



# WELCOME

MetroNational would like to take this opportunity to welcome you as a new tenant of the 9821 Katy Freeway (“building”) and are pleased that you have selected this location for your new office.

MetroNational is dedicated to serving you. Please do not hesitate to contact the Property Management Office if we may be of assistance regarding any matter.

For your convenience, we have included information regarding building services, procedures, maintenance calls, emergencies, and other general information that we hope will be of assistance to you throughout your tenancy. If after reviewing the following information you require additional assistance, please contact the Property Management Office. Each member of the Property Management Team stands ready to assist and clarify as needed. It is our sincere hope that through your review of the following, you will appreciate and value the unique service and quality enjoyed by all building tenants.

Again, we extend a warm welcome to you and your Company.



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## I. GENERAL BUILDING INFORMATION

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The 9821 Katy Freeway is a 10-story building containing 152,000 square feet of office space. MetroNational employs an on-site management team responsible for the maintenance and appearance of the building, building operations and for assisting in the safety and comfort of all building tenants.

### PROPERTY MANAGEMENT OFFICE

**The Property Management Office is located at 9811 Katy Freeway, Suite 250, Houston, Texas, 77024**

The office hours are 8:00 a.m. to 5:00 p.m., Monday - Friday.

The office telephone number is **(713) 821-5203**. After hours calls will be answered by the answering service via the same phone number.

All communications regarding any aspect of your occupancy, services required, questions, complaints, etc. should be directed through the Property Management Office (See "Designated Persons" section below).

### PROPERTY MANAGEMENT TEAM

**Property Manager:** Debrah Sakombi [debrah.sakombi@metronational.com](mailto:debrah.sakombi@metronational.com)

**Property Administrator:** Taylor McGullam [taylor.mcgullam@metronational.com](mailto:taylor.mcgullam@metronational.com)

**Chief Engineer:** Justin Hippler

**Asst. Chief Engineer:** Ron Spell

**Lead Engineer:** Brelen Moore

**Building Engineer:** David Wood

**Building Engineer:** Miguel Leal

**Building Engineer:** Alexander De La Torre



## BUSINESS HOURS OF OPERATION

The building is open on the following days:

Monday – Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sunday	Closed

For specific times of central air conditioning ventilation and heating please see Article 6 section 6.1 (b) of your lease. After-hours HVAC must be requested if needed outside of the hours stated in your lease.

## BUILDING CLOSURES

The building and Property Management Office will be closed and building services (i.e. janitorial services and maintenance requests) will not be provided on the following holidays:

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

On these days, the following conditions will prevail:

- After-hours HVAC must be requested by noon the business day before needed (including holidays). Please refer to the **SERVICES AND FACILITIES** section of this handbook for instructions regarding requesting after-hours HVAC.
- **After hours, weekend and holiday access to the building will be granted only with an assigned access card.** For further information regarding after-hours building access refer to the **TENANT INFORMATION** section of this handbook.

## POSTAL SERVICE

For our tenants' convenience, individual locked mailboxes are provided to each tenant for postal services. The Property Management Office will assign a mailbox to each tenant and is responsible for notifying the postal carrier of the box assignment. Each tenant will receive one (1) mailbox key free of charge. Should additional or replacement mailbox keys be required, please contact the Property Management Office immediately.

A United States Post Office drop box, FedEx drop box are located near the building, and the mail distribution center is located on the 1<sup>st</sup> floor near the building entrance from the



garage. Delivery, distribution, and pickup times are determined by the Post Office, and are subject to change. The Post Office servicing this location is located at 10505 Town & Country Way, Houston, Texas, 77024. For any information or problems regarding mail service, call 1 (800) 275-8777 or go online at [www.usps.com](http://www.usps.com).

Please notify all employees ordering through Amazon to not use weekend delivery. Amazon requires USPS to leave all packages outside the building doors to complete the delivery. Property Management is not responsible for packages left by USPS or any other carrier.

Each tenant is responsible for accepting and shipping outgoing mail via U.S. Postal Services, FedEx, UPS, private courier, etc. Under no circumstance will the Property Management Office or Security Ambassadors accept or sign for mail.

