If individual building offices choose to be open on a building holiday when no Church Center employees are on duty, the individual tenant is responsible for anyone given access to the building by its employees. The tenant is responsible for making sure any guests or delivery persons can enter and exit without setting off the security system alarm.

II. Building Security

A. Building Access Hours

- 1. The new security system will allow access to the building during designated hours. **For security and energy conservation reasons, no one will be allowed access to the building between the hours of midnight and 5:00 AM.**

B. Security Access Cards

- 1. The security system is activated whenever the building is closed. **Any tenant whose staff needs to enter the building during the hours the security system is activated may request an access card from the building superintendent. This request must be on business stationery and signed by an office manager or director of the organization.**
- 2. There is no fee for the initial card for each employee — the fee for a replacement card is \$35 whether the original card was damaged, lost, or stolen. There is a \$15.00 fee for replacement suite keys.
- 3. Access cards will also function as parking access cards allowing users to enter and exit the parking lot.

C. Security Alarms

- 1. When the building is closed (see Section 1) **assume the alarm is set.** Enter and exit **only through the front door.** **(The basement exit is not to be used when the alarm is set)** The security system provides 30 seconds for passage through the front door. **Taking longer than 30 seconds to exit or enter will trigger the alarm.** Make sure the door is firmly shut.
- 2. An audible alert indicates that the alarm has been triggered. General Security Services will send a dispatch to the building to investigate the cause of the alarm. **The organization of the individual who triggers a security alarm will be charged \$85.00 per incident.***
- 3. For your personal safety and that of fellow occupants, always be aware of your surroundings when entering or exiting, especially when the building is closed (See section I).

**All fees are subject to change.*

III. Safety Issues and Procedures

WARNING:

Use of the elevator during a tornado or fire is dangerous. During a fire or tornado use the stairs. Like all mechanical devices, elevators run a high risk of malfunction during severe weather or fire.

- A. Notification of an emergency
1. Tenants who use the MCC phone system will receive notification via page through their phones
 2. Notification of emergency is done via an informal “floor captain” system. One person (floor captain or alternate) on each floor is emailed or called to notify the rest of the floor of the emergency. Floor captains are emailed or called if there is a stranger in the building, suspected theft, bad weather, fire, or any other emergency situation arises.
 3. Floor captains and their alternates are chosen because they are people who are predictably in the building during office hours. The building superintendent and several of the floor captains have emergency weather radios to monitor any possible inclement weather.
- B. Special Emergency Conditions:
1. **Fires:** In case of fire a message will be communicated via email or telephone to each floor and evacuation of the building should follow, via the stairwells using the nearest exit available.
 2. **Tornados:** In case of a **tornado** a message will be communicated via email or telephone to each floor. Everyone should proceed to the nearest stairwell and seek shelter in the basement storage areas or the basement elevator lobby.
 4. **Power Outages:** In the case of a lengthy **power outage** tenants who choose to leave the building should follow these procedures.
 - i. *Unplug all appliances (i.e. coffee makers, refrigerators, toasters, fans, heaters)*
 - ii. *Make every effort to turnoff all office lights.*
 - iii. *Exit floors via the stairwell – there is emergency lighting in the stairwells.*
 - iv. *Do not attempt to use the elevators. If power temporarily comes back on and then goes off again, you could be trapped in an elevator car.*
 3. **Bomb Threats:** In case of a **bomb threat** a message will be communicated via email or telephone to each floor.
 - i. *Exit floors via the stairwells in an orderly fashion.*
 - ii. *Exit the building from either the first floor or the basement using the nearest exit available.*
 5. **Suspicious Packages:** If you receive a package or letter that appears suspicious or appears to contain a suspicious substance, **immediately call 911** and do not further move or disturb the item in any way.
- C. Allowance for Service Animals

