

**2017**  
**TENANT HANDBOOK**

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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](http://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**

**General Manager**

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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](http://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/Break room-**

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 RPO Property 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](mailto: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. 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 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 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.

- Our building has a strict “No Smoking” policy. Moving 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 moving vehicles in front of the building.

### **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](http://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:**

1. 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 to you.
2. 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.
3. Our building has a strict “No Smoking” policy. Moving crew members are not permitted to smoke in any area of the building.
4. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in front of the building.

## **KEYS & ACCESS CARDS:**

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.

# **SANCTUARY PARK FREIGHT ELEVATOR DIMENSIONS**

## **Lake View I/1105 Lakewood Parkway - Freight Elevator Dimensions**

*Inside*                Width 67 in.            Height 9 ft.    Depth 63 in.  
*Door*                 Width 42 in.            Height 8 ft.  
*Capacity:*            3,500 Pounds

## **Lake View II/1145 Sanctuary Parkway - Freight Elevator Dimensions**

*Inside*                Width 67 in.            Height 9 ft.    Depth 63 in.  
*Door*                 Width 42 in.            Height 8 ft.  
*Capacity:*            3,500 Pounds

## **Oak View I/1165 Sanctuary Parkway - Freight Elevator Dimensions**

*Inside*                Width 67 in.            Height 9 ft.    Depth 63 in.  
*Door*                 Width 42 in.            Height 8 ft.  
*Capacity:*            3,500 Pounds

## **Oak View II/1185 Sanctuary Parkway - Freight Elevator Dimensions**

*Inside*                Width 67 in.            Height 9 ft.    Depth 63 in.  
*Door*                 Width 42 in.            Height 8 ft.  
*Capacity:*            3,500 Pounds

## **Hillside/1150 Sanctuary Parkway - Freight Elevator Dimensions**

*Inside*                Width 64 in.            Height 106 in.    Depth 88 in.  
*Door*                 Width 4 ft.              Height 8 ft.  
*Capacity:*            4000 Pounds

## **The Falls/1125 Sanctuary Parkway - Freight Elevator Dimensions**

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

## **Stonebridge I/1120 Sanctuary Parkway – Freight Elevator Dimensions**

*Inside*                Width 68 in.            Height 10 ft.      Depth 90 in.  
*Door*                 Width 42 in.            Height 8 ft. 4in.  
*Capacity:*



**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 West, LLC  
c/o Rubenstein Partners  
Cira Centre  
2929 Arch Street, 28<sup>th</sup> Floor  
Philadelphia, PA 19104-2868  
ATTN: Property Administrator

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

Sanctuary Acquisitions East, LLC  
Sanctuary Acquisitions West, LLC  
RPO Property Management, LLC  
Rubenstein Properties Fund III GP, L.P. (the "Fund")  
Rubenstein Fund III, L.P.  
Rubenstein Properties REIT III, LLC  
RP III Sanctuary Member, LLC  
Sanctuary Investors, LLC  
Sanctuary Park Owners Association, Inc.

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](mailto:sanctuary.park@rpoperations.com)**

**Insurance Requirements**  
**SERVICE CONTRACTOR**

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

**Commercial General Liability Coverage:**

|   |  |
|---|--|
| <p><b>Appendix A: <u>\$1,000,000 for the following services:</u></b><br/>Office Equipment Service, Small or low risk repair or service jobs and other services (&lt; 30 days' duration and &lt; \$500)</p>                          | <p><b><u>\$2,000,000 for the following services:</u></b><br/>Tenants, Mover, Carpets/Floor Finishing, Fire Extinguishing, Garbage Removal &amp; Disposal, Heating Ventilation &amp; Air Conditioning Service, Cleaning &amp; Janitorial, Landscaping &amp; Lawn Maintenance, Overhead &amp; Revolving Door Service, Plumbing Service, Painters, Parking Surface Maintenance &amp; Striping, Snow Removal Service</p> |
| <p><b><u>\$3,000,000 for the following services:</u></b><br/>Alarm Systems Service &amp; Repair, Metal Cleaners &amp; Refinishers, Sprinkler System Service &amp; Repair, Roofing, Security &amp; Guard Service<br/>Appendix B:</p> | <p><b><u>\$5,000,000 for the following services:</u></b><br/>Asbestos Abatement &amp; Hazardous Material, Electrical Maintenance, Elevator/Escalator Service &amp; Maintenance, Telecommunications &amp; TV Equipment Master Wiring &amp; Antennas, Window Washing &amp; Swing Station Equipment Services, Construction, Sensitive Equipment, Sewer Contractor</p>   |

