

HCFD REALTY MANAGEMENT

TENANT GUIDE

WELCOME TO THE HCFD TENANT GUIDE

It is the goal of HCFD Realty Management, Inc. to provide the best service to our Tenants. Our aim is to create a measurable difference in our building from the other buildings in our competitive market.

This Tenant Guide is intended to provide material necessary to establish a solid, communicative relationship between you and the Property Management staff.

We welcome your comments, questions and suggestions regarding the Tenant Guide. Please feel free to let us know how we can be of service to you.

TABLE OF CONTENTS

BUILDING OPERATIONS	Page 4
Property Management - Location / Contact #'s / Hours / Staff	1.1
Building Hours.....	1.2
Building Holidays – Closed.....	1.3
BUILDING SERVICES	Page 5
Building Directory & Suite Plaques	2.1
Energy Conservation.....	2.2
HVAC	2.3
Janitorial.....	2.4
Trash	2.5
Maintenance & Repairs.....	2.6
Parking	2.7
Postal Services	2.8
Smoking Policy.....	2.9
Tenant Function Guidelines.....	2.10
BUILDING ACCESS & SECURITY.....	Page 8
Normal Business Hours	3.1
After Hours	3.2
MOVING	Page 9
Moving Information.....	4.1
Insurance Requirements.....	4.2
Loading/Unloading Instructions	4.3
ALTERATIONS & REMODELING.....	Page 11
Tenant Alteration Projects	5.1
Communications Installations.....	5.2
EMERGENCIES.....	Page 12
General Information.....	6.1
Evacuations.....	6.2
Fire.....	6.3
Bomb Threats (including Checklist / Report Form)	6.4
Medical Emergencies.....	6.5
Tornadoes & Funnel Clouds	6.6
Civil Disturbance	6.7
Hazardous Spills / Combustible Leaks	6.8
Power Failure	6.9
Elevator Malfunction	6.10

GENERAL INFORMATION

Communication is the most crucial element in implementing the policies and procedures contained in this Tenant Guide. To ensure effective communication between us, we would like you to designate a “Tenant Representative” as the contact person between your office and HCFD Realty Management. Your Tenant Representative is the key to accurate and timely information when making service requests or reporting problems. We suggest that whenever possible, all communication from your office to HCFD Realty Management be channeled through your Tenant Representative.

BUILDING OPERATIONS

1.1 Property Management

HCFD Realty Management	Monday – Friday	8:00 a.m. – 5:00 p.m.
98 San Jacinto Blvd.,	(512) 493-5475 or 866/871-1559	
Suite 1810	(512) 477-2385 FAX	
Austin, Texas 78701		

Staff

Theresa Ellington	Director of Property Management and Leasing
Mike Cunningham	Leasing Associate
Jacqueline Adaladin	Tenant Services Manager

1.2 Building Hours

Monday – Friday	7:00 a.m. – 7:00 p.m.
Saturday	8:00 a.m. - 1:00 p.m.
Sunday	Closed

1.3 Building Holidays – Closed

New Year’s Day	Labor Day
Memorial Day	Thanksgiving (2 days)
Independence Day	Christmas (2 days)

BUILDING SERVICES

The HCFD Realty Management Office can provide information and assistance regarding building services and procedures during normal business hours to serve your needs. You can contact HCFD Realty Management by calling (866) 871-1559, by fax at (512) 499-3705 or by E-mail at hcfdcare@hcf.com.

2.1 Building Directory & Suite Plaques

The building directory in the lobby displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, please contact HCFD Realty Management at (866) 871-1559.

Tenant Suite Plaques are custom designed. If you require additional plaques or wish to make changes to your current plaque graphics, please contact HCFD Realty Management at (866) 871-1559.

2.2 Energy Conservation

You can help reduce operating costs and assist the building staff to conserve electrical energy by using the following rule: *Please remember to turn off all lights and close the mini-blinds in the areas that are not in use.* This further helps the HVAC equipment operate efficiently and provide comfortable temperatures.

At the end of each working day, please ensure that all employees turn off all lights, office machines, coffee makers and non-essential electrical equipment.

