



SANCTUARY



2018
TENANT HANDBOOK

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Sanctuary Park Tenant Services Manual

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Welcome to Sanctuary Park!

We look forward to a long and productive relationship with you. Please let us know if we can be of assistance to you as you settle into your new office space. We are happy to provide any information or services you may require to ensure a smooth transition to your space.

To support your daily operations, we are presenting you with this Tenant Handbook, which includes useful information about general policies, parking, emergency procedures, tenant services, and amenities. This handbook is designed to be a quick reference to the many services here at Sanctuary Park. Please refer to the terms of your lease as they prevail over this guide.

We pride ourselves on quality service and responsive attention to our buildings and our tenants. We encourage you to help us uphold our service goals by sharing your concerns and offering suggestions on ways to improve your overall experience. Please keep this Handbook in a convenient location for all employees to enjoy. The information in this handbook is also located at www.sanctuarypark.com.

As our tenant, you are the most important part of our business. We extend to you our assistance and our most cordial welcome.

Sincerely,

Sanctuary Park
RPO Property Management Team

Property Management Team

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Building Hours

Sanctuary Park is equipped with a card access security system at both entrances and in each building. Normal business hours are designated as Monday through Friday 7:00 A.M. until 6:00 P.M. and Saturday 8:00 A.M. until 2:00 P.M. In an effort to provide controlled access to Sanctuary Park after normal business hours, card readers have been installed at the following areas:

Sanctuary Park Buildings

Main Lobby entrance
Loading Dock entrance
Rear Lobby entrance (if applicable)

Sanctuary Park Entrances

Westside Parkway Gate Entry
Old Roswell Gate Entry

Please advise the management office of any mobility impaired personnel, so we can notify the fire department in case of emergency.

Sanctuary Park will be closed in observance of the following holidays:

New Year's Day	Labor Day	Memorial Day
Thanksgiving Day	Independence Day	Christmas Day

HVAC is available to tenants by contacting the Management Office 24 hours prior to the holiday. There is a charge of \$35.00 per hour per unit for afterhours use or as otherwise defined in your lease agreement.

Security

Card Access System

Sanctuary Park is equipped with a card access security system at the building entrances throughout the park. Normal business hours are designated as Monday through Friday, 7:00 A.M. until 6:00 P.M. In an effort to provide controlled access to Sanctuary Park after normal business hours, card readers have been installed at the following areas:

Sanctuary Park Buildings

Main Lobby entrance

Loading Dock entrance

Rear Lobby entrance (if applicable)

Sanctuary Park Entrances

Westside Parkway Gate Entry

Old Roswell Gate Entry

Outside normal business hours, all deliveries, visitors, contractors, vendors, or personnel without an access card must notify the management office at least **24 hours prior** to arrival. Please note that Sanctuary Park security is unable to allow personnel not previously announced access to Sanctuary Park.

Access Cards will be issued at a cost of \$15.00 per card to those submitting a request to the management office. Form can be found at www.sanctuarypark.com under the “building security” section. The request should be initiated by your office or facilities manager. Turnaround time for card processing will be 24 hours upon receipt of the request. At the expiration of the lease, all cards must be returned. In the event an access card is lost, stolen or damaged, a \$15 fee will be required to issue a replacement card. Additional cards for new employees will also be subject to this fee.

Building personnel are not authorized to open any locked area for tenants or guests. Tenants, visitors, and guests must have a card or key to gain entry.

Keys

Additional keys may be obtained through the Management Office. Keys cannot be duplicated by outside locksmiths. Tenants will be issued two keys per cylinder upon acceptance of leased space. Requests for additional keys should be signed by your Facilities Manager. The charge for keys is \$5.00.

Security Gate House

There are Gate Houses located at each entrance to Sanctuary Park (Westside Parkway and Old Roswell Road.) The security officers can be reached at 770-569-5493 (Westside Gate House Phone), 770-664-0610 (Old Roswell), or 770-715-4355 & 404-662-1485 (Roving Officer Cell Phones). Card access is required at both Gate Houses before 7:00 A.M. or after 6:00 P.M. Monday through Friday and all day on Saturday and Sunday.

Visitors - Individual /Group

Please notify the Management Office 24 hours in advance of any and all visitors to Sanctuary Park. This notification allows all visitors to gain access. Individual visitors will be asked upon arriving at the guardhouse for the company name and corresponding employee with whom they are meeting. **In the case of a large group (i.e. conference or meeting), the Management Office will need to be notified in advance in order to maintain even traffic flow. Should a visitor arrive at the guard house without prior authorization, the security guard will place a call to your primary and/or secondary tenant contact to request authorization. In the case that neither contact can be reached and prior authorization is not arranged, the visitor(s) will not be granted access to the park.**

Standard Janitorial Services

Sanctuary Park provides extensive janitorial services as a part of our standard building services. To provide you with thorough and comprehensive janitorial services, we have developed a schedule for a variety of services on a daily, weekly, and monthly rotation.

DAILY CLEANING SPECIFICATIONS

First Floor Lobby

Lobby Floor

Hard floor is to be swept thoroughly and wet mopped nightly using products recommended for the care of marble finishes (using clean water and clean mop).

Carpeted areas are to be thoroughly vacuumed each night.

All spills and stains will be removed. All mop marks, wax, and water splashed will be removed from walls and base boards; furniture and fixtures returned to their original position when mopping is completed. A continuous program of maintenance will be established to keep floors clean and protected with a non-slip surface.

Walls and Doors

All walls, doors, and jambs will be spot cleaned to remove all finger marks, smudges, and spills.

Lobby Glass

All glass windows, doors, and directory board glass will be wiped clean, using an approved glass cleaner, and all glass will be left in a bright condition, free of streaks and dust.

Trash Receptacle

Will be emptied nightly, interior of can wiped clean, and liner replaced. The exterior of the can shall be wiped clean using soft dry cloth, all streaks and spills removed.

Building Entrance

Walk on mats will be vacuumed nightly. All grates will be dusted and left free of debris.

Elevator Saddles

Will be wiped clean and all dirt and debris removed from door tracks, using vacuum and edging tool. Spills and smudges will be removed so that saddles and tracks are left in a bright, clean condition. Elevator doors, frames, and bars will be spot-cleaned to remove all finger marks, smudges, and spills.