1. For the safety and comfort of all tenants, only identifiable service animals are allowed in the building.

IV. Heating and Air Conditioning (HVAC)

- A. Heating and air-conditioning are provided when the building is open.
- B. Please use a Maintenance Work Request Form to notify the Building Superintendent or the front desk of occasional or recurring problems with office heating or cooling. Forms are available at the front desk and outside the building superintendent's office in the basement.
- C. Report wet carpeting or water drips from ceiling tiles immediately to prevent serious damage to property. (This type of water problem is usually the result of a faulty valve or a clogged drain.)
- D. During the fall and spring there is a transition time for the HVAC system. Please be aware that the system cannot revert (chiller or heating) when it is set for the season. The chiller is activated for the summer cooling season in the spring and is shut down when the cold season begins in the fall. Consequently, there may be some warm days when the chiller is not activated, or the chiller may be activated and a period of cold weather may occur. To maximize personal comfort please plan your dress accordingly in late spring and early fall. Every effort will be made to keep office temperatures comfortable.
- E. Due to cost considerations, space heaters are allowed for a fee of \$30 per month per heater. This fee will increase to \$85 per month if space heaters are found on after offices are closed.
- F. Windows are to remain shut and locked at all times, unless the building superintendent gives specific prior approval. Windows are to be opened only by the building superintendent or assignees.

V. Custodial and Maintenance Services

- A. Cleaning service is provided by the Church Center custodian(s). Work is normally performed from 1:00 PM to 9:30 PM Monday through Friday. Please report any quality concerns regarding routine cleaning to the front desk.
- B. Regular Custodial Services tenants can expect:
 1. Daily: clean elevators, entryway glass, and restrooms including toilets, wash basins, sinks, and mirrors.
 2. Daily: empty recycling containers on each floor.
 3. Every other day: empty all trash from all offices.
 4. Weekly: thoroughly clean hall floors, dust all stairwells.
 5. Weekly: Vacuum leased space on a rotating schedule.
 6. Monthly: Dust all public areas.

7. Seasonally: Spring and Fall change over.
- C. Special custodial services must be coordinated by the building superintendent upon request. The cost will be determined before work starts and on a case-by-case basis.
- D. Light bulb and ballast replacement. The church center uses a specially designed energy-efficient lighting system; therefore, **all lights must be replaced by Church Center staff**. The cost for bulb replacement in office suites ranges from \$10 to \$18 per bulb. **As with all maintenance requests, please use building Maintenance Request forms to assure prompt service.** The church center will handle all recycling of spent bulbs and ballasts. Ballasts will be replaced as needed at no cost to the tenant.
- E. Submit all maintenance requests for furniture assembly, repair, moving, and disposal (including pictures and bulletin boards) to the building superintendent. The cost will be determined before work starts and on a case-by-case basis. Please note that any alteration or attachment to any building surface, such as permanent walls, floors or ceilings must be approved by the building superintendent.
- A. **IMPORTANT: Only church center staff or their approved vendors may perform any work above the suspended ceilings. Any wiring or cabling must be approved in advance. Please use a maintenance request form to guarantee prompt service for these and all other maintenance and custodial requests.**

VI. Hallway Specifications

- A. To maintain safe, clean, aesthetically pleasing hallways, the following regulations apply:
1. Glass panels should contain only signage identifying the organization.
 2. Doors should have a suite number and organization name only. Building management will provide this signage.
 3. Identification signs should be pressure sensitive vinyl (on glass) or engraved plastic. The building management must approve exceptions.
 4. Any exceptions must be arranged with building management in advance. Exceptions will only be given for temporary installations.
 5. For safety reasons, please do not place rugs in the halls.
 6. Please do not place furniture, coat racks or other potential obstructions in the halls.
 7. Any items left in the hall must be approved by the building management, and should not interfere with the safety or maintenance of the building.
 8. Cardboard boxes left out in the halls for disposal by the custodian must be broken down as flat as possible. Additional fees will be billed to tenants for amounts of cardboard or refuse deemed to be in excess of the norm.