2.3 HVAC

In order to maintain efficiency of the utility charges for the building; air conditioning and heating for the building is controlled at a remote site by the HCFD Realty Management Office. Normal heating and cooling is provided according the following schedule:

Monday – Friday	7:00 a.m. – 7:00 p.m.
Saturday	7:00 a.m. – 1:00 p.m.
Sunday	None
Holidays	None

After hours heating and cooling is available with at least 24 hours advance notice at \$25.00 per hour/per zone. *This rate is subject to change without notice.*

2.4 Janitorial

Janitorial service is provided Sunday through Thursday evenings between the hours of 6 p.m. and 11 p.m. If you require cleaning of above standard improvements (parquet floors, glass partitions, etc.) or have any special cleaning requests (carpet shampooing, dishwashing, stripping and waxing of vinyl floors, etc.) please contact HCFD Realty Management.

2.5 Trash

If you have boxes to be disposed of, please flatten them, stack them within your office space and clearly mark them “trash”. You may make special arrangements for the disposal of large boxes or large quantities of boxes by contacting HCFD Realty Management. At no time should boxes, trash or excess materials and equipment of any kind be put into building dumpsters by individuals or left in the hallways, lobby, elevators, stairwells or any area designated as a fire exit. Moving companies and vendors should remove their boxes from the premises after deliveries.

2.6 Maintenance & Repairs

For maintenance & repairs within your suite (i.e. electrical, keys, locks, lights out, too cold/hot, etc.):

1. Your Tenant Representative may call the HCFD Realty Management Office at (866) 871-1559 or email to hcfdcare@hcf.com.
2. Tell us your name, a call back number, the building name and address, the doctor’s name or company name, and suite number.
3. Describe the problem as accurately as you can.
4. If this is an emergency (uncontrolled running water, electrical short circuit or smell of gas or something burning) please state this as well.

We will address the problem as soon as possible and will dispatch repair personnel to correct the problem, or make other necessary arrangements. Please make your service request directly to HCFD Realty Management. Our vendors/repair personnel are required to receive instructions and assignments from HCFD Realty Management only and are prioritized on a first-come, first-serve basis or as necessity dictates. This allows us to keep track of your requests and ensure that they are resolved in a timely fashion.

2.7 Parking

It is recommended each tenant become familiar with their respective buildings parking arrangements.

2.8 Postal Services

Incoming mail is delivered daily by the USPS to Tenant mailboxes located in the building.

2.9 Smoking Policy

HCFD Realty Management provides a **smoke-free environment** for our tenants and their visitors. Smoking is prohibited on all floors, including the building corridors, stairwells, and common areas (i.e. restrooms, elevator lobbies, & the main lobby of the building). Smoking is prohibited within 25 feet of all building entrances

2.10 Tenant Function Guidelines

Please notify HCFD Realty Management in advance if you are planning a tenant function where one of the following occurs: (i) the intended use is for something other than general office use (party, reception, fund-raiser); (ii) any function that would result in an occupancy that would exceed 10 people per every 1,000 square foot of leased space; (iii) any function that would begin or continue after the building stated closing time (presently 7:00 p.m.).

BUILDING ACCESS AND SECURITY

3.1 Normal Business Hours

Monday – Friday	7:00.a.m. to 7:00 p.m.
Saturday	8:00 a.m. to 1:00 p.m.
Sunday & Holidays	Closed

Business entrances are unlocked during regular business hours. There are several preventive measures you can take to keep your area more secure. Among these are:

- a) Lock all doors when leaving your suite unattended.
- b) Instruct employees to keep valuables in secured areas (locked desks, file cabinets or closets) when not attended.
- c) Always keep safes; vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations to safes or vaults. Do not leave information of this sort where it can be found or easily deciphered.
- d) Notify HCFD Realty Management immediately at (866) 871-1559 if you see loiterers, solicitors, or canvassers on the premises.
- e) Record serial numbers of all valuable office equipment. This will aid in the recovery of such items if they are missing.
- f) Check wastebaskets at the end of the day to ensure that no items have been left there for later removal from the premises.

3.2 After Hours

At times other than normal business hours, access to the building is limited to access readers that are located at the main entrances. Employees who visit the building after hours must have an access card.

Please make sure that all entry doors to your suite are locked. It is also a good practice to keep all entrance doors other than the main entrance to your suite locked at all times.