General Areas

(Including, but not limited to, elevator lobbies, corridors, and restrooms)

Carpeted Floors

All floors are to be vacuumed and edged with a small broom or edging tool, moving all trash bins, light furniture, and accessories. Baseboards will be wiped with a treated cloth after vacuuming. Carpet and Baseboards will be spot cleaned where necessary.

Uncarpeted Floors

All hard surface floors are to be mopped with clean water except when dust mop is required.

Break rooms-“No Wax” floors are to be swept and damp mopped. Vinyl tiles with wax floors are to be swept thoroughly and damp mopped.

Computer Rooms- swept and damp mopped

Marble floors (reception areas) - swept and damp mopped

Private restrooms- swept thoroughly and mopped with disinfectant nightly

Parquet floors- swept with untreated dust mop nightly

Spot clean where necessary to remove all spills and smudges, and spray buff where necessary. A continuous program of maintenance will be established to keep floors clean and protected with a non-slip surface.

Walls

All walls will be spot cleaned to remove all smudges, stains, and hand marks, using only clean water, or mild cleaning agent where necessary. When soap or cleaner is used, the wall will be rinsed with clear water and dried. No abrasive cleaner is to be used.

Doors and Jambs

All doors and jambs will be spot cleaned to remove all smudges, stains, and hand marks, using only clean water, or mild cleaning agent where necessary. Rinse with clear water and dry. Door edges and jambs shall have uniformly clean appearance.

Glass Doors and Partitions

All glass doors and partitions, such as atrium doors, tenant entrances, or directory glass will be spot cleaned to remove any finger marks or smudges and will be left in a uniformly bright, clean condition.

Miscellaneous Metal Work

All metal work, such as door hardware and frames, metal lettering, hallway and tenant signage, and other metal accessories, will be wiped clean, polished, and left in a uniformly clean and bright condition, free of all dust streaks.

Elevator Saddles

Will be wiped clean and all dirt and debris removed from door tracks, using vacuum and edging tool. Spills and smudges will be removed so that saddles and tracks are left in a bright, clean condition.

Dusting

Dust all furniture, accessories, ledges, chair rails, base boards, window ledges and all other horizontal surfaces, using a treated dust cloth. No feather dusters will be allowed. All surfaces are to be left in a clean, dust-free condition. Spot clean as necessary.

Trash Removal

All trash from waste baskets and ashtrays and other debris will be removed from the premises and deposited in the dumpsters. Plastic liners to be placed in trash cans.

Elevators

Saddles

All saddles and door tracks will be wiped clean, removing all dirt and stains. Debris will be removed from door tracks using vacuum and edging tool. Saddles and tracks will be left in a uniformly bright, clean condition.

Wall and Metal Work

To be left in a clean, bright condition

Freight Elevator

Floors and walls to be scrubbed and cleaned as necessary

Restrooms

Floors and Tile

Floors will be swept then machine scrubbed, ensuring that all tile and grout is left in a uniform, clean condition. A germicidal detergent, approved by Owner, shall be used. Floors will be mopped dry and watermarks and stains wiped from all partition bases.

Metal Fixtures

Wash and polish all mirrors, vanities, brightwork, towel dispensers, receptacles, and any other metal accessories. Mirrors will be cleaned and polished. Contractor shall use only non-abrasive, non-acidic material to avoid damage to metal fixtures and Formica sink tops.

Ceramic Fixtures

Scour, wash and disinfect all basins, including faucet handles, bowls, and urinals with Owner approved germicidal detergent solution, including tile walls near urinals. Special care must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals to prevent build-up of calcium and iron oxide deposits. Wash both sides of all toilet seats with approved germicidal solution and wipe dry. Toilet seats are to be left in an upright position.

Walls and Partitions

Damp wipe all toilet partitions and tiled walls, using approved germicidal solution. All surfaces are to be wiped dry so that all wipe marks are removed and surface has a uniformly bright and clean appearance. Dust the top edges of all partitions, ledges, and mirror tops. All hardware and fixtures will be wiped clean, free of finger marks and dust, using a cloth with germicidal disinfectant prescribed by the Owner.

General

It is the intention of this specification to maintain lavatories thoroughly clean and not use disinfectant to mask odors. Odorless disinfectants shall be used. Remove all waste paper and refuse in designated areas. Any graffiti that cannot be removed will be reported to the General Manager.

Supplies

All waste paper and sanitary napkin receptacles are to be thoroughly cleaned and washed and new liners installed. Fill toilet tissue holders, seat cover containers, soap and hand lotion dispensers, sanitary product dispensers and paper towel dispensers. Notify General Manager immediately of any defective equipment. The filling of such dispensers is to be such quantity as to last the entire business day whenever possible. However, no extra rolls of toilet paper are to be left on the dispenser.

Customer Areas

Trash Receptacle

To be emptied nightly, interior of can wiped clean, and liner replaced. The exterior of the can shall be wiped clean using soft dry cloth, all streaks and spills removed.

Carpeted Floors

All floors are to be vacuumed and edged with a small broom or edging tool, moving all trash bins, light furniture, and accessories. Baseboards will be wiped with a treated cloth after vacuuming. Carpet and Baseboards will be spot cleaned where necessary.

Uncarpeted Floors

All hard surface floors are to be mopped nightly using a treated dust mop, moving all light furniture. All furniture will be replaced to its original position. Mop under all desks and large furniture where possible. Spot clean where necessary.

Dusting

Dust all furniture, accessories, ledges, chair rails, base boards, window ledges and all other horizontal surfaces, using a treated dust cloth. No feather dusters will be allowed. All surfaces should be left in a clean, dust-free condition. Spot clean as necessary. Paper left on desk tops will not be moved, and no personal items will be dusted.

Glass, Glass Doors and Partitions

All glass, glass doors and partitions, such as Atrium doors, tenant entrances or directory glass will be spot cleaned to remove any finger marks or smudges and will be left in a uniformly bright, clean condition.

Kitchen/Breakroom

All sinks will be cleaned with an approved cleanser. All counter tops will be wiped clean with a wet cloth and approved cleanser. Walls near coffee makers and trash cans will be checked for spills and wiped as necessary. Kitchen waste containers will be washed and dried inside and out as needed to prevent odor buildup. Cabinets and appliances will be wiped clean of finger prints and smudges.