In-coming postal mail should be addressed to each tenant as follows:

Tenant/Company Name  
Individual's Name  
9821 Katy Freeway, Suite Number  
Houston, Texas 77024

If you receive mail that belongs to another tenant, please bring it to the Property Management Office and we will see that it is delivered to the proper suite.

## **DELIVERY SERVICES**

The Property Management Office must be contacted prior to a major delivery to the building/tenant suite in order to schedule access to the freight elevators. The elevators may not be utilized during normal business hours (8:00 a.m. to 5:00 p.m.) for major deliveries. Any delivery or removal of furniture and/or equipment must be scheduled after business hours through the Property Management Office. The Property Management Office requires a minimum of 24 hours in advance notification to schedule the freight elevator for the delivery. Please complete the [Freight Elevator Request](#) form which can be found in the **FORMS** section of this manual.

**PLEASE BE ADVISED THAT ALL UNSCHEDULED MOVES/DELIVERIES, WHICH ARRIVE AT THE PROPERTY, WILL BE DENIED ACCESS UNTIL PROPER SCHEDULING OCCURS. NO EXCEPTIONS.**

## **ELEVATORS**

The building lobby is equipped with five (5) elevators providing service to the following areas:



- Four passenger elevators, one of which is also considered the freight elevator servicing floors 1-10.
- One passenger elevator servicing garage levels 1-4. The elevator does not access level 5 of the garage. A stairwell for level 5 access is located on the northeast corner of the garage across from the elevator.

The freight elevator must be used for all deliveries (See “Delivery Services” section). Circumstances requiring use of the freight elevator at length are to be coordinated through the Property Management Office, and must be scheduled at least 24 hours in advance for after hours and weekend usage. After-hours access to the freight elevator requires the use of an authorized access card.

After your initial move into the building, we request that your Company continue to schedule use of the freight elevator through the Property Management Office.

### *Elevator Emergencies*

All elevators in the building and garage are equipped with emergency phones linked to a 24-hours answering service. The phones are located adjacent to the elevator entry/exit doors and are activated by pressing the red phone icon button.

If the elevator malfunctions or stops, press and release the call button. Each elevator will have an elevator identification number on the panel door. Tell the person responding to your call which elevator you are in and approximately which floor you are stopped on.

Once the elevator company is notified an elevator technician will be dispatched. The technician will either open the door and let you out or move the elevator safely down to ground level and allow you to exit.

Please remain calm. The elevators are equipped with interlocking safety features which prevent movement once the elevator has malfunctioned.

### **LOADING DOCK**

The loading dock for the building is located on the east side of the building adjacent to the picnic area. Deliveries are to be made through the loading dock ONLY.

The loading dock is available 24 hours a day; however access outside of the standard building hours must be coordinated through the Property Management Office.

Please remind all contractors/vendors that deliveries are to be made via the loading dock and service elevators.



## **STAIRWELLS**

There are two stairwells in the building: one on the north and south sides of the building core. Please familiarize yourself with the location of these stairwells which are for emergency egress from the building.





## II. TENANT INFORMATION

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It is MetroNational's goal to provide assistance in making your transition into the building as smooth and effortless as possible.

In this section you will be asked to supply specific information that MetroNational will utilize as a guide for providing services to your Company.

### RENTAL REMITTANCE

All rental payments are due on the 1<sup>st</sup> of each month without demand. As a courtesy, monthly rental statements are forwarded by regular mail on the 20<sup>th</sup> of the month from Property Management.

All payments shall be made payable to: **Memorial City Towers, Ltd.**

Electronic payment methods are offered; if mailing, Payments must be mailed to:

**Memorial City Towers, Ltd.**  
**Attn: Building 9821**  
**P.O. Box 950554**  
**St. Louis, MO 63195-0554**

A late fee will be assessed per your lease agreement if payment is not received in a timely manner. Any questions concerning payments should be directed to the Property Management Office.

### TENANT INSURANCE

All tenants are required to carry insurance in accordance with the terms of the Lease Agreement. A **TENANT Sample Certificate of Insurance** can be found in the **FORMS** section of this manual and can be used as reference to ensure the correct certificate holder and additional insured parties are reflected on your certificate. Please have your insurance carrier forward a copy to the Property Management Office upon execution of your Lease. This insurance must be in place prior to any move or installation of items not included in your initial build out.