Do not allow anyone to follow you into the building after business hours. If you encounter someone who is having problems gaining entrance to the building, do not let them in. Instead, contact HCFD Realty Management immediately at (866) 871-1559.

MOVING

4.1 Moving Information

All Tenant moves – into, out of, or within the building – are coordinated with the assistance of HCFD Realty Management. All moves must be undertaken during non-business hours to simplify access to the building and to minimize any inconvenience to other tenants and visitors. All deliveries of furniture and/or equipment to the building subsequent to the initial move are to be coordinated through HCFD Realty Management by prior written notification from Tenant

The following information is needed for an efficient move of the Tenant’s furnishings:

1. Moving Company, representative, phone number, provided evidence of liability insurance coverage prior to the day of the move. (See Insurance Requirements)
2. Proposed moving date and approximate duration of move to carefully schedule use of a designated elevator.

4.2 Insurance Requirements

When moving, you should be certain that your carrier properly insures all of your property. Your moving contractor will also need to provide evidence of the following:

1. Workmen’s Compensation in statutory limit for the State, with employees’ liability of \$500,000.00; bodily injury and property damage liability insurance in comprehensive general liability form. The certificate of evidence shall be furnished to the Management Office before moving any items onto the premises.

In addition, the moving contractor must agree to protect, indemnify, and hold the Landlord harmless from and against all claims, demands and causes of action of every kind and character, arising in favor of moving contractor’s employees, Landlord’s employees, or other third parties due to bodily injury, personal injury, death, or damage employees, or other third parties due to bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions on the part of the moving contractor, its agents, employees, representatives, or sub-contractors. The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of all work thereunder.

2. Comprehensive General Liability insurance which includes coverage of operation, elevators, and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$1,000,000.00 per person for bodily injury and personal injury; and \$1,000,000.00 per occurrence in aggregate for property damage. Property damage insurance shall be in broad form including completed operations.

4.3 Loading /Unloading Instructions

1. Clean masonite sections are required as runners on all finished areas where heavy furniture or equipment is being moved with wheel or skid type dollies. The Masonite must be ¼” thick, 4’ x 8’ sheets in elevator lobbies and corridors, and 32” sheets through doors and in Tenant space. All sections of Masonite must be taped together to prevent sliding.
2. Prior to the move and after the move, all walls, door facings, The HCFD Realty Management Office and a moving company representative will inspect elevator cabs, and other finished areas en route to Tenant’s suite. The mover must provide and install protective coverings on all walls, door facings, elevator cabs, and other areas in route to your suite.
3. The movers are requested to refrain from parking in the fire lanes, patient drop off areas or handicap spaces.

ALTERATIONS / REMODELING

Any alterations that you wish to make to your space require the approval of HCFD Realty Management. Requests to make such alterations should be in writing to the Property Manager. Our staff will perform the desired alteration, or put you in contact with an approved contractor. **Installation of communications equipment, computer or alarm systems must also be coordinated with HCFD Realty Management, in advance.**

5.1 Tenant Alteration Projects

When you hire an outside contractor to perform alterations to your suite, please contact the Realty Management Office before construction work begins. **All construction contractors including general, electrical, plumbing or telephone contractors, must register with HCFD Realty Management and provide proper insurance and other required documentation prior to performing any work in the building.**

5.2 Communications Installations

Telephone installations, revisions or additions must be coordinated with HCFD Realty Management. When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact HCFD Realty Management prior to the day on which the work is due to start. This procedure is necessary so that house-cabling lines are properly assigned to your installer, and that all code requirements are met.

EMERGENCIES

6.1 General Information

HCFD Realty Management office, in cooperation with the City of Pearland Fire Department, has compiled this manual to help insure the safety of our building occupants in the event of an emergency and to comply with the City of Pearland Fire Code.

This manual and its contents shall remain the property of the building, and be made readily available to members of the Pearland Fire Department upon demand.

Emergency Numbers:

Police Department	911
Fire Department	911
Paramedic & Ambulance	911
HCFD Realty Management	(512) 493-5475 or (866) 871-1559

6.2 Evacuations

Method to Account for All Persons:

Should it be necessary to evacuate during an emergency, persons are instructed to meet at a predetermined location and a count is to be taken to attempt to ascertain if a complete evacuation has been achieved.