WEEKLY CLEANING SPECIFICATIONS

First Floor Lobby

High Dusting

Dust all horizontal surfaces and ledges that are not accessible for normal daily dusting.

Uncarpeted Floors

Hard surfaced floors are to be swept thoroughly, machine buffed, and wet mopped to remove streaking. Floors and base boards shall be left in bright clean condition.

Customer Areas

Carpeted Floors

All carpeted floors will be edged as needed, with a small broom or other edging tool, paying particular attention to the corners, behind doors, and around furniture legs and bases. Baseboards will be wiped with a treated cloth.

Furniture

Wipe with a treated dust cloth all chair legs, rungs, and other areas of furniture and accessories not dusted during nightly dusting.

Switch Plates

Wipe clean of dirt, smudges, and fingerprints with a clean cloth and approved cleanser.

Trash Containers

Wash inside and out of kitchen trash containers

Vacant Floors

Restrooms

All restrooms in vacant areas will have water poured down the sewage drain a minimum of once per week.

MONTHLY CLEANING SPECIFICATIONS

First Floor Lobby

Carpeted Floors

All floors will be spot cleaned to remove any spots, stains or other spills and left in a uniformly clean condition. Any spots not removable by spot cleaning will be reported to the General Manager.

General Areas

(Including, but not limited to, elevator lobbies, corridors, and restrooms)

Doors and Jambs

All painted and laminated doors and jambs will be washed down with clean water, using a mild cleaning agent where necessary. Rinse with clean water and dry, leaving no streaks, marks, or smudges. Door edges and jambs shall have uniformly clean appearance.

Glass Doors and Partitions

All interior glass (excluding exterior perimeter window glass) will be thoroughly cleaned and left in uniformly bright, clean condition.

Carpeted Floors

All carpeted floors will be spot cleaned to remove any spots, stains, or other spills and will be left in uniformly bright, clean condition. Any spots not removed by spot cleaning will be reported to the General Manager.

Customer Areas

(Including, but not limited to, elevator lobbies, corridors, and restrooms)

Glass Doors and Partitions

All glass doors and partitions, such as atrium doors, tenant entrances, or directory glass will be spot cleaned to remove any finger marks or smudges and will be left in a uniformly bright, clean condition.

Shades and Blinds

All blinds will be thoroughly dusted with a treated cloth. No feather dusters will be allowed.

Mats

Chair mats will be inspected and all debris under mats will be vacuumed or picked up provided the furniture on the mat is lightweight and easily moved. In the case of heavier furniture, mat edges will be raised and debris will be removed as far under the mat as possible. Remove washable spots and loose debris from top of chair mats.

Stairwells/Emergency Exit

Dusting

All risers, handrails, stringers, baseboards, light fixtures, and all horizontal ledges and surfaces will be wiped with a treated dust cloth.

MONTHLY CLEANING SPECIFICATIONS

High Dusting

All high dusting, including but not limited to, door closures, and all other surfaces not reached during normal daily dusting, will be dusted as necessary but not less than once every three (3) months.

Vacant Areas

Restrooms

All restrooms are to be cleaned thoroughly once per month

QUARTERLY CLEANING SPECIFICATIONS

First Floor Lobby

Walls

All walls are to be washed down as needed with clear water and wiped clean and dry, leaving no streaks, smudges, dust, or stains. Care shall be taken not to get wood wet nor leave it so that stains form or warping of wood occur. Walls shall have uniformly bright and clean appearance when completed. All wood on walls, doors, and frames will be thoroughly washed as needed with clear water and wiped clean and dry. All nicks and scratches beyond routine touch-up will be reported to the General Manager for repair. All wood surfaces will then be oiled with approved finish and wiped dry. When completed, the surface shall have a uniformly clean appearance.

Diffusers and Light Fixtures

All air diffusers and light fixtures will be thoroughly washed and wiped clean. If removal or lowering of fixtures is required, this item will be an additional hourly contract charge.

Restrooms

Light Fixtures and Ceiling Grids

Wash exterior of light lenses and ceiling grids where possible. Wash thoroughly, dry, and replace. This will be done as often as necessary, not exceeding four times yearly and not less than twice yearly. Removal of light lenses and ceiling grids upon request is an additional hourly charge.

SEMI ANNUAL CLEANING SPECIFICATIONS

General Areas

(Including, but not limited to, elevator lobbies, corridors, and restrooms)

Air Diffusers

All air diffusers will be thoroughly washed, dried, and left in clean condition, as necessary but not less than every six months.

Customer Areas

Air Diffusers

Thoroughly wash and dry all air diffusers and grills, as often as necessary but no more than three times yearly and no less than once yearly.

MISCELLANEOUS CLEANING SPECIFICATIONS

Janitorial Closets and Storage Rooms

All janitorial closets, mop sinks, storage room, restrooms, and work areas provided by the Owner for the use of Contractor personnel will be kept in neat, clean, and orderly condition at all times. No personal items of Contractor's employees shall be stored in janitor's closet. Mop sinks and the areas immediately adjacent will be thoroughly cleaned after each use. Concrete floors will be initially sealed, dust mopped nightly, and wet mopped monthly. All doors and walls will be spot cleaned nightly.

Trash Removal

Contractor agrees to remove all rubbish from the building and place it in the receptacles provided. The loading dock areas will be kept clean at all times.

Security

All cleaning should be done with the judicious use of lighting. Only space being cleaned should be lighted and all lights must be put out and space secured as soon as cleaning is completed. Secured in this instance means both deadbolt and standard lock are secured.

Buffing of Waxed Floors

All hard surface floors will be machined buffed, using a rotary machine to obtain maximum shine. Non-skid or approved floor finish will be used.

Protective Mats

Protective mats shall be placed in front of freight elevator lobbies for the placement of recovered trash bags. The mats shall be more than adequate size to handle the quantity of trash in order to prevent any leakage.

Elevator Use

The freight elevator is to be the only elevator cab used for transporting trash or equipment of any kind. In the event the freight elevator is in use for a move or other activity, the General Manager will determine the method most easily accessible for the Contractor to reach each floor. All elevators will be used in conjunction with on-site security personnel.

Recycling

Contractor recognizes that the Owner is utilizing a recycling program involving the recovery of office paper, junk mail, and computer paper. The program is designed to be implemented in tandem with regular trash pick up. Contractor's price includes the proper maintenance of this program. Owner may at any time expand the recycling program.