VII. Church Center Meeting Rooms

- A. Building occupants may schedule meeting rooms during regular Church Center hours at no charge. (See section I-A.) Meetings scheduled for evenings, Saturdays and “after hours” will be charged the standard hourly rate. Saturday meetings will require a minimum charge equal to four hours.
- B. Room reservations should be made as far in advance as possible, in writing on the form available from the front desk. Meetings for times the building is customarily closed (see Section I-A) must be scheduled at least 2 weeks in advance. Room reservations will not be accepted over the phone!
 - 1. All meeting room usage must be recorded on a request form filled out completely including the number of people expected to attend the meeting.
 - 2. It may be necessary to leave requests with the front desk to be booked later when time is available in the day.
 - 3. There may be a labor charge for room setup requests which differ from the default room configurations (See Appendix B). Please direct questions to the building superintendent.
- C. All food in the meeting rooms, including coffee, must be purchased through the Franklin Terrace Café. (The exception is a brown bag lunch brought by an individual attending a meeting.) Violation of this rule will be grounds for future denial of meeting space.
- D. Tenants may schedule meeting rooms without charge with the following provisions:
 - 1. The meeting must be held during normal building hours;
 - 2. The meeting or event is **directly sponsored by the tenant organization**; and
 - 3. A designated representative of the tenant organization must be present for the duration of the meeting or event;
 - 4. Occupants who violate this rule will be responsible for paying the meeting room fee. This will be strictly enforced. Any questions regarding this policy should be directed to the Director of Finance and Facilities or the Building Superintendent.
- E. Any conference, seminar, or course held by occupants to which a fee is charged will be charged the regular fee for the room or rooms used.
- F. Tenant will be charged the normal after-hours room fee if 24-hour cancellation notice are not made for meeting rooms reserved on Tuesday, Wednesday, or Friday evenings or Saturdays. Non-tenants will be charged the regular room fee, plus the hourly charge, unless cancellations are made at least two weeks prior to their meeting date. No meeting fee will be charged if the building is closed unexpectedly due to inclement weather. Please refer to the weather closing policy in Section VIII.

- G. Meeting room charges will be determined and adjusted and publicized yearly. Meeting room charges apply to all non-tenant groups. In addition, hourly time charges for meetings scheduled during off-hours will be assessed. (See Appendix A for room charges.)
- I. Some audiovisual equipment is available for an additional fee for tenants and non-tenants alike. (See Appendix C for available equipment and related charges.) Request for use of equipment should be made on room reservation forms.
- J. The Church Center meeting room reservation calendar will be available for reservations for the following calendar year (January-December) on July 15 each year.
- K. Priority shall be granted to building occupants in the use of meeting rooms on a first come, first served basis. The use of meeting rooms by agencies which do not occupy space in the building shall be on a first come, first served basis, but shall be subject to 45 day notice of cancellation in the event the meeting room is requested by a building occupant.
- L. Meeting rooms should be scheduled to give a short time between meetings (15 to 30 minutes). Time required before a meeting for room set-up should be built into the room request and noted as "set-up time." Special room set-up instructions must be provided in writing at least two working days before the meeting date.
- M. Church Center meeting rooms must be returned to the condition in which they are found, or a cleaning charge will be assessed (See Appendix C).

VIII. Weather Closing Policy

- A. The Church Center does not make public (radio or TV) announcements of closing due to inclement weather. Occupants should be aware that in the event of bad weather, Church Center staff may be unable to arrive at the Church Center on time or staff may find it necessary to lock the building early to take care of their own travel needs. In the event of an early closing offices will be informed via the floor captain system. Every effort will be made to contact non-tenants scheduled to use meeting room. **If the weather is severe, the building may be locked early or closed the entire day.** Call 612-870.3600 to check the building status during severe weather.

IX. Mail Distribution

- A. Incoming mail is distributed and delivered to each office by the US Mail carrier. Mail is picked up from the first floor mailbox around noon and 4:00 p.m. each weekday. There is no mail service on Saturdays or Sundays.

- B. In-house mail should be placed directly in tenants' mailboxes in the hall adjacent to the reception desk.

X. Cooperative Services

- A. The administration of the building may provide cooperative building services at an additional cost. At this time these services include United Parcel Service (UPS) pickup. The fees for this or any other services cover all costs, inclusive of administration.