The Keys to Safe Evacuation are:

**BE PREPARED
STAY CALM
FOLLOW AUDIO INSTRUCTIONS
DO NOT USE ELEVATORS**

Evacuation is to be made by way of the stairwells only.

Visually Impaired

Each person should have a "buddy" assigned to them to assist them in the event of an evacuation. Ask each person the best way to assist them to the stairwell and lead them to safety. It is important that the "buddy" remain with the person until the emergency is over.

Physically Disabled / Nonambulatory Persons

Each person should have a "buddy" or "buddies" assigned to assist them in the event of an evacuation. In most instances, it will only be necessary to move the person into the stairwell for safety. If it becomes necessary to move them down the stairs, various lifting and carrying techniques can be utilized. Ask the person the best way to help. Stay with the person until the emergency is over. Elevators should not be used.

6.3 Fire

Method of Alarm to Building Occupant:

In the case of a FIRE emergency, building occupants are instructed to:

1. **ACTIVATE MANUAL PULL STATIONS.**
2. **CALL 911**
3. **Call HCFD REALTY MANAGEMENT IF TIME SAFELY ALLOWS
512-493-5475 OR 866-871-1559**
4. **VERBALLY NOTIFY OTHER OCCUPANTS AS EXITING.**

Relocation Plan:

Should it be necessary to relocate during an emergency, it will be conducted in accordance with the Pearland Fire Department. The authority to order relocation because of fire or other emergencies will be with the Fire Department, Police Department or any Civil Authority.

In relocation, building occupants are encouraged to remember:

1. Keep Calm
2. Walk Quickly
3. Close doors behind them as they leave (to slow the spread of fire to other areas).
4. Feel the surface of every door prior to opening it. If it is **hot – DO NOT OPEN.** Proceed to another exit.
5. Do not return for personal belongings.
6. If smoke is present, stay low, crawl with body against the wall. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold breath and cover the nose and mouth.
7. If outside the building, stay far enough away to avoid falling glass and debris.
8. Know the exact location of emergency exit stairwells.
9. Follow all directions given by the Fire Department.
10. Under no circumstances, use elevators, for either partial or full relocation.

6.4 Bomb Threat

If you receive a Bomb Threat by Phone

1. Attract the attention of a co-worker discreetly and quietly while listening to the call. Have the co-worker note your specific telephone number and call 911 to request that the call on your line be traced.
2. Get as much information as possible from the caller about the bomb's location, type, and time of detonation. Ask about the bomb's appearance and who is placing it. Ask the caller's name and address.
3. Ask the caller to repeat parts of the message and make notes of any clues that might help police. Is the caller male or female? Adult or juvenile? Is the voice educated, coarse, accented or disguised? Does the caller seem angry, rational or deliberate? Make note of any background noise.
4. Call the Police – 911. Describe in detail the information you received on the phone.
5. Call HCFD Realty Management at (866) 871-1559.

Be prepared to assist authorities in searching for the device, BUT DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT. IF ANY SUSPICIOUS PACKAGE OR DEVICE IS LOCATED, NOTIFY THE BUILDING OFFICE AND POLICE AND CLEAR THAT AREA IMMEDIATELY.

AGAIN, DO NOT TOUCH, PUSH OR COVER ANY SUSPICIOUS PACKAGE OR DEVICE.

BOMB THREAT CHECKLIST AND REPORT FORM

INSTRUCTIONS: BE CALM. BE COURTEOUS. LISTEN; DO NOT INTERRUPT THE CALLER.

QUESTIONS TO ASK:

1. When is bomb going to explode?
2. Where is bomb right now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?
6. Where are you calling from?
7. What is your name?

IDENTIFICATION OF CALLER: (CIRCLE AS APPROPRIATE)

Caller's identity: Male / Female

Adult / Juvenile

Age / Years

Voice: Loud / Soft / High

Pitch: Deep / Raspy / Pleasant / Intoxicated / Other _____

Accent: Local / Not Local / Foreign Country

Speech: Fast / Slow / Distinct / Distorted / Stutter / Nasal / Slurred / Lisp / Disguised

Language: Excellent / Good / Fair / Poor / Foul / Other _____

Manner: Calm / Angry / Rational / Irrational / Coherent / Incoherent / Deliberate / Emotional / Righteous / Laughing / Intoxicated

Background Noises: Office Machines / Factory Machines / Bedlam / Trains / Animals / Music / Quiet / Voices / Airplanes

Additional Information: _____

RECORD: Date: _____ Time of Call: _____ a.m./p.m.