Balconies

Police and sweep all balconies once weekly. Clean exterior glass and glass doors to same specifications as partition glass.

Special Janitorial Services

Additional janitorial services are available for a nominal fee. These services include the cleaning of the following:

Carpets	Upholstery	Walls
Floors	Drapes	Kitchen

Please contact the management office at 770-569-1124 to arrange for the additional janitorial services. In addition, we will be happy to discuss a janitorial program best suited to your company's needs.

Heating, Ventilation, and Air Conditioning

Sanctuary Park is served by a state-of-the-art central heating, ventilation, and air-conditioning system. Distribution to individual floors is by a variable volume, year-round system divided into thermostatically controlled zones.

Building Standards

The standard operating hours for the HVAC system at Sanctuary Park are as follows:

Monday – Friday	8:00 A.M.-6:00 P.M.
Saturday	8:00 A.M.-2:00 P.M.
Sunday	By Request Only
Holidays	By Request Only

The temperature is maintained at a standard of 72 to 74 degrees Fahrenheit. Should the temperature level in your suite change abruptly or exceed a reasonable level, please contact the management office, and we will correct the situation as soon as possible.

After Hours HVAC

Heating and air conditioning beyond the standard operating schedule is available upon request. Please contact the management office at least 24 hours in advance to make arrangements for additional HVAC. If the request is for the weekend, please contact the management office no later than 12:00 P.M. on Friday. The current charge for after hours HVAC is \$35.00 per hour per unit or as otherwise defined in your lease agreement.

Additional Cooling Requirements

Computer equipment rooms and conference center can require additional cooling systems. The Jones Lang LaSalle Leasing and Management Team can recommend several contractors able to design and install such equipment. For additional information, please contact the management office.

Deliveries

Standard Deliveries

The loading dock areas of each building are open Monday through Friday 7:00 A.M. to 6:00 P.M. Tenants should arrange to receive all standard operating deliveries between the above stated hours. Deliveries of above standard items such as furniture, appliances, filing cabinets, etc. must be made after hours. Please see the section on “above standard deliveries” below for more information or you may contact the management office for more information.

- Please notify all vendors, caterers, and delivery personnel that they must use the loading dock areas.
- Sanctuary Park assumes no responsibility for receiving goods on behalf of the tenant.
- There is a 15 minute limit for vehicles at the loading dock during business hours.
- No personal vehicles will be permitted to park in this area.
- **All deliveries are to be made at the loading dock. Please be sure to only use the freight elevators for pick ups and deliveries.**

Above Standard Deliveries

Delivery of items such as furniture, filings cabinets, and appliances are considered to be above standard deliveries. These deliveries can be made after 6:00 P.M. or before 8:00 A.M. Monday through Friday and all day Saturday or Sunday. You must also notify the Sanctuary Park Management Office three business days in advance of your delivery by phone 770-569-5493 or email sanctuary.park@rpoperations.com. A protective layer of material, such as masonite, must be installed on all common corridor and lobby floors. All door jambs must be protected by cardboard or cotton padding. It is the responsibility of the moving company to remove boxes and packing materials from the Tenant’s suite and the building within 48 hours after completion of the move. The building dumpsters are not to be used for packing or moving materials. Please note any damage to the building caused by your moving company is your responsibility. Any required repairs to the building will be performed by our contractors and invoiced to you. The City of Alpharetta/Roswell Fire Marshall prohibits the blocking of any fire corridor, exit door,

elevator, lobby, or hallway. Do not park moving vehicles in marked Fire Lanes (Please see Moving Requirements)

Mail

Standard Mail Services

The Sanctuary Park mailrooms are located on the first floors of ALL buildings. Mailboxes will be supplied for each tenant. Mail will be delivered to these boxes daily. Mail delivery and pick up occurs daily at each building Monday through Saturday. Any questions regarding mail service, or if you need to order a new mailbox key, shall be directed to the United States Postal Service.

Express Mail Services

For your convenience, express mail service drop boxes are located throughout the park. See drop boxes for pickup times.

Moving Policy & Guidelines

- A qualified, professional moving company/service is required for all moves. The moving company shall comply with rules and regulations of the building and shall submit a current certificate of insurance that meets property requirements at least 48 hours prior to the scheduled move. Please see below for property insurance requirements.
- All moves must be scheduled **in advance** through the Management Office. Even small, single office moves must be scheduled, and must be made using the freight elevator and the loading dock.
- To help avoid conflicts with freight elevator usage, moves and large deliveries may be scheduled as far in advance as possible, but must be made no later than **5 business days in advance**. Tenants may schedule a move by phone by calling (770) 569-1124.
- All moves and large deliveries must be performed **before 7 a.m. or after 6 p.m.** on weekdays, or anytime on the weekend. Saturdays are often considered ideal days for a scheduled move. **For the safety and comfort of all tenants, no moves are permitted during normal business hours.**
- All moves **MUST** be performed through the loading dock area behind the building. Boxes and furniture are not permitted to be moved via the passenger elevators or the lobby, and **NO** moves are permitted through the front doors.
- Service corridor widths vary per building. Please see below for a list of building measurements. Corridors that are not large enough for items to be moved via pallet jack must be unloaded from the pallet at the loading dock.
- The moving company **MUST take all precautions to** protect the building from damage during the move. This includes but is not limited to all corners in high traffic areas as well as all door frames. Wall surfaces should be covered with padding up to a 48-inch height. Hallway carpeting must be covered with sheets of Masonite board. The Masonite floor covering should be butt-jointed and taped with two-inch duct tape to hold the material securely in place, and to avoid any safety risks caused by overlapping boards. The mover / installer / delivery company **MUST** install the protection **between 5:00 p.m. – 6:00 p.m. on the evening PRIOR** to the move / installation / delivery date. The protection will be inspected by a Building Engineer, which includes a walkthrough of the corridors, etc. to inspect for any existing damage prior to the installation of the protection. **This supervision will be billed directly to the tenant at a rate of \$75/hour, with a required two (2) hour minimum charge (\$150.00).**
- Our building has a strict “No Smoking” policy. Crew members are not permitted to smoke in any area of the building.

- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park ANY vehicles in front of the building.
- Sanctuary Park makes every effort to accommodate furniture installation during business hours, however if the work being done by the vendor is noisy such that we receive complaints from other tenants in the building, we will require the vendor to postpone all activity creating the noise until after normal business hours.