XI. Parking Lot Use

- A. Currently there is no charge for the use of the parking lot by building occupants or visitors.
- B. The following parking lot rules should be followed:
 1. During the snowstorm season (November 1 to April 15) all cars must be removed from the parking lot overnight to facilitate plowing. Cars left in the overnight lot may be towed.
 2. Park within the designated spaces. Please park oversized vehicles on the street.
 3. Please remind your guests to pick up the daily exit code at the reception desk so they can exit the parking lot.
 4. The three parking spaces at the alley loading dock are reserved specifically for loading and unloading, and for service vehicles such as the US Mail, UPS, maintenance and delivery trucks. The Church Center administration reserves the right to tow vehicles that are improperly parked in the service area.
 5. Parking in the spots marked handicapped without a properly displayed state-issued permit is a violation of the law. The building management is legally unable to offer exceptions and will notify the police of any violations. The police may impose a fine of up to \$200 for parking in a handicapped zone without a permit.
 6. There is a 15-minute time limit for the loading/unloading area under the entry canopy. Abuse of this time limit will result in a car being towed at the driver's expense.
 7. The space marked MC ONLY is for motorcycle parking only. This space is too small for parking cars.
 8. As an alternative to towing a vehicle, the Church Center may choose to use a boot to immobilize a violating vehicle. Removal of such device without the appropriate key may cause significant damage to a vehicle. If your car has been booted for violating any of the above rules, please contact building management to have the device removed.
 9. Bicycles must be parked in the bike rack outside the front entry or in the basement stairwell spaces provided they do not create an obstacle to stairway

traffic. Please enter through the service entrance in the alley if you plan to park your bike in the basement stair well.

10. The parking card system in use at the date of publication will be eliminated when the new comprehensive security access system is installed. Instead, the building access card will also activate the parking gates.

XII. Smoking Policy

- A. The Minnesota Church Center is smoke free. No smoking is allowed in the building or anywhere on the property, except for the area adjacent to the delivery door on the lower level. Smokers must police the area to prevent cigarette butts from littering the ground around that area. If this policy is not followed, the area will also be designated “non-smoking.”

XIII. Soliciting Policy

- A. The Church Center staff will make every reasonable effort to prohibit soliciting in the building. Please notify the front desk if someone is soliciting in your office.

XIV. Leasing Policy

- A. Minnesota Church Center leases run for one year or longer. Terms for lease termination are set forth in the lease agreement.
- B. Serving Member Communion at the Church Center
 1. The Minnesota Church Center seeks to further the mission of the Minnesota Council of Churches in building community in Minnesota. To this end the Church Center provides for close proximity of office and conference space for the use of the council’s member communions.
 2. In order to better steward the building’s resources to serve the Center’s mission as fully as possible there may be times when building management will make decisions that favor MCC member communions over other building tenants in the following order of priority:
 - i. *MCC member communion judicatory offices*
 - ii. *MCC member communion partner ministries*
 - iii. *Faith-based organizations*
 - iv. *Non-profit organizations in general*
- C. In the event of any dispute over the leasing of space, the decision of the Minnesota Finance and Facilities Commission shall be final.

Revised: April 2007

Appendix A: Meeting Room Rates

Meeting Times	Non-Tenant Fees	Tenant Fees
Monday & Thursday Evenings	Room charge	No charge
Tuesday, Wednesday & Friday Evenings	Room + time charge	Time charge only
Saturdays	Room + time charge (4 hour minimum charge)	Time charge (4 hour minimum)
Weekdays	Room Charge	No charge

