

# CityView



## TENANT WELCOME HANDBOOK

  
**STREAM**

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## WELCOME TO CITYVIEW!

The Property Management Division of Stream Realty would like to take this opportunity to welcome you as a new tenant. We are here to assist you with any needs that arise while you are a Tenant. The Property Manager is Courtney Beyer and the Assistant Property Manager is Amber Tetreault.

They may be reached via email at [courtney.beyer@streamrealty.com](mailto:courtney.beyer@streamrealty.com) or [amber.tetreault@streamrealty.com](mailto:amber.tetreault@streamrealty.com) or you may call the main office at 737-237-1840.

The mailing address for Stream Realty is:

Stream Realty Partners  
1120S. Capital of Texas Hwy  
Building 3, Suite 100  
Austin, Texas 78746

The management office is located in Building 3, Suite 100.

### GENERAL MAINTENANCE

**We ask that Tenants submit ALL maintenance issues and property management requests via Building Engines, which is the online work order system for the property. Work orders submitted online will be immediately delivered to the entire building team which includes the Property Manager, Sr. Chief Engineer, Lead Engineer, Building Engineer, and Property Assistant. Please fill out Form "D" to gain a login. The web address is as follows:**

<https://www.buildingengines.com/login>

If you have any vendors needing access into phone rooms, electrical rooms, etc., please let us know **in advance** of their arrival so that we can make sure an engineer is available to assist them.

## **BUILDING HOURS & AFTER HOURS OPERATIONS**

Normal business hours for the building are 7:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday. The building is closed on Sunday.

Fitness facility hours are 6:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. Saturday. The fitness facility is closed on Sunday.

The HVAC does not run when the building is closed and an access card is needed to gain entry after hours. Access cards will be issued by building management prior to your moving in. The building uses Tenant Eye to schedule After Hours HVAC. Please list your contacts on form "D" so we can set up your login information.

When an employee is terminated or a card is lost, please notify Building Management immediately through Building Engines and we will deactivate that card. **When an employee has resigned or is terminated, please collect that employee's access cards and keys so they can be reissued.** The Tenant will be billed for any lost, unreturned, or extra access cards at the following rates; \$2.00 for duplicate suite keys and \$10.00 for access cards.

## **LIST OF HOLIDAYS**

The building is closed on the following legal holidays. If the holiday should fall on a Saturday or Sunday, the building will be closed the following Monday unless Stream Realty advises otherwise. No HVAC is provided on these days and an access card is needed to gain access to the building.

New Year's Day  
Memorial Day  
Fourth of July  
Labor Day  
Thanksgiving  
Day after Thanksgiving  
Christmas Day

## **DELIVERIES**

Routine deliveries can be made during the hours of 8:00 a.m. and 5:00 p.m. If you have equipment or furniture being delivered, please contact the Management Office and schedule the delivery. **Delivery times for large items are restricted to after hours, before 8:00 a.m. and after 5:00 p.m., or on weekends.** Please give 24 hours advance notice so that we can pad one of the elevators. Moving companies are required to protect the lobby floors with masonite or something similar. Moving companies are also required to provide their insurance and abide by the building moving policies – Please see the attached Form A Movers.

## MOVE-IN DATE

Please notify the Management Office as to the date and time of your move-in. Moves must be done after normal operating hours to avoid disruption to the business operations of the other tenants in the building. Form "A", Mover's Information needs to be filled out and returned, along with the mover's certificate of insurance, to our office prior to your move-in date.

## KEYS

Please advise us as to the number of keys desired for your exterior door(s) by filling in and returning Form "B". Please allow 2 weeks for installation.

If your interior keying requirements have not already been discussed with your general contractor or construction manager, please also fill this information out. If your interior keying system is complex and has not yet been determined, please give us a call so we can discuss your specific requirements. Payment of interior keying is usually the responsibility of the tenant unless this was included in the tenant allowance provided for in the Lease.

## SIGNAGE

Please Fill out Form "F"

## MAIL

Mailbox keys will be issued along with your suite keys.

## OVERNIGHT DELIVERY SERVICE

There is a FedEx drop box located near the drive lane existing the building to Lost Creek Blvd. They pick up Monday through Friday at approximately 7:15 p.m.

## EMERGENCY INFORMATION

In the event of an emergency, either during normal hours or after hours, it is imperative that Management have a list of the individuals to notify. We will need work, home and mobile telephone numbers for each person. Please fill out Form "C" included in this package. This information will be held confidentially and only used by our staff.

## **CERTIFICATE OF INSURANCE**

**Prior to occupancy, please have your insurance carrier forward your current certificate of insurance to our office. The insurance must meet the requirements as outlined in your Lease. The following entities will need to be listed as additionally insured on the certificate:**

**BC Exchange City View Master Tenant LLC and Stream Realty Partners - Austin, LP**

MOVING COMPANY INFORMATION AND INSTRUCTIONS

Please complete the following:

MOVING COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

PHONE: \_\_\_\_\_

INSTRUCTIONS FOR MOVERS

The mover must furnish Owner with all required insurance (\$1,000,000 General Liability, \$1,000,000 umbrella policy and \$500,000 worker's compensation) and name **BC Exchange City View Master Tenant, LLC and Stream Realty Partners - Austin, LP as additional insured.**

All areas of public view are to be kept clean at all times.