Waste Removal

- Disposal of office equipment, electronics, furniture, chairs, etc., is not permitted in property dumpsters or compactors.
- Containers for the removal of excess trash in preparation of your move should be ordered through the Management Office by calling (770) 569-1124, or by submitting a work order at www.buildingengines.com. Dumpsters are currently charged at **a rate of \$350 per 20-yard container**.
- Premises should be free of trash and furniture upon completion of your move. Tenants will be charged for dumpster space related to trash and furniture left behind.
- Waste and recycling receptacles provided by building management should remain onsite.

Final Property Condition

- All cabling must be removed and any floor cores patched.
- Server racks must be removed completely.
- All water lines in breakrooms must be capped.
- All supplemental HVAC units must be removed.
- All appliances must be removed.
- All low voltage systems like card access, security cameras, doorbells, buzzers, etc., must be removed and any affected common areas repaired.
- All high voltage electric must be taken back to the wall and covered with a blank electrical plate.
- All furniture must be removed.
- All interior signage must be removed.

Property Damage

- Please note any damage to the building caused by your moving company is your responsibility. Please advise the management office of any damage. Any required repairs to the building will be performed by property contractors and invoiced directly to the tenant.

- For your protection, it is recommended that a walk-through of your suite with the property manager and the moving company be done **24 hours prior to your move** to observe existing conditions.

Keys and Access Card

At the expiration of the lease, all keys and access cards must be returned to the management office.

Should you have any questions or concerns, please feel free to contact the Management Office at (770) 569-1124.

GUIDELINES - MOVE-IN, FURNITURE TRANSPORT

Lakeview I/1105 Lakewood Parkway - Freight Elevator

Dimensions

<i>Inside</i>	Width	67 in.	Height	9 ft.	Depth	63 in.
<i>Door</i>	Width	42 in.	Height	8 ft.		
Capacity:		3,500	Pounds			

Lakeview II/1145 Sanctuary Parkway - Freight Elevator

Dimensions

<i>Inside</i>	Width	67 in.	Height	9 ft.	Depth	63 in.
<i>Door</i>	Width	42 in.	Height	8 ft.		
Capacity:		3,500	Pounds			

Oakview I/1165 Sanctuary Parkway - Freight Elevator

Dimensions

<i>Inside</i>	Width	67 in.	Height	9 ft.	Depth	63 in.
<i>Door</i>	Width	42 in.	Height	8 ft.		
Capacity:		3,500	Pounds			

Oakview II/1185 Sanctuary Parkway - Freight Elevator

Dimensions

<i>Inside</i>	Width	67 in.	Height	9 ft.	Depth	63 in.
<i>Door</i>	Width	42 in.	Height	8 ft.		
Capacity:		3,500	Pounds			

Hillside/1150 Sanctuary Parkway - Freight Elevator

Dimensions

<i>Inside</i>	Width	64 in.	Height	9 ft. 10 in.	Depth	88 in.
<i>Door</i>	Width	4 ft.	Height	8 ft.		
Capacity:		4,000	Pounds			

The Falls/1125 Sanctuary Parkway - Freight Elevator

Dimensions

<i>Inside</i>	Width	84 in.	Height	9 ft. 6 in.	Depth	74 in.
<i>Door</i>	Width	40 in.	Height	8 ft.		
Capacity:		4,000	Pounds			

Stonebridge I & II/1110 & 1120 Sanctuary Parkway – Freight Elevator

Dimensions

<i>Inside</i>	Width	68in	Height	10 ft.	Depth	90 in.
<i>Door</i>	Width	42 in	Height	8 ft. 4 in.		

Capacity: 4,000 Pounds

Protection for all Freight Elevators

- Corner boards must be secured on elevator door jams
- The cab must be padded (pads supplied by building)
- Walk-off mats must be provided to protect door thresholds
- Mirrors in elevators must be protected

Damage to Elevators

Damaged safety edges, doors, and controls are to be repaired by the building's designated contractor at tenant's expense.

Insurance Requirements

TENANT

Insurance requirements for Tenants are governed by the Tenant's lease. Please reference your lease agreement for specific policy information. The certificate holder and additional insured information can be found below:

Certificate Holder:

Sanctuary Acquisitions East, LLC & Sanctuary Acquisitions West, LLC
c/o Rubenstein Partners
Cira Centre
2929 Arch Street, 28th Floor
Philadelphia, PA 19104-2868
ATTN: Property Administrator

The following entities are required to be named as additional insureds:

Sanctuary Acquisitions West, LLC [Owner of the West Portfolio Property]
Sanctuary Acquisitions East, LLC [Owner of the East Portfolio Property]
Sanctuary Investors, LLC [Sole Member & Manager of each Owner ("Owners' Manager")]
RPO Property Management, LLC [Property Manager of the Property]
RP III Sanctuary Member, LLC ("RP Member") [Managing Member of Owners' Manager]
Rubenstein Properties REIT III, LLC [Sole Member & Manager of RP Member]
Rubenstein Properties Fund III, L.P. (the "Fund") [Indirect Parent of the Owners]
Rubenstein Partners, L.P. [Fund Manager of the Fund]
Metropolitan Life Insurance Company [Lender secured by the Property]
New York Life Insurance Company [Lender secured by the Property]
Sanctuary Park Owners Association, Inc. [Owners Association for the Property]
Each entity controlled by, under the control of, under common control with and/or majority owned by, any of the foregoing.