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

**Automobile Liability:**

Combined single limit \$2,000,000

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

**Umbrella Liability:**

Each Occurrence \$2,000,000  
Aggregate \$2,000,000

**Worker's Compensation & Employers' Liability:**

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

Sanctuary Park Tenant Services Manual

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**Professional (Errors & Omissions) Liability (If Applicable):**

Per Claim & in the Aggregate \$1,000,000\*

*\* Evidence of coverage must be secured for two(2) years after completion date*

**Environmental/Pollution Liability (If Applicable):**

Per Claim & in the Aggregate \$1,000,000\*

*\* Evidence of coverage must be secured for two (2) years after completion date*

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

**Fidelity or Employee Theft Coverage:**

Per Loss \$25,000\*\*

\*\* Including 3<sup>rd</sup> Party Fidelity coverage and adding the Owner as Loss Payee

**Certificate Holder:**

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

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

Sanctuary Acquisitions East, LLC  
Sanctuary Acquisitions West, LLC  
RPO Property Management, LLC  
Rubenstein Properties Fund III GP, L.P. (the "Fund")  
Rubenstein Fund III, L.P.  
Rubenstein Properties REIT III, LLC  
RP III Sanctuary Member, LLC  
Sanctuary Investors, LLC  
Sanctuary Park Owners Association, Inc.

**Property Location:** Sanctuary Park  
Alpharetta, GA 30009

**Insurance Carrier Rating:** A-VIII or better.

## Sanctuary Park Tenant Services Manual

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**Notice of Cancellation:** No cancellation or reduction without at least 30 days prior 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 at the Sanctuary Park 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., lender) 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) can be emailed to RPO Property Management, LLC at [COI@RPOoperations.com](mailto:COI@RPOoperations.com) and the original document sent in the mail to the Certificate Holder’s address.

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](mailto:sanctuary.park@rpoperations.com)**

**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

**Miscellaneous**

**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



## **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](http://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.

### **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 “Visitor” are only to be occupied by visitors to Sanctuary Park. The ticketing policy for automobiles in violation of the parking policy is as follows:

Tic-Tac-Tow:

- First Offense – Warning Ticket
- Second Offense – Warning Ticket
- Third Offense – Vehicle will be towed

***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 (4<sup>th</sup> 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 (4<sup>th</sup> 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 (4<sup>th</sup> 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 (4<sup>th</sup> 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.

## Sanctuary Park Tenant Services Manual

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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](http://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 building 1145 and suite 140 of 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](http://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.



# SANCTUARY

## TENANT CONTACT INFORMATION

DATE: \_\_\_\_\_

TENANT NAME: \_\_\_\_\_ SUITE #(s): \_\_\_\_\_

Alternate/Corporate Name: \_\_\_\_\_

Subtenant Of (If Applicable): \_\_\_\_\_

**PRIMARY/DAILY CONTACT:** Person to contact concerning updates via email and with general questions.

### PRIMARY

### ALTERNATE

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_

If offsite: \_\_\_\_\_

If offsite: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Reception Phone: \_\_\_\_\_

**SERVICE REQUESTORS:** People authorized to request services for which the tenant will be charged. Please enter all service requests through [www.buildingengines.com](http://www.buildingengines.com)

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_

TENANT NAME: \_\_\_\_\_ SUITE: \_\_\_\_\_

**LEASE CONTACTS:** Person to contact concerning lease issues.

**PRIMARY**

**ALTERNATE**

|                          |                          |
|--------------------------|--------------------------|
| Name: _____              | Name: _____              |
| Title: _____             | Title: _____             |
| Phone: _____             | Phone: _____             |
| Email: _____             | Email: _____             |
| If offsite: _____        | If offsite: _____        |
| Address: _____           | Address: _____           |
| City, State & Zip: _____ | City, State & Zip: _____ |

