



OTBC Resident Handbook

Emergency Numbers and Information

- OTBC address: 3800 SW Cedar Hills Blvd, Beaverton, OR 97005 (behind Thai Bloom restaurant – set back from Cedar Hills Blvd)
- OTBC map and directions: <http://www.otbc.org/directions>
- OTBC telephone: 971-223-4660 Fax: 971-223-4659
- Fire Department 911
- Police Department 911
- Emergency Ambulance 911
- Portland General Electric 503-228-6322
- Northwest Natural Gas 503-226-4212
- City of Beaverton 503-526-2229
- Tualatin Valley Water District 503-642-1511
- Biggi Properties (OTBC's landlord) (503) 626-5726
- Executive Director, Steve Morris (direct & cell) 971-223-4661

Resident Services

OTBC provides the following services to Residents.

- Electrical service (lights, heat, 110V service)*
- Heating and cooling
- High-speed internet connection
- Janitorial service
- Shared use office equipment (copier, printer and fax machine)

- Fax number: 971-223-4659
- Shared use facilities (conference rooms, lunch area)
- Flexible lease terms
- Staffed reception
- Shipping and receiving
- 24/7 access to building
- Mail sorting/pickup
- Office furniture, as available

Office Access

The OTBC office is open from 8am to 5pm on Monday through Friday, except for OTBC holidays. For weekend and evening access, OTBC staff provides residents with keys for the front door of the building and the door into OTBC (Suite 260 or 266).

Do not give keys to anyone other than your employees!

Internet

Suite 266 has 3 wireless routers:

- OTBC-Lobby is located in the file room (next to the entrance area)
- OTBC-open-space is located in the open area
- OTBC-rukus is located in the open area and is a 5 gigahertz router

The password for all is 9700597005

Printer access

To access the Brother color laser printer (in Colleen work area) check the IP address on the printer menu, and use your computer's "add a printer"

option to connect to it. Note that you must use the OTBC-Lobby wireless router to connect to the printer.

Copy Machine, Fax and Other Equipment

- An all-in-one photocopier is located in the reception area. If you use your own paper you must check with reception staff to make sure that it meets the specifications for the machine.
- The fax machine is located in the reception area and the number is 971-223-4659. When giving this number out please remind your residents to clearly mark faxes with your name. Incoming faxes are placed in your mail folder. Unidentified faxes will be placed in the tray next to the fax machine – check it regularly.
- The three-hole punch, paper cutter, stapler and staple remover are for use within the premises and should remain in the lobby unless requested for use through the reception staff.
- All equipment that is the property of the OTBC may not be taken and used outside of the incubator without written authorization. If the equipment is lost, damaged, or stolen (excluding equipment failure due to normal use), the resident will be billed the replacement or repair costs of the equipment.

Conference Rooms

- Residents may reserve OTBC conference room using online forms (see Conference Room links [here](#)) on an as-available basis. The conference rooms will be scheduled on a first-come first-served basis. They should never be reserved for blocks of time and not used. If you are not going to use the room, please take time to cancel the room.
- If you reserve a room by writing on the physical calendar hanging outside the rooms door, please also reserve it online so others know that time is reserved!
- Clean Up – Please return the rooms to the way you found them. Clean up all garbage, replace furniture if you moved it, and erase the white board.

- Maximum time for the small conference rooms is four hours a day unless approved by OTBC staff. Sign up for the use of the large conference room at the front desk.

Telephone

OTBC does not provide telephone service. Residents typically use either their cell phone, or connect a VOIP (Voice Over IP) telephone service to the OTBC Internet connection.

Reception Staff

- We remind residents that reception staff will not conduct business on your behalf, i.e., staff cannot be responsible for:
 - Dealing with your residents on specific matters or details relating to your business
 - Making phone calls on your behalf
 - Taking sales orders or complex instructions over the phone
 - Presenting samples of products or services of your business to customers

Mail Delivery

- Please use OTBC's address as your company address: 3800 SW Cedar Hills Blvd, STE 260, Beaverton, OR 97005. Mail is sorted and placed in individual mail folders in Suite 260. Please check your mail slot on a daily basis as your mail, faxes, memos and notices are placed in these bins as they arrive. Outgoing mail should be placed in the outgoing mail bin by 9am in the morning in order for your mail to go out that day.

Parcel Delivery and Shipping

- Reception staff will accept and sign delivery tickets for goods and parcels delivered to reception. You will be notified either by phone or

email when goods arrive. Please notify reception staff if you are expecting urgent deliveries. Goods must be picked up on the day of delivery, as the OTBC will not be responsible for goods left overnight.

- Outgoing parcels and deliveries can be left with the reception staff to pass on to couriers (on the day of dispatch). Residents must notify the carrier of the pick up arrangements and fill in all appropriate paperwork prior to courier pick up. Reception staff will not handle money or payments of any kind for goods receipt/dispatch or move goods to residents' rooms.

Lunch Room and Common Areas

- Please do not leave perishable food in the refrigerator for long periods of time. The refrigerator will be cleaned out each Friday and perishable items will be discarded.
- Please mark food and beverages belonging to you in the refrigerator so it is clear what belongs to who.
- Coffee, sugar, creamer (a reasonable daily supply) and the kitchen facilities (e.g., the microwave and refrigerator) are provided for the Resident's convenience. Resident's will need to provide their own refreshments for any meetings, seminars or workshops that they conduct in the OTBC
- Cleanliness of the lunch area is each resident's responsibility.
- Cleaning of all common areas within the premises is organized through the OTBC. We encourage all residents to keep common areas and the grounds clean and tidy.
- Bathroom facilities are cleaned by Biggi Plaza's janitorial service on Sunday through Thursday evenings. It is the responsibility of each resident to report any problems in these areas, (i.e., no toilet paper, paper towels, etc.). Please notify reception staff.
- The sinks, toilets and other apparatus shall not be used for any purpose than those for which they are constructed, and no sweepings, rubbish, or other substance shall be thrown therein nor shall anything be thrown by the residents or their agents, or employees out of the doors or other openings.

Facility Access, Cleaning and Modifications

- Timeframe expectations regarding the OTBC's responsibility for installation of services and the coordination and completion of repairs, modifications and renovations should be discussed with the OTBC Executive Director. Residents shall not undertake any modifications, repairs or renovation without the prior approval of the OTBC.
- The OTBC reserves the right to enter any designated resident space in the OTBC building to make necessary or agreed upon repairs, decorations, alterations, or improvements; supply necessary or agreed upon services; or show the space to prospective residents or repair workers.
- No resident shall employ any person or person other than the janitor of the OTBC (who will be provided with pass keys to all offices) for the purpose of cleaning or taking charge of the premises leased without the written consent of the OTBC, it being understood and agreed that the OTBC shall in no way be responsible to any resident for any loss of property from the leased premises, however occurring, or for any damage done to the furniture by the janitor or any of his employees, or by any other person or persons whomsoever.
- The skylights and windows that reflect or admit light into the corridors or passageways or to any place in the facility shall not be covered or obstructed by any of the residents.

Quarterly Updates

Challenge companies need to prepare quarterly updates at the beginning of each quarter consisting of:

- A brief write up of accomplishments and challenges
- Metrics for money raised in the past quarter, number of (paid) employees, and revenue for the past quarter
- Balance sheet and income statement (unaudited, of course!)