Please forward a current Certificate of Insurance to the following address at your earliest convenience:

**Sanctuary Acquisitions West, LLC
c/o RPO Property Management LLC
1150 Sanctuary Parkway, Suite 145
Alpharetta, GA 30009
Or by Email: sanctuary.park@rpoperations.com**

Insurance Requirements

SERVICE CONTRACTOR

The **minimum** insurance requirements are as follows:

Commercial General Liability Coverage:

Provided on ISO form CG 00 01 04 13 or an equivalent form including Premises - Operations, Independent Contractors, Products/Completed Operations, Broad Form Property Damage, Contractual Liability, and Personal Injury and Advertising Injury. Occurrence Form with the following limits:

<p><u>\$1,000,000 for the following services:</u> Office Equipment Service, Small or low risk repair or service jobs and other services (< 30 days' duration and < \$500)</p>	<p><u>\$2,000,000 for the following services:</u> Tenants, Mover, Carpets/Floor Finishing, Fire Extinguishing, Garbage Removal & Disposal, Heating Ventilation & Air Conditioning Service, Cleaning & Janitorial, Landscaping & Lawn Maintenance, Overhead & Revolving Door Service, Plumbing Service, Painters, Parking Surface Maintenance & Striping, Snow Removal Service</p>
<p><u>\$3,000,000 for the following services:</u> Alarm Systems Service & Repair, Metal Cleaners & Refinishers, Sprinkler System Service & Repair, Roofing, Security & Guard Service</p>	<p><u>\$10,000,000 for the following services:</u> Asbestos Abatement & Hazardous Material, Electrical Maintenance, Elevator/Escalator Service & Maintenance, Telecommunications & TV Equipment Master Wiring & Antennas, Window Washing & Swing Station Equipment Services, Construction, Sensitive Equipment, Sewer Contractor</p>

Note: Above limits can be satisfied either through primary coverage or a combination of primary and umbrella coverage. Products/Completed Operations Coverage must be maintained for a period of at least three (3) years after final payment/completion of work (including coverage for the Additional Insureds as set forth herein). The General Aggregate Limit must apply on a **Per Project (or Per Location) basis**. Coverage for "Resulting Damage".

Automobile Liability:

Coverage to include All Owned, Hired and Non-Owned Vehicles (or "Any Auto"); if you do not have any Owned Vehicles you are still required to maintain coverage for Hired and Non-Owned Vehicles as either a stand-alone policy or endorsed onto the Commercial General Liability policy above.

Per Accident Combined Single Limit \$2,000,000

Note: This can be satisfied through primary coverage or a combination of primary and umbrella coverage.

Commercial Umbrella Liability:

Policy(ies) to apply on a Following Form Basis of the following:

- (1) Commercial General Liability,
- (2) Automobile Liability, and

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(3) Employers Liability Coverage.

Each Occurrence	\$10,000,000
Aggregate	\$10,000,000

Worker's Compensation & Employers' Liability:

State Statutory	
Applicable Federal Statutory	
Employers Liability	\$1,000,000*

* \$1,000,000 per accident, \$1,000,000 per employee by disease and \$1,000,000 by disease policy limit.

Environmental/Pollution Liability (If Applicable):

Covering losses caused by pollution incidents that arise from the operations of the contractors and/or their subcontractors of any tier. Insurance to be maintained for the duration of the work and for a period of three (3) years after completion of work/final payment.

Per Claim & in the Aggregate	\$2,000,000
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Crime Insurance:

Include the Employee Theft and Theft, Disappearance and Destruction coverage parts. The Employee Theft Coverage part shall include the Property Endorsement (ISO Form CR 04 01, or its equivalent).

Per Loss	
\$1,000,000**	

** Including 3rd Party Fidelity coverage and adding the Owner as Loss Payee

Owned, Leased, Rented or Borrowed Equipment:

Contractor shall maintain Property Coverage for: (a) their owned, leased, rented or borrowed equipment, tools, trailers, etc.; and (b) include a Waiver of Subrogation in favor of all Additional Insureds.

Additional Coverage: Any other insurance commonly used by contractors for services of the type to be performed.

All insurance required herein, with the exception of the Pollution Legal Liability (if applicable), shall be written on an "occurrence" basis. Claims-Made coverage must include the following:

- The retroactive date must be on or prior to the start of work under this Contract; and
- The Contractor must purchase "tail coverage/an extended reporting period" or maintain coverage for a period of three (3) years subsequent to the completion of their work/final payment.

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Certificate Holder: Sanctuary Acquisitions West, LLC, Sanctuary Acquisitions East, LLC, and Sanctuary Park Owner's Association, Inc.
c/o Rubenstein Partners
1150 Sanctuary Parkway
Suite 145
Alpharetta, GA 30009
Attn: General Manager

All Vendor contracts must require that the following be named as Additional Insureds:

Sanctuary Acquisitions West, LLC [Owner of the West Portfolio Property]
Sanctuary Acquisitions East, LLC [Owner of the East Portfolio Property]
Sanctuary Investors, LLC [Sole Member & Manager of each Owner ("Owners' Manager")]
RPO Property Management, LLC [Property Manager of the Property]
RP III Sanctuary Member, LLC ("RP Member") [Managing Member of Owners' Manager]
Rubenstein Properties REIT III, LLC [Sole Member & Manager of RP Member]
Rubenstein Properties Fund III, L.P. (the "Fund") [Indirect Parent of the Owners]
Rubenstein Partners, L.P. [Fund Manager of the Fund]
Metropolitan Life Insurance Company [Lender secured by the Property]
New York Life Insurance Company [Lender secured by the Property]
Sanctuary Park Owners Association, Inc. [Owners Association for the Property]
Each entity controlled by, under the control of, under common control with and/or majority owned by, any of the foregoing.

Property Location: WEST PORTFOLIO:

Lake View I, 1105 Lakewood Parkway, Alpharetta, GA 30004
Lake View II, 1145 Lakewood Parkway, Alpharetta, GA 30004
The Falls, 1125 Sanctuary Parkway, Alpharetta, GA 30004
Oak View I, 1165 Sanctuary Parkway, Alpharetta, GA 30004
Oak View II, 1185 Sanctuary Parkway, Alpharetta, GA 30004

EAST PORTFOLIO:

Stonebridge I, 1110 Sanctuary Parkway, Alpharetta, GA 30004
Stonebridge II, 1120 Sanctuary Parkway, Alpharetta, GA 30004
Stonebridge III, 1130 Sanctuary Parkway, Alpharetta, GA 30004
Hillside, 1150 Sanctuary Parkway, Alpharetta, GA 30004

Insurance Carrier Rating: A-VIII or better.

Notice of Cancellation: No cancellation (or material change or reduction of coverage in noncompliance with the minimum insurance requirements) without at least 30 days' prior written notice to Certificate Holder.

A current copy of the COI and a copy of the additional insured endorsement (and such other evidence of insurance as the Certificate Holder may request) must be on file in the listed property management office before work can begin. The COI must identify by name those entities specifically listed above as additional insureds, and shall reference those entities identified by category (e.g., entity under common

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control) by adding the following language immediately after the list of named entities: “and any other entities where required by written contract.”