Person Receiving the Call: _____

6.4 Medical Emergencies

Upon receiving notification that there is a "Medical Emergency," call for an ambulance or medical assistance (911); then immediately notify HCFD Realty Management (866/871-1559), giving the following information:

1. Nature of the "Medical Emergency";
2. Exact location and name of the sick or injured person;
3. Whether an ambulance or doctor has been notified;
 - a. If the sick or injured person requests that you call their doctor, please do so and notify HCFD Realty Management (866/871-1559), so assistance can be given to the doctor when entering the building.
 - b. Assign an assistant to stand by on the floor where the sick or injured person is located to meet the doctor and/or ambulance attendants at the elevator, and guide them to the sick or injured person.
 - c. If the sick or injured person is to be sent to a hospital, try to send a friend or fellow employee along to comfort the person and help them at the hospital until a relative arrives.

6.6 Tornadoes or Funnel Clouds

In most cases, advance warning in the event of a tornado is not likely. Therefore, if a tornado is sighted approaching the building; notify HCFD Realty Management (**866/871-1559**), and begin moving your people toward the interior corridors and elevator lobbies of the building. The greatest danger will be that of flying glass and objects; therefore, attempt to locate where a maximum number of walls are between you and the exterior of the building.

Each individual should:

1. Get away from the perimeter area of the building and exterior glass.
2. Leave your exterior office--CLOSE THE DOOR.
3. Sit down in an interior corridor or stairwell and protect your head.
4. If you are caught in an outside office, seek protection under a desk as far away from glass as possible.
5. Do not attempt to evacuate the building unless instructed to do so by HCFD Realty Management or Tenant Floor Wardens.

DO NOT USE ELEVATORS.

6.7 Civil Disturbance

Although riots and civil disturbances are rare, there is still a need for a planned course of action. Should a disturbance start outside of the building, all entrances to Pearland Medical Plaza will be secured by building personnel. A call to the Pearland Police Department will then be made.

Based on the continued atmosphere of the disturbance, a decision will be made by the Property Manager to notify the tenants in the building.

In the event a disturbance should occur in a tenant's office or premises, immediately notify HCFD Realty Management **(866/871-1559)**. All assistance will be given to the tenant; however, the decision to call any law enforcement to a tenant's area will be left to the tenant.

6.8 Hazardous Spills / Combustible Leaks

In the event of a hazardous spill or combustible gas leak, either on the property of HCFD or on the adjacent property, tenants should do the following:

1. Call the Fire Department (911), giving street address and details of hazardous spill or combustible leak.
2. Call HCFD Realty Management (866/871-1559).
3. Follow instruction of the Fire Department. Evacuate immediately if warranted.
4. Check wind direction to determine designated area to evacuate people.
5. Wait for Fire Department instructions to turn off building equipment and individual office equipment.
6. Do not smoke.
7. Eliminate any open sparks.
8. Do not turn on/off any electrical switches.
9. Do not attempt to drive away. Tenants should not attempt to start automobiles.
10. Remember, this is a potentially combustible situation that demands a distinct course of action, and each case should be evaluated before action is taken.

6.9 Power Failure

Some HCFD buildings are equipped with emergency generator. Some buildings are equipped with battery operated emergency lighting in all stairwells and at the exits. Check with the Property Manager to determine which system exists in your building.

In the event, of a power failure please notify the HCFD Realty Management office at 866/871-1559 and we will contact the Utility office.

6.10 Elevator Malfunction

If you are caught inside an elevator:

1. Remain calm.
2. Elevators are equipped with a call button for assistance, twenty-four hours a day.
3. The elevators are equipped with two-way voice communication.
4. A repairman will be dispatched and a member of the HCFD Realty Management staff will remain in frequent voice contact to keep you informed of the situation.
5. Do not try to force the elevator doors open. This could slow the repair process.

If you observe a malfunctioning elevator from outside, please inform HCFD Realty Management (866/871-1559).