### PARKING PROCEDURES

Parking for the building is provided by a five (5) level garage facility located on the south side of the building. The garage is equipped with one (1) elevator located on the north side of the garage. Three (3) stairwells are also conveniently located in the garage on the north side, middle, and south side of the garage. An additional stairwell that services the 5<sup>th</sup> level of the garage is located on the northeast corner of the garage on levels 4 and 5.



- Visitor Parking
    - Tenants may not park in visitor spaces at any time and are subject to tow at their own expense.
    - Any visitors parking longer than 2 hours must park on levels 2 and above.
  - Contract/Employee Parking
    - Contract/employees are to park on levels 2 and above.
    - All employees must register their vehicle through the designated tenant contact. If a new vehicle is purchased, employee must inform tenant contact of change by filling out the **TENANT ACCESS CARD REQUEST AND VEHICLE REGISTRATION** form.
    - Assigned parking tags must be displayed on mirror when parking on property.
    - Reserved spaces are clearly marked with signage. Violators will be towed.
    - Unreserved parking is available in all spaces not noted as reserved, visitor, or accessible.
  - Speed limit is 10 mph in garage. Stop for all pedestrians.
  - Vehicles must be parked entirely within the painted stall lines of a single parking stall.
  - All directional signs and arrows must be observed.
  - Tenants and employees are required to park in building designated garage, not in neighboring building garages or lots.
  - Oversized Vehicles
    - Definition: a vehicle that is taller than 6 feet 9 inch.
    - The building does not accommodate oversize vehicles.
  - Extended vehicles under 6 feet 9 inch are to park on levels 5.
  - Trailer hitches that extend beyond the bed of the truck need to be removed. They are a source of injury and damage to pedestrians and other vehicles.
  - **Violations:**
    - FIRST OFFENSE: Ticketed via a window sticker (warning).
    - SECOND OFFENSE: Orange Sticker placed on window.
    - THIRD OFFENSE: Vehicle will be booted at the vehicle owner's expense.
  - Parking is prohibited: (a) in areas not striped for parking; (b) in aisles or on ramps; (c) where "no parking" signs are posted; (d) in cross-hatched areas; and (e) in such other areas as may be designated from time-to-time by Landlord.
  - ENTIRE GARAGE is NON SMOKING, with the exception of the Designated Smoking Area located in the adjacent garage. Exit building sky bridge on 2<sup>nd</sup> floor and cross over into adjacent garage. Smoking area is on the southwest corner.
  - Landlord reserves the right, without cost or liability to Landlord; to tow any vehicle if such vehicle's audio theft alarm system remains engaged for an unreasonable period of time.
  - Landlord reserves the right from time-to-time to modify and/or adopt such other reasonable and non-discriminatory rules and regulations for the parking facilities as it deems reasonably necessary for the operation of the parking facilities.
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- Building owner and management are not responsible for any loss due to theft, collision or any other damages to vehicles in the 9821 Katy Freeway parking garage, surface lot or any other areas on-site.

## **AFTER-HOURS BUILDING ACCESS**

### *Tenant Employee Access*

All tenants are required to issue their employees access cards (See the **TENANT ACCESS CARD REQUEST AND VEHICLE REGISTRATION** form in the **FORMS** section of this manual) in order to receive authorized floor access before and after normal building hours. Access cards are provided by the Property Management Office. For security purposes, requests for access cards submitted with incomplete information will be denied.

When an employee leaves your Company, the access card assigned to that person should be retrieved and returned to the Property Management Office. If it is not possible to retrieve the card, the Property Management Office should be notified immediately, in writing, so the card may be deactivated in the system. The access system serves as a deterrent to unauthorized entry into the building; therefore, it is imperative that each tenant provide the Property Management Office with updates of personnel changes as they occur.

### *Tenant Vendor Access*

All vendors that are requested to perform services for a tenant that involves after-hours access to the building must be pre-authorized. Please complete the **AFTER-HOURS ACCESS REQUEST** form in the **FORMS** section of this manual and send to the Property Management Office at least 24 hours in advance of work to be performed.