Copies of the certificate(s) should be emailed to RPO Property Management, LLC at sanctuary.park@rpoperations.com and COI@RPOperations.com, and the original document sent in the mail to the Certificate Holder’s address.

Additional Services

Sanctuary Park will respond to any and all requests for repair and maintenance evaluation. Items which are considered extra services and charged to the tenant may include:

1) After hours HVAC

HVAC is provided from 8:00 AM to 6:00 PM Monday-Friday (excluding building holidays) and 8:00 AM to 2:00 PM on Saturdays. Additional time will be charged to the tenant at \$35 per hour per unit, or as otherwise defined in your lease agreement.

2) Installation of additional electrical outlets, light fixtures, and lock sets

3) Duplicate keys

4) Replacement of non-standard light bulbs

5) Additional building signage and directory board listings

A 20% administrative fee will be added to the extra services costs and will appear on your monthly statement. All in-house labor will be billed at \$30.00 per man-hour. Due to insurance restrictions, the Sanctuary Park engineering staff cannot move any furniture or office equipment. When new office equipment or kitchen appliances are being added to the suite, please contact the Management Office to discuss any electrical or plumbing regulations.

Pest Control

The common areas around the buildings are inspected and treated for pests each month. Tenant suites are treated on “as needed” basis. Please report any pest control concerns to the Management Office immediately. A charge may be incurred for this service.

Tenant Service Requests

Building Services/Engineering/Maintenance

Your company's office or facilities manager may call the Management Office to request additional building services such as extra HVAC. Sanctuary Park also uses a web-based tenant request system called iTendant. One or two tenant contacts will be given login information and be able to enter in requests as often as they need to. You can also track your requests and review past requests. We will provide any training and/or assistance to better familiarize you with using this system. Please contact the Management Office for your log-in information.

Additional Engineering Services

Sanctuary Park performs the following maintenance services at no additional cost to the tenant:

- 1) Maintenance of the building's heating and cooling systems
- 2) Repair of the electrical distribution system
- 3) Replacement of common area light bulbs
- 4) Repair and/or replacement of common area window treatments
- 5) Maintenance of common areas

Billing Procedures

Rental Remittance

Rent checks should be made payable to:

Sanctuary Acquisitions West, LLC
P.O. Box 931539
Atlanta, GA 31193-1539

If sending via FedEx/UPS please send to:

Lockbox Services 931539
Sanctuary Acquisitions West, LLC
Attn: Lockbox 931539
3585 Atlanta Ave
Hapeville, GA 30354-1539

Remodeling and Redecorating

Remodeling or redecorating work includes (but is not limited to) the following:

- Installing electrical or telephone outlets
- Installing or relocating light fixtures
- Relocating or installing doors
- Repairing or replacing carpet
- Adding or removing walls
- Painting or wallcovering

Prior to beginning any projects listed above, tenants are asked to do the following:

- Submit any drawings, plans, etc. to the management office for approval
- Coordinate with the management office to arrange access for the contractors
- Contact the engineering department with any questions regarding the building and the impact the improvements will have on existing spaces, systems, etc.
- Provide the management office with a copy of the contractor's Certificate of Insurance

Directions to Sanctuary Park

From Hartsfield International Airport

Leaving Hartsfield International Airport, take I-85 North to I -75/85 North (merged interstate) through downtown Atlanta. About one mile past downtown, the two interstates split. Exit on I-85 North. Continue on I-85 North until exiting at Georgia 400 North. Traveling North on Georgia 400, take exit #8 Mansell Road. Turn right on Mansell and go to the intersection of North Point Parkway (first stop light). Turn left on North Point Parkway. Continue through three traffic lights to Encore Parkway and turn left on Encore Parkway (4th stoplight). On Encore Parkway, pass through one traffic light. Go to the next traffic light and turn left on Westside Parkway. Sanctuary Park is located approximately 1/3 mile on the right.

From GA400 North

Traveling North on Georgia 400, take exit #8 Mansell Road. Turn right on Mansell and go to the intersection of North Point Parkway (first stop light). Turn left on North Point Parkway. Continue through three traffic lights to Encore Parkway and turn left on Encore Parkway (4th stoplight). On Encore Parkway, pass through one traffic light. At the second traffic light, make a left onto Westside Parkway. Sanctuary Park is located approximately 1/3 mile on the right.

From I-285 West

Immediately past Peachtree-Dunwoody Road take exit #19, which will be Georgia 400. Go North to Mansell Road (exit #8). Turn right on Mansell and go to the intersection of North Point Parkway (first stop light). Turn left on North Point Parkway. Continue through three traffic lights to Encore Parkway and turn left on Encore Parkway (4th stoplight). On Encore Parkway pass through one traffic light. At the second traffic light, turn left on Westside Parkway. Sanctuary Park is located approximately 1/3 mile on the right.

From I-285 East

Immediately past Glenridge Road take exit #19, which will be Georgia 400. Go North to Mansell Road (exit #8). Turn right on Mansell and go to the intersection of North Point Parkway (first stop light). Turn left on North Point Parkway. Continue through three traffic lights to Encore Parkway and turn left on Encore Parkway (4th stoplight). On Encore Parkway pass through one traffic light. At the second traffic light, turn left on Westside Parkway. Sanctuary Park is located approximately 1/3 mile on the right.

Marta Park and Ride (to rail station)

Located on the southwest corner of the Georgia 400/ Mansell Road exit.

Bus #140 to and from Lenox Station runs Monday-Friday for \$1.75/person each way. The first bus departs the Park and Ride facility at 5:45 a.m. The last bus returning to the Park and Ride facility leaves Lenox Station at 7:05 p.m. Buses run every 12 minutes during morning and afternoon rush hours and on the hour in-between.

Miscellaneous

General Building Information

Location

Sanctuary Park is located in Alpharetta on Sanctuary Parkway off Westside Parkway. The nearest major intersections are Encore Parkway & North Point Parkway and Old Roswell Road & Mansell Road.

Situated on 150 acres, Sanctuary Park is easily accessible from Georgia 400. In addition, a MARTA Park and Ride facility is located just two miles away at the intersection of Georgia 400 and Mansell Road.

The shopping and dining focal point of the area is **North Point Mall**, an upscale mall which includes more than 150 department and specialty stores. The North Point area continues to be a magnet for high quality development. In addition to shopping, the area offers a host of quality retail establishments.