**ACCOUNTING CONTACTS:** Person to contact concerning rent and other billing issues.

**PRIMARY**

**ALTERNATE**

|                          |                          |
|--------------------------|--------------------------|
| Name: _____              | Name: _____              |
| Title: _____             | Title: _____             |
| Phone: _____             | Phone: _____             |
| Email: _____             | Email: _____             |
| If offsite: _____        | If offsite: _____        |
| Address: _____           | Address: _____           |
| City, State & Zip: _____ | City, State & Zip: _____ |

TENANT NAME:

SUITE #:

**ONSITE EMPLOYEES:** Please list all onsite employees. Also, please note individuals who should have / receive keys and after hour access. Attach additional pages if necessary. Please also provide a **separate list of offsite employees** with after-hour access cards.

| Name | Email Address | Master Keys? | After-Hour AccessCard (Park only)? |
|------|---------------|--------------|------------------------------------|
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|      |               |              |                                    |

TOTAL # OF ONSITE EMPLOYEES: \_\_\_\_\_

Please return these forms via email to [sanctuary.park@rpopérations.com](mailto:sanctuary.park@rpopérations.com)





## EMERGENCY CONTACT & EVACUATION FORM

CURRENT DATE: \_\_\_\_\_

TENANT: \_\_\_\_\_

SUITE#: \_\_\_\_\_

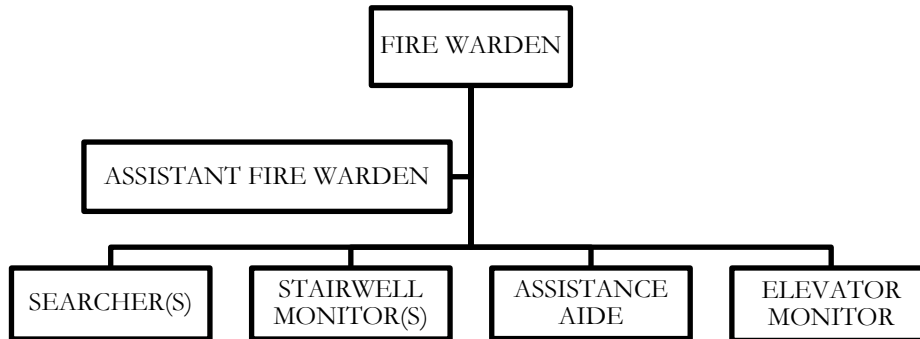
NUMBER OF EMPLOYEES: \_\_\_\_\_

NUMBER OF PERSONS NEEDING ASSISTANCE: \_\_\_\_\_

**NOTE: YOU MUST SUPPLY THE OFFICE OF THE BUILDING WITH UPDATES AS THEY OCCUR.**

### EMERGENCY CONTACTS – PLEASE PRINT

| NAME | OFFICE PHONE | EMERGENCY PHONE (mobile and/or home) |
|------|--------------|--------------------------------------|
|      |              |                                      |
|      |              |                                      |
|      |              |                                      |



### EMERGENCY EVACUATION TEAM MEMBERS – PLEASE PRINT

| RESPONSIBILITY        | NAME | OFFICE TELEPHONE # |
|-----------------------|------|--------------------|
| FIRE WARDEN           |      |                    |
| ASSISTANT FIRE WARDEN |      |                    |
| SEARCHER              |      |                    |
| SEARCHER              |      |                    |
| SEARCHER              |      |                    |
| STAIRWELL MONITOR     |      |                    |
| STAIRWELL MONITOR     |      |                    |
| ASSISTANCE AIDE       |      |                    |
| ELEVATOR MONITOR      |      |                    |

## **EVACUATION TEAM MEMBERS:**

An Evacuation Team is composed of Fire Warden, Assistant Fire Warden, Searcher, Elevator Monitor, Stairwell Monitor and Person (s) Needing Assistance Aide (“Assistance Aide”). Not all tenants will have someone dedicated to the above listed responsibilities. Prior to assigning a responsibility, it is the advice of Building Management to take into account how many employees work for your company and dedicate someone to the responsibilities you see fit for your evacuation needs. All members should have identifiable “gear” (such as a red hat) and a whistle.

The Evacuation Plan designates an Emergency Evacuation Team (EET) to carry out their duties as required. The Emergency Evacuation Team is comprised of “members” of each individual tenant space. The team works together to ensure the entire floor is evacuated.