## **DESIGNATED PERSONS**

In order to provide effective and efficient service to our tenants, the Property Management Office requires that each Company designate employees for various roles and responsibilities relating to building operations and procedures. Please fill out the **Tenant Contact Information** form in the **FORMS** section of this manual and give the completed form to the Property Management Office within 15 days of move-in.

### *Tenant Coordinators*

The primary objective of MetroNational is to provide our tenants with consistent, high-quality services and a comfortable working environment. Providing timely service to all



tenants requires that we establish a well-organized system of communication. This communication can best be accomplished through the use of Tenant Coordinators and the RISE System (see section III.)

Each tenant should designate two (2) Tenant Coordinators for their suite: One should be the primary coordinator and the other the backup to the primary.

All requests for services and any complaints by individual tenant employees should be made directly to the Tenant Coordinator. The Tenant Coordinator will then forward these requests to the Property Management Office via RISE. This method of communication will eliminate duplicate and conflicting calls to the Property Management Office and will allow us to handle tenant requests in the most efficient manner possible.

The Property Management Office requests that the tenant provide each employee with the Tenant Coordinator's name and telephone number along with instructions to make all requests through the Tenant Coordinator.

#### *Tenant Authorized Persons*

To maintain the integrity of the building's security, we request that the tenant submit the name of an individual designated as Authorized Person for that Company. This individual will be the only person permitted to approve the removal of equipment, plants, etc., from the building after hours, as well as to request above-standard items or services billable to the tenant.

The Tenant Authorized Person's information will be kept on file in the Property Management Office. It is the responsibility of the tenant to notify the Property Management Office, in writing, of any employees who should be added or removed from this list. These security procedures will help protect the tenants' property and the integrity of the designated person procedures.

#### *Tenant Emergency Contacts*

All tenants will be asked to designate individuals to be contacted in the event of an emergency. Ideally, these tenant contacts will be officers or administrators who are capable of making decisions in emergency situations and are readily accessible via cell phone or email.

MetroNational also uses an automated mass notification system to inform tenants or events in their buildings or Memorial City which could affect your Company's operations at any time of the day.

The Property Management Office requests that at least two names of Tenant Emergency Contacts, along with business and after-hours telephone numbers and business emails,



be submitted to the Property Management Office. This list will be updated periodically. Tenants should notify the Property Management Office when an emergency contact leaves the Company and then promptly designate a replacement and inform the Property Management Office.

#### *Tenant Recycling Champion*

MetroNational has a formal recycling program for paper, metal, glass, plastic, cardboard and used electronics in all high-rise office buildings and other properties. Please assign a Recycling Champion from your office as requested by the Property Management Office. This designated person will periodically receive correspondence regarding the building-wide recycling program and events and will be the point person for ensuring that recycling procedures are implemented and followed by all Company personnel. The Property Management Office will provide the Recycling Champion the MetroNational **Commercial Office Tenant Recycling Procedures Manual**. We kindly ask that the Recycling Champion be familiar with the procedures upon moving into the building.

#### *Floor Fire Warden(s)*

Please see your “Tenant Emergency Procedures Handbook” for details. A copy may be obtained from the Property Management Office.

### **TENANT VENDOR REQUIREMENTS**

The following requirements apply to the activities of vendors in the building. The failure of any vendor to comply fully with these requirements may result in the permanent denial of admission of the vendor into the building.

- General solicitation activities in any building are strictly prohibited.
- A vendor shall be permitted access to the building only pursuant to the request of specific tenants, and then only for the purpose of making direct deliveries or completing work to the premises of those and no other.
- All deliveries and sales must occur during normal business hours. Where provided, the vendor must utilize building service entrances (loading dock) and freight elevators.
- Tenants' vendors are permitted in the building when requested using the guidelines listed herein. The buildings are open to service vendors from 7:30 a.m. to 5:00 p.m. Monday through Friday.
- **Telecom vendors must schedule tenant-requested work at least 48 hours in advance if access to locked telecom rooms is required. Unscheduled vendors will not be allowed access except for**



**emergencies unless advance notice is received by the Property Management Office.**

**Note: The above should not be construed as granting any vendor continuing rights to conduct business within any office building, and MetroNational Corporation its right to exclude any such vendor from some or all of its buildings, with or without cause, at any time.**