Handicapped Persons

Restroom facilities are provided for handicapped persons on all floors. The parking lot is equipped with handicapped spaces adjacent to the building. Please advise management office of any special requirements for handicapped personnel.

Passenger Elevators

At least 3 elevators service each building. Each elevator is equipped with a telephone for use in an emergency.

Freight Elevator

Each building has one designated freight elevator equipped with a rear door for the purpose of allowing freight deliveries through the loading dock corridor. When using hand trucks, dollies, or flatbeds, please use the freight elevator only.

Board Room/Conference Center

There are three Conference Centers within Sanctuary Park. One is located on the first floor of Lake View I, building 1105. Facilities include a classroom equipped with a projection screen; an executive boardroom, also with a projection screen; and a connecting kitchen. The second Conference Center is located on the first floor of The Falls, building 1125. Facilities include a large classroom equipped with a projection screen and telephone with conferencing capabilities. The third Conference Center is located in Stonebridge I, building 1120. Facilities include a large classroom equipped with a projection screen and telephone with conferencing capabilities. All Conference Centers are also equipped with wireless internet devices, which are available upon request.

There is a fee of \$25.00 per hour for the first four (4) hours. An additional flat fee of \$50.00 will be added for any use over four (4) hours. Tenants and their guests will have access to these rooms on a first come, first served basis. Log onto www.sanctuarypark.com and use the “request a conference room” quick link on the homepage to reserve a conference room.

Miscellaneous

Smoking Policy

Sanctuary Park has a no smoking policy in all common areas as a result of the Clean Indoor Air Ordinance passed April 21, 1993 in Fulton County. Common areas include lobbies, stairwells, hallways, elevators, and restrooms. Designated smoking areas are located outside each building at the loading docks or side exit of the building. Smoking is not permitted within 25 feet of any doors, windows, stairwell, etc. Cigarette disposal stands are provided throughout the park and are NOT designated smoking areas; they are simply present to safely extinguish cigarettes and to prevent littering.

Solicitation Policy

Solicitation is not permitted at Sanctuary Park. If persons are seen soliciting or loitering anywhere on the premises, please report them to the Management Office immediately. Be prepared to provide your name, company affiliation, and suite number in addition to the location of the solicitor.

Building Policies

No birds or animals of any kind shall be brought into the Building. This does not include “service animals” (as such term is defined in the Americans with Disabilities Act of 1990) accompanying disabled persons. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Handlers may walk service animals in designated areas of the Corporate Center. No bicycles, motorcycles or other motorized vehicles shall be brought into the Building. No cooking shall be done or permitted by Tenant on the Premises except in conformity to law and then only in the utility kitchen, if any, as set forth in Tenant’s layout, which is to be primarily used by Tenant’s employees for heating beverages and light snacks. Tenant shall not cause or permit any unusual or objectionable odors to be produced upon or permeate from Premises.

Parking

Parking is available to tenants and their guests at no charge. Please be aware that spots marked “Reserved” are for pre-assigned individuals only. Also, signs marked “2 Hr. Visitor” are only to be occupied by visitors to Sanctuary Park for the allotted time frame. The ticketing policy for automobiles in violation of the parking policy is as follows:

Tic-Tac-Tow:

- First Offense – Warning Ticket
- Second Offense – Violation Sticker
- Third Offense – Vehicle will be Booted

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Local Child Care

Name	Address	City	Phone	# of Miles
Childtime Children’s Center	11575 King Road	Roswell	(770) 518-4222	4
Giggles Learning Center	3609 Canton Road, NE	Marietta	(770) 928-6670	12.3
High Meadows School and Camp	1055 Willeo Road	Roswell	(770) 993-2940	5.4
Sunshine House	1240 Warsaw Road	Roswell	(770) 642-8770	1.8
Apple Tree Learning Care	4665 Webb Bridge Rd.	Alpharetta	(770)343-8680	7.36
Crème De La Crème	11675 Haynes Bridge Rd.	Alpharetta	(770)777-2960	2.76

Local Lodging

Name	Address	City	Phone	# of Miles
Ameri-Suites	7500 North Point Parkway	Alpharetta	(770) 594-8788	1.7
Best Western	907 Holcomb Bridge Road	Roswell	(770) 552-5599	1.7
Embassy Suites	5955 North Point Parkway	Alpharetta	(678) 566-8800	1.7
Fairfield Inn	11385 Haynes Bridge Road	Alpharetta	(770) 663-4000	0.8
Hampton Inn	10740 Westside Parkway	Alpharetta	(770) 640-5511	0.5
Ramada Limited Suites	3020 Mansell Road	Alpharetta	(678) 461-7300	1.3
Wingate-Inn	1005 Kingswood Place	Roswell	(770) 649-0955	1.6

General Community Information Services

Alpharetta Police Department	770-475-5900	Alpharetta Fire Dept.	770-410-5880
Roswell Police Department	770-640-4100	Roswell Fire Department	770-641-3730
Stamps by Mail	800-782-6724	Post Office Zip Codes	800-275-8777
Atlanta Weather Bureau	770-486-8834		

More information may be found under “neighborhood” at www.sanctuarypark.com .

Amenities

Lake

A six acre spring-fed lake with outdoor walking/jogging trails is located behind Lake View I, building 1105. Fishing is not permitted.

Softball Field

Softball field, pavilion, restrooms and picnic areas are provided for tenants on a first come, first served basis. Spectator area, backdrop, bases, and base lines are provided. Softball equipment is available on a first come, first served basis. Please contact the management office for more information. A waiver is required for use.

Food Service

The 2 Cafés are located in suite 120 of Lake View II/Building 1145 and suite 140 of Hillside/Building 1150. Outdoor patio is available at 1145 café and catering services are available by both cafes.

Fitness Center

Exercise facilities are located on the ground level of buildings 1165 and 1125. The centers are available to all Sanctuary Park tenants and require an access card to enter. Access to the fitness center in building 1125 is through the restrooms on the first floor. In order to gain fitness center access, you must fill out a waiver available by logging onto www.sanctuarypark.com and input the requested information under the “building amenities/fitness center” section. Please allow 48 hours for fitness center access to be granted. This process is performed manually in the Sanctuary Park Management Office. You will receive an email response confirming your access.