### **RESPONSIBILITIES:**

1. Know the location of all exits leading from occupied areas.
2. Lead emergency evacuations and drills from occupied areas in accordance with the Emergency Plan as directed by Fire Warden.

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**FIRE WARDEN:** The Evacuation Plan designates Fire Wardens in sufficient numbers to carry out their duties as required. Fire Wardens are supplied by the building tenants, in numbers proportionate to tenant size. You should also train an Alternate Fire Warden to cover in the event of vacation or illness.

### **RESPONSIBILITIES:**

1. Know the locations of all exits leading from occupied areas and train the EET as prescribed under the Emergency Plan.
2. Direct emergency evacuations and drills from their assigned floor in accordance with the Emergency Plan.
3. Responsible for searching your tenant premises - may assign extra “Searchers” to assist.
4. Check to make sure that person(s) needing assistance are identified (voluntary) and are well guided in case of an emergency; Two (2) Assistance Aides are suggested.
5. Designate a “company” meeting place away from the building in case of a full building evacuation and conduct a headcount of all employees present.
6. Keep an employee list with emergency numbers in an easily accessible location.

**ASSISTANT FIRE WARDEN:** Is responsible for miscellaneous essential tasks as well as assuming Fire Warden’s duties in her/his absence.

**SEARCHER:** Under the supervision of the Fire Warden, Searchers ensure all persons have evacuated their designated tenant area, specifically from remote areas such as restrooms, storerooms, file rooms, coffee areas, conference rooms etc.

**RESPONSIBILITIES:**

1. Tour assigned area checking all rooms, specifically remote areas such as restrooms, storerooms, file rooms, coffee areas, and conference rooms – closing, **but not locking all doors**. If time permits, tag all closed doors with a yellow “post it” note below the door handle. A closed and tagged door indicates to the Fire Department that an area has been searched.
2. Advise all personnel in the occupied space of the emergency and insist on evacuation.
3. Searchers shall report the clearing of a given area/floor to their Fire Warden and/or Floor Area Leader. Report the name/location of any person who fails to evacuate or any disabled person who has not evacuated. In addition, Searchers are responsible for fulfilling any duties specifically assigned by the Fire Warden during an emergency situation.

**ELEVATOR MONITOR:** Under the supervision of the Fire Warden, Elevator Monitors are responsible for making sure nobody uses the elevators.

**RESPONSIBILITIES:**

1. Directs employees to the nearest stairwell, or the stairwell.
2. Must be familiar with the building evacuation plan and location of all stairways.
3. Stay at designated post until instructed to evacuate by the Fire Warden.

**STAIRWELL MONITOR:** Under the direction of the Fire Warden, Stairwell Monitors are responsible for an assigned exit and assistance in the orderly evacuation of personnel.

**RESPONSIBILITIES:**

1. Listens to announcements and directs people to the appropriate stairwell.
2. Takes a position at his/her assigned exit and assists in the orderly evacuation of personnel.
3. Inspects stairwells before the possible heat and smoke conditions before evacuation. (Feels the top part of the door with the back of his/her hand).
4. Instructs personnel to form single file lines into the stairwell and directs personnel to exit along the **right side** of the stairwell.
5. Supervises and monitors evacuation flow while remaining calm and encouraging calmness and orderliness in evacuating personnel.

**“ASSISTANCE AIDE” (PERSON(S) NEEDING ASSISTANCE AIDE):** Under the supervision of the Fire Warden, the Assistance Aide is responsible for making sure all physically disabled or mobility challenged personnel are evacuated.

**RESPONSIBILITIES:**

1. Maintains a confidential list of physically challenged employees on the floor, and identifies those employees to building management, so that they can inform emergency personnel as necessary. If possible, a “buddy system” should be implemented in which one or two Assistance Aides will be responsible for evacuating specific physically handicapped co-workers.
2. If Aides are unable to fully evacuate a person needing assistance, they should move him or her to a stairwell vestibule and notify emergency personnel of his/her location so a full evacuation can be made.

**NOTE: Cross-training should be provided for all emergency team members.**

Sanctuary Park Tenant Services Manual

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**SIGNAGE FORM**

**SANCTUARY PARK**

TENANT NAME: \_\_\_\_\_

SUITE #: \_\_\_\_\_

DOOR SIGNAGE (TO READ):

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

DIRECTORY STRIP (TO READ):

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

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
DATE