#### *Insurance Requirements for Tenant's Vendors*

Tenant shall maintain insurance coverage per their Lease Agreement at all times during the term (and prior to the term with respect to activities of tenant under their lease at the building), and each vendor shall maintain minimum insurance coverage outlined below at all times when the vendor performs work in or delivers to the building. Tenant's vendors (moving companies, construction contractors, etc.) must provide an original Certificate of Insurance to the Property Management Office prior to the work requested. **Notify any vendor regarding these requirements prior to your negotiations.** See **VENDOR Sample Certificate of Insurance** in the **FORMS** section showing:

- 1) General Liability coverage of at least \$1,000,000 limits;
- 2) Auto Liability coverage including all owned, non-owned and hired vehicles with combined single limits of at least \$1,000,000;
- 3) Worker's compensation coverage with minimum Employers Liability limits of \$1,000,000; and
- 4) Excess Liability (Umbrella) coverage with limits of at least \$5,000,000 of performing.
- 5) If performing improvements/alterations to the Company's suite, Builder's Risk coverage or an Installation Floater will also be required.
  - a. Memorial City Towers, Ltd. would also be named as Loss Payee as their interests may appear.
- 6) The following shall be listed as Certificate Holders on the certificate:

Memorial City Towers, LTD  
c/o Metro National Corporation  
9811 Katy Freeway, Suite 250  
Houston, Texas 77024

Also:

- Memorial City Towers, Ltd., and Metro National Corporation, must also be named as Additional Insureds on the General Liability and Auto Liability policies.



- A Waiver of Subrogation in favor of Memorial City Towers, Ltd. and Metro National Corporation must be reflected on the General, Auto, and Workers Compensation policies.
- All coverages provided by the vendor shall be primary to any coverage carried by Memorial City Towers, Ltd. and MetroNational Corporation.
- A Certificate of Insurance evidencing these coverages shall be furnished to the Property Management Office prior to commencement of work.
- ***Failure to provide the Insurance certificate will result in delay of work.***

In addition, tenant and vendor will indemnify and save Memorial City Towers, Ltd. and MetroNational Corporation harmless from and against all claims, demands and causes of action of every kind in character arising in favor of vendor's employees, Property Management Office's employees or other third parties as a result of bodily injury, personal injury, death or damage to property in any way resulting from willful or negligent acts or omissions of vendor, its agents, employees, representatives or subcontractors. The vendor shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.

Each contractor and subcontractor participating in Tenant's Work shall guarantee that their work will be free from any and all defects in workmanship and materials for the period of time, which customarily applies, in good contracting practice, but in no event for less than one (1) year after the acceptance of the work by tenant and Property Management Office. The aforesaid guarantees of each such contractor and subcontractor shall include the obligation to repair or replace in a thoroughly first-class and workmanlike manner, and without any additional charge, all defects in workmanship and materials. All warranties or guarantees as to materials or workmanship on or with respect to tenant's work shall be contained in the contracts and subcontracts for performance of tenant's work and shall be written so that they shall inure to the benefit of Memorial City Towers, Ltd. and tenant as their respective interests may appear. Such warranties and guarantees shall be so written that either can directly enforce them and tenant shall give to Property Management Office any assignment or other assurance necessary to effectuate the same.

## TENANT GRAPHICS

Tenant graphics visible from the floor's main corridor should be submitted to the Property Management Office for approval. Such approvals will be made in a timely manner in writing or by signing the approved graphics plans and specifications. To request signage, a tenant must complete the ***Tenant Signage Request*** form which is located in the **FORMS** section of this manual. For the protection of all tenants, no signs, posters, advertisements or notices shall be painted or affixed on any of the windows, doors or any other part of the building.





## LOBBY ELECTRONIC DIRECTORY

An electronic touch screen directory is located in the lobby of the building. Requests for additions/changes to the directory should be submitted via the RISE work order system to the Property Management Office.

## KEYS

Suite keys will be turned over to your Authorized Person when your suite is ready for occupancy.

Each tenant will receive one (1) mailbox key free of charge. Should additional or replacement mailbox keys be required, please complete the [Key Order](#) form in the **FORMS** section and return to the Property Management Office.

## MOVING POLICIES AND PROCEDURES

The key to a successful move for any Company is effective communication and coordination between the tenant, the tenant's moving company and the Property Management Office. Please provide the Property Management Office with the moving company sales representative's/contact person's name, address and telephone number so we assist in coordinating your move.

The following guidelines have been established to facilitate an organized and effective move-in:

- All moves must be pre-approved and coordinated through the Property Management Office. A Security Ambassador will be assigned to allow the tenant's Authorized Person(s) and mover access to the building via the loading dock after hours.
- Moves must be scheduled after 6:00 p.m. Monday through Friday, or on the weekend. There are no time restrictions for weekend/holiday moves, subject to The Property Management Office's approval.
- The Property Management Office requires a minimum of 24 hours in advance notification to schedule the freight elevator for the move. Please complete the [Freight Elevator Request](#) form which can be found in the **FORMS** section of this manual. A firm date and time will then be provided by the Property Management Office confirming the tenant's reservation.
- If after-hours air conditioning will be required during the move, this also will need to





be coordinated in advance through the Property Management Office (See “Above-Standard Services” section).

- Please schedule a walk-through of the path of the move with a representative of the moving company and the Property Management Office to determine general conditions and the areas which must be protected. ***Any damages will be the responsibility of and billed to the tenant, not the moving company.***
- The janitorial crew is not equipped to handle the volume of trash created during a move. Therefore, please make arrangements to break down your moving boxes and have your moving company return to the building to remove them.

### *Moving Company Requirements*

The moving company will be responsible for adhering to the following requirements so it is very important that you factor in these requirements when negotiating the cost of your move. The following requirements pertain to moving furniture, equipment and supplies in and out of the building:

- Clean Masonite sections are to be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid-type dollies. Clean plywood sections will also be required when moving over “sensitive” floors (i.e. stone or tile floors). The Masonite must be at least ¼” thick, 4’ x 8’ sheets in elevator lobbies and corridors and 32” sheets through all doors to a tenant’s space. All glass doors must be padded to protect exposed areas.
- Property Management and moving company personnel will inspect all walls, door facings, elevator cabs and other areas along the route to be followed before, during and after the move. The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.
- The Fire Marshal prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Vehicles used for moving or deliveries are not to park in marked fire lanes. The loading dock located on the west side of the building is the designated area for this.
- Only the freight elevators in the building are to be used for the movement of furniture, equipment and supplies. No passenger elevators are to be utilized. Also, no pallets or pallet jacks are allowed in the building at any time. Any difficulties involving the freight elevators or operation of the building should be reported to the Security Ambassador on duty, who will in turn contact an on-call engineer.
- All moves are to be made through the loading dock area. Deliveries will not be



permitted through the lobby entrance on the first floor unless prior consent has been obtained from the Property Management Office.

**ANY MOVERS WHO DO NOT ADHERE TO THE FOLLOWING RULES WILL NOT BE ALLOWED TO ENTER THE PREMISES OR WILL BE REQUIRED TO DISCONTINUE THE MOVE.**

### **MOVE-OUT PROCEDURES**

When vacating the premises, upon termination or expiration of your lease, the Property Management Office will request a walk-through of the suite with a representative of your Company. At this time, all keys and access cards should be returned to the Property Management Office, including mailbox keys. Any damages to the suite, or beyond reasonable wear and tear, will be noted for billing purposes. The new mailing address will be obtained for final reconciliation of any outstanding balances and security deposit refund. All moving policies and procedures, including obtaining adequate insurance information and scheduling moves after hours or on the weekend will be enforced for move-outs.



### III. SERVICES AND FACILITIES

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#### STANDARD BUILDING SERVICES

Heating, ventilation or air conditioning, unusual noises, odors and janitorial service requests can be entered into the RISE work order system and will be dispatched to the appropriate management team member. If a problem is discovered after normal business hours and is an emergency, please contact the Property Management Office and leave a detailed report of the problem with the security ambassador. They will contact the appropriate team member to handle your request.