Movers shall protect all building finishes from damage including but not limited to the glass doors, floors, walls and ceilings.

Do not unreasonably encumber site with materials or equipment.

Movers' failure to abide by these guidelines shall result in a \$100 fine per day until Stream is satisfied with Movers' housekeeping procedures.

Safety equipment is to be worn at all times as required. Mover may be terminated, at owner's option, if there are any safety violations.

All Occupational Safety and Hazardous Association (OSHA) rules and regulations are to be posted.

No loud music is to be played.

Mover Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please email this form and the Mover's COI to [amber.tetreault@streamrealty.com](mailto:amber.tetreault@streamrealty.com)

Form "B"

KEYS AND ACCESS CARDS

Number of keys required for exterior door(s): \_\_\_\_\_

Special keying instruction (i.e. suite door to match a specific interior office door, etc. If your interior keying system is complex, please have your general contractor or construction manager address this issue) **Any additional keying requirements not included in the tenant improvement allowance will be at the expense of the tenant.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Number of access cards requested: \_\_\_\_\_

Please list the names of all employees that will require an access card:

Please fill out form "E" for each employee who wishes to utilize the Fitness Center.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tenant:

Please sign below authorizing request and special key and access card instructions:

\_\_\_\_\_  
Authorized by

\_\_\_\_\_  
Date

**Form "C"**

CONTACT INFORMATION

This information is kept in the strictest confidence. There is space for listing four individuals. Please complete the information below and return to the Management Office as soon as conveniently possible.

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
SUITE

\_\_\_\_\_  
PHONE (MAIN OFFICE LINE)

**CONTACT 1**

\_\_\_\_\_  
NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
OFFICE PHONE

\_\_\_\_\_  
HOME PHONE

\_\_\_\_\_  
CELL PHONE

EMAIL ADDRESS: \_\_\_\_\_

**EMERGENCY CONTACT**

\_\_\_\_\_  
NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
OFFICE PHONE

\_\_\_\_\_  
HOME PHONE

\_\_\_\_\_  
CELL PHONE

EMAIL ADDRESS: \_\_\_\_\_

**RENT CONTACT**

\_\_\_\_\_  
NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
OFFICE PHONE

\_\_\_\_\_  
HOME PHONE

\_\_\_\_\_  
CELL PHONE

EMAIL ADDRESS: \_\_\_\_\_

AUTHORIZED BY

\_\_\_\_\_  
NAME/TITLE

\_\_\_\_\_  
DATE



## Building Engines Contact Information Sheet

Building Engines is a new, state-of-the-art web-based tenant service request system for your property that will help us provide better, faster and more accurate property management services to you.

You will soon be able to log in at <https://www.buildingengines.com/login> to submit your service requests, review the progress and history of your previous service requests, and view memos and notices from our property management office.

**Please provide the names and email addresses of those on your staff who are responsible for communicating service requests to us.**

Within a few days, each of the staff members listed below will receive an email confirming they have been set up in our system, and they can begin using it immediately. We hope you will find this technology helpful.

Staff Member Name	Email Address

## Tenant Eye (After Horus HVAC Scheduling Tool)

Tenant Eye is the portal used on the property by all tenants to schedule their own after hours HVAC. Internet Explorer is the only browser that supports this program.

**Please provide the names and email addresses of those on your staff who are responsible for scheduling After Horus HVAC.** We ask that this is limited to no more than two people to avoid billing confusion and double scheduling.

Staff Member Name	Email Address

Please complete and email this form to [amber.tetreault@streamrealty.com](mailto:amber.tetreault@streamrealty.com)

**CITYVIEW CENTER  
FITNESS FACILITIES  
WAIVER AND RELEASE**

I, \_\_\_\_\_, hereby state and acknowledge the following on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

1. I am an on-site employee of \_\_\_\_\_, a tenant in Suite \_\_\_\_\_ of the building located at 1120 Capital of Texas Hwy South, within CityView, and am hereby authorized by my employer to use the fitness facilities located at, 1120 Capital of Texas Hwy, Austin, Texas (the "Facilities").
2. I will not invite, encourage or allow the use of the Facilities by any person other than another on-site employee of a tenant within City View, who has been authorized to so use the Facilities.
3. The Facilities shall be unmanned and unsupervised. Any and all employees or agents of DPF CityView, LP, (the "Building Owner") or Stream Realty who may be present at any time in the Facilities are not trained or authorized to provide health, fitness or medical assistance or advice.
4. I assume full responsibility for my use of the Facilities at my sole risk and shall abide by the rules and regulations for use of the Facilities.
5. I, for myself, my heirs and representatives, hereby release, discharge and hold harmless the Building Owner, Stream Realty, their respective employees and agents and their respective successors, assigns, and heirs from any and all liability, cost of defense (including attorneys' fees) arising from any injury to me, theft of my property or any other loss or damage occurring in the Facilities or resulting in any manner from the use thereof.