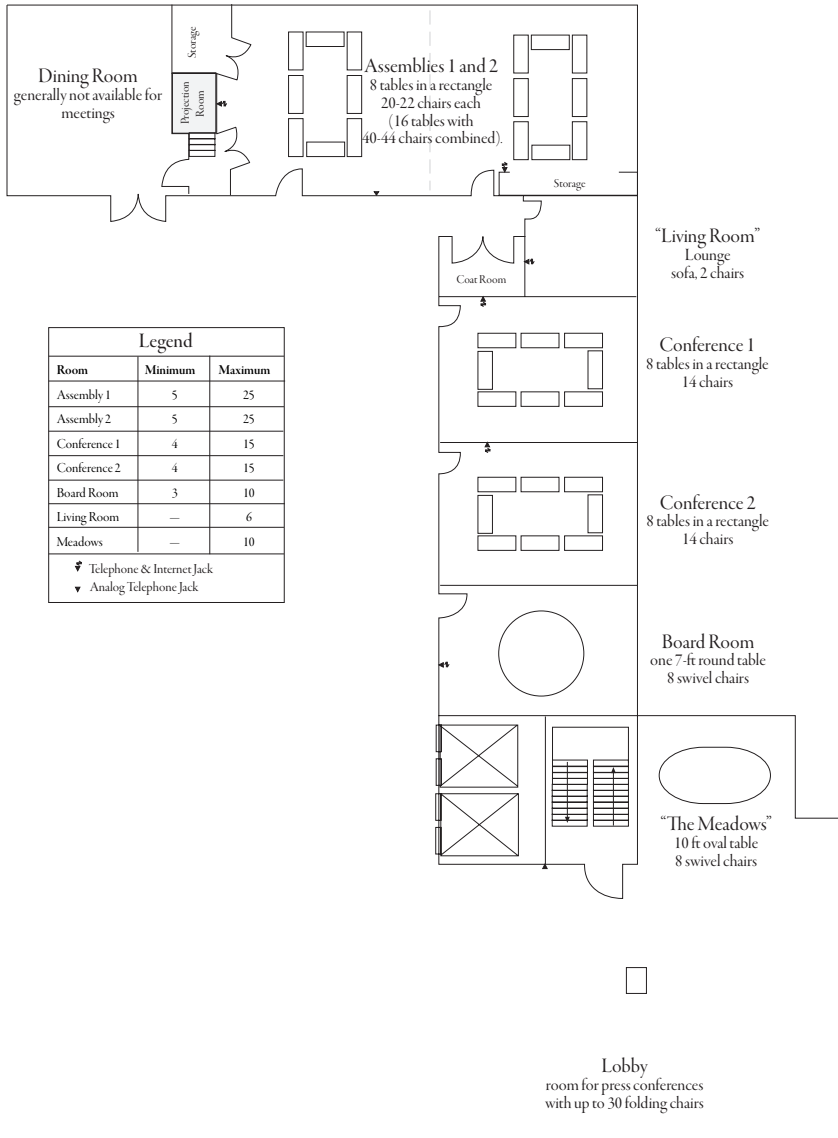
I. Differentiating Tenant and Non-Tenant Meetings:

Non-tenant, in this case, is identified as any program or entity that is not specific to, or under the umbrella of a tenant. Tenants' membership, cooperative effort, or affiliation with coalitions does not afford such group tenant status for the free use of meeting rooms.

II. Non-Tenant Meeting Room Rates

Rooms	Full Day	Half-Day
Assembly 1 and 2 combined	\$210	\$105
Assembly 1 or 2	\$105	\$55
Conference Room 1	\$85	\$45
Conference Room 2	\$85	\$45
Boardroom	\$85	\$45
Living Room	\$55	\$30
Meadows Area (oval table)	\$60	\$35
Lobby Area (no food or beverages)	\$150 (flat fee)	
Dining Room	\$165	\$85
Time Charge (hourly rate):		
\$35.00 an hour with a four hour minimum on Saturdays (\$140.00)		
\$35.00 an hour for off-night meetings (Tuesday, Wednesday and Friday) for tenant and non-tenant alike.		
Setup Charge (See Appendix B for standard room configurations)		
The fee for significant changes to chair and/or table arrangements is \$35 per hour with a minimum 1/2 hour charge		

Appendix B: Default Room Configuration



Appendix C: Equipment Rental Rates

Conference phone	\$8 plus long distance charges.
Internet Access (<i>currently only wired connections available</i>)	
DVD/VCR and monitor	\$30 per meeting
Overhead projector	\$20 per meeting
Wireless microphone/lectern	\$30 per meeting
PowerPoint projector	\$125 per meeting
PowerPoint projector with use of laptop computer	\$150 per meeting