The following are examples of services provided as Building Standard items at no additional cost to tenants:

- Thermostat adjustments
- Building standard light bulb changes in tenant spaces and common areas
- Maintenance and repair of building's mechanical systems
- Repair of all base building and building standard fixtures
- Elevator repairs or adjustments

#### RISE WORK ORDER SYSTEM

For the convenience of our tenants, MetroNational has set up an online tenant service center called RISE. Through this system, the Tenant Coordinators should submit service requests, review the progress and history of previous service requests, and view memos and notices from the Property Management Office. **If RISE requests are made after business hours, they will be processed the following business day.**

Tenant Coordinators will have access to RISE by completing and returning to the Property Management Office the **RISE Set-Up Request** form which can be found in the **FORMS** section of this manual.

#### JANITORIAL SERVICES

Standard janitorial services in the building are provided on a daily basis, Monday through Friday, with the exception of holidays, beginning at 6:00 p.m. These services include the following: dusting, emptying of wastebaskets and recycling bins (See "Designated Persons" for details on office recycling programs. Recycling bins are provided free of charge to tenants), vacuuming of carpets, sweeping and mopping of hard surface floors, and cleaning/restocking of restrooms.



Please be advised that the janitorial staff have been instructed not to move any papers on desktops or touch any computer for dusting. Therefore, if you want your office thoroughly dusted, please ensure that all items are removed from your desktop. In addition, if a tenant requests that the maid discontinue vacuuming or cleaning during the time period allowed for cleaning of the suite, it is highly unlikely that they will be able to return to the suite to complete their nightly duties.

The Property Management Office will conduct periodic inspections of tenant areas to monitor the quality of the janitorial service and meets regularly with the cleaning supervisors to assess performance and areas where improvement may be needed. We request that the Tenant Coordinator contact the Property Management Office immediately with any comments or concerns regarding the cleaning services so janitorial quality can be maintained.

Janitorial services are provided after hours so as not to disturb our tenants during normal business hours. Please help this process by cooperating in the following ways:

- Accidents do happen. If something spills in your suite that requires immediate attention, please notify the Property Management Office. A day porter will be contacted to assist you as soon as possible.
- Do not place any object near or against trash or recycling receptacles if material is not to be disposed of.
- Empty cardboard boxes **MUST** be broken down completely and placed near recycling bins or janitorial staff will not remove them from the suite.

## **ABOVE-STANDARD JANITORIAL REQUESTS**

Tenant requests for cleaning services above our standard provisions (such as interior glass cleaning or dish washing services) should be requested by calling the Property Management Office. These services can be provided at an additional charge.

## **CARPET CLEANING**

If you wish to have your carpet spot cleaned, please contact the Property Management Office or enter a work order into the RISE system. Complete carpet cleaning service is available for an additional charge. Please contact the Property Management Office for more information.



## REMOVAL OF ABOVE-STANDARD/EXTRA TRASH

Requests for removal of above-standard trash or large amounts of recycling (i.e. files, boxes, and shredded paper) **must be made through the Property Management Office.** No trash, boxes, etc. should be placed in the common area hallways due to fire code restrictions. Prior notice must be given to the Property Management Office to facilitate the removal of these items in a timely manner. Some larger trash items may require a fee for disposal or hire a third party to remove the materials.

### *Electronic Waste Disposal Program*

MetroNational has a free electronic waste disposal program. Your Recycling Champion will receive notice of the Electronic Waste pickup events that occur twice a year. Do not place any electronic items or wiring in the regular wastebaskets. Please hold your old electronic items in a storage area in your suite until the next electronic waste event is announced and our E-waste vendor will set up an appointment to pick up your used electronics and wiring.

## WINDOW CLEANING

The exterior building windows are cleaned once a year. Please call the Property Management Office for a schedule if needed.

## PEST CONTROL

The common areas and exterior of the building receive pest control treatment on a quarterly basis. Tenant suites are treated on an as-needed basis only. Should you experience a pest control problem, please submit a request via the RISE work order system to make arrangements for treatment.

## ABOVE-STANDARD BUILDING SERVICES

The following are examples are Above-Standard services that can be requested and provided at a reasonable cost:

- After-hours air conditioning/ heating
- Above-building standard light bulbs
- Installation of door closures
- Alteration or remodeling work (Requires outside contractor)
- Installation of electrical outlets (Requires outside contractor)



- Installation of additional or re-keyed lock sets
- Duplicate keys or re-keying. (All keying and new key orders are handled by the Property Management Office. At no time are suites to be re-keyed by tenants.)