TENANT EMPLOYEE SIGNATURE

\_\_\_\_\_

\_\_\_\_\_

Print Name

\_\_\_\_\_

Office Phone #

Access Control Card # \_\_\_\_\_



# City View SIGNAGE REQUEST

All signage will be in compliance with the building standard as assigned by the Property Manager. The signage available to you consists of one (1) standard door plaque. Please print or type the following information and review CAREFULLY before approving and returning to the Management Office for processing. What is listed below is exactly what will be ordered. Please allow 4-6 weeks for delivery and installation of the suite signage.

\*\*\* If you are interested in being represented on the building monumet sigange please reach out to the management office 737-237-1840.

## REQUEST

Company: \_\_\_\_\_

Suite: \_\_\_\_\_

*What is below (or vector file submitted in addition) is exactly what will be ordered.*

\_\_\_\_\_  
Signage by Authorized Tenant Representative

\_\_\_\_\_  
Please Print Name

\_\_\_\_\_  
Date

Management Office Use Only	
Received	_____
Order Placed	_____
Tenant Approval	_____
Installation Complete	_____

## **REMODELING/ALTERATION INFORMATION**

**The Landlord, subsequent to the completion of your new office, must approve all alterations and improvements to the premises.** This approval is necessary to make certain that the proposed work not only meets the standards of original construction, but also complies with all building codes and regulations. Any request of this nature should be directed to Stream Realty, Property Management, at (737) 237-1840.

Property Management personnel will work closely with you in formulating your ideas, providing detailed plans if the proposal requires, and be responsible for coordinating all work.

## **JANITORIAL PERSONNEL**

Janitorial service is provided five days per week except those days designated as Holidays. The janitor will empty desk and kitchen trash cans and recycling, vacuum carpeted floors, sweep/mop tile floors and dust general furniture. Interior glass windows, doors, walls and blinds are done on a routine basis but not every night. Tenants are responsible for washing their own dishes, cleaning inside of appliances such as microwaves and refrigerators as well as cleaning personal work surfaces as desks are NOT cleaned.

Please do not set trash or boxes in hallways or other common areas as it creates a fire hazard and is an eyesore. If items are trash and do not fit in a trash can, you must write TRASH/BASURA on the items or they will not be thrown away. If you have a large number of boxes or moving trash, crates, files, etc., please arrange to have someone remove the items, as this is not the responsibility of the building's janitorial staff nor are we equipped to dispose of large volumes of trash. The dumpster service is for the removal of general, daily trash and not moves, large deliveries, etc.

Please call the Management Office if you have any requests or questions concerning janitorial services or trash removal.

## **RECYCLING PROGRAM**

Our goal is to make office recycling simple for you and your employees to encourage participation. That's why we created our Anything That Tears© office recycling program.

With this program, virtually every type of paper normally generated in an office can go into your desk-side container. No need to remove staples, paper clips, tape, Post-it Notes, plastic tabs and metal bindings - we'll deal with that on our end. Additionally, aluminum, glass and plastic bottles can also be tossed into your deskside recycling containers.

Types of paper that work include:

- Adding machine tape
- All white, colored and coated papers
- Brochures and pamphlets
- Carbonless forms
- Cardboard
- Computer print-outs
- Correspondence papers (letterhead, direct mail pieces and advertising)
- Junk mail
- Legal pads, steno pads and spiral notebooks
- Envelopes (even with plastic windows or labels)
- Folders (manila, coated or colored)
- Manuals with glued bindings
- Newspapers and magazines
- Posters
- Receipts
- Self-adhesive notes
- And more!

The only exceptions are food-contaminated paper products, restroom papers and synthetics. So remember, if-it-tears©, recycle it!

Please let us know how many deskside recycling containers you will need and the Landlord will provide these at no charge. We will also provide two larger containers to be located in or near a work room and/or break room. Additional large containers can be purchased at the tenant's expense.

**EMERGENCY NUMBERS**

FIRE/POLICE/MEDICAL	911
POISON CONTROL	1-800-222-1222
POLICE DEPARTMENT (non-emergency)	311
FIRE DEPARTMENT (non-emergency) BUILDING	512-974-5000
MANAGEMENT - Stream Realty Partners	737-237-1840
24 HOUR EMERGENCY ANSWERING SERVICE	512-481-3022
ELECTRIC COMPANY (power outages)	512-322-9100
GAS COMPANY – Texas Gas Service	1-800-959-5325
WATER COMPANY – Lost Creek MUD	512-327-6243
DRAINAGE/STREETS- City of Austin	512-972-1000
NATIONAL RESPONSE CENTER - (to report toxic, oil, and chemical spills)	1-800-424-8802