#### *After-Hours HVAC Requests*

Requests for after-hours HVAC on weekends or holidays must be scheduled with the Property Management Office in advance by filling out an **Overtime HVAC Request** form found in **FORMS** section of this manual. The request must be received by the Property Management Office before 12:00 p.m. on the day before you will require overtime air conditioning. The rate for overtime air conditioning can be obtained from Article 6 Section 6.1 (b) of your lease or contact the Property Management office. Requests must be made by the Tenant's Authorized Person.

#### *Above-Standard Equipment and Lighting*

Each tenant is responsible for the cost of maintenance of equipment and lighting in their suite that is not considered building-standard. Examples of above-standard equipment and lighting include supplemental heating and air conditioning units, plumbing, appliances, down lights, desk lamps, cubicles, etc. The Property Management Office will arrange for maintenance of non-standard items at the tenant's expense.

Please contact the Property Management Office for assistance in obtaining pricing for any required repair.

#### *Above-Standard Service Billing*

Tenants will be billed for above-standard services such as overtime HVAC, suite keys, and electrical or plumbing requests on a monthly basis. A tenant coordination fee in accordance with your lease agreement for administrative and overhead costs will be added to the direct cost with the exception of OVERTIME HVAC. A separate invoice will be prepared for each service provided. Terms of payment will be listed on the invoice.



## **IV. SECURITY**

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### **SECURITY NOTICE**

Observance of the following suggestions will be helpful and mutually beneficial for all tenants and visitors:

1. Notify the Property Management Office if suspicious persons are observed anywhere on the building property.
2. Report any and all solicitors to the Property Management Office.
3. When there is no one in your suite, do not leave the door unlocked, even for a short period of time.
4. Handbags, coats and other articles of value should not be left unguarded in a tenant reception area.
5. Valuable articles of personal property should not be left on desks, unlocked drawers or in vehicles parked on the building property.
6. Keys should be collected from terminated employees and the Property Management Office should be notified immediately of any personnel changes.
7. Make sure that exterior suite doors are closed and locked upon leaving your office. Do not rely exclusively upon janitorial or security personnel to secure your premises.
8. If you plan to have visitors in your office area other than during regular working hours, please provide written authority to the Property Management Office.
9. Keep corridor doors closed at all times.

Please ensure that all employees observe these guidelines in order to maintain the privacy and security of all building tenants.

We recommend that the above suggestions be copied and distributed to your employees periodically.

### **BUILDING ACCESS CONTROL SYSTEMS**

The building is equipped with the following access control systems:

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1. **Card Access System**

- a) Your access card is required to gain access to the building after hours Monday through Friday and all day on Saturdays and Sundays as well as on building holidays. Card readers are adjacent to the building entrance doors.
- b) Each access card has a distinct number. If your card is lost or stolen, please report it **immediately** to the Property Management Office so this card can be voided and a new replacement card can be issued from the Parking Property Management Office.

2. **Security Console**

The security console, located in the lobby of the building is open 6 days per week. The console is a control point for all building surveillance, alarm monitoring and communication equipment. If security personnel are not present at the console, they are located somewhere on the property and tending to security matters. Please use the phone number posted at the console to contact the Security Ambassador.

3. **Camera Surveillance**

Cameras monitor ground floor freight elevator lobby and building entrances after hours.





## V. BUILDING RULES AND REGULATIONS

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The following Building Rules and Regulations are meant to assist the tenant and Property Management Office in maintaining a quality building. These building rules and regulations are in no way meant to hinder the tenant in achieving the highest work standard that the tenant is used to and accepts in other building environments.

- No sign, placard, picture, advertisement, name or notice shall be inscribed, displayed or printed or affixed on or to any part of the outside or inside of the Building without the written consent of the Property Management Office. And The Property Management Office shall have the right to remove any such sign, placard, picture, advertisement, name or notice without notice to and at the expense of tenant. All approved signs or lettering on doors to any common area shall be printed, painted, affixed or inscribed at the expense of tenant by the Property Management Office. The tenant shall not place anything or allow anything to be placed near the glass of any window, door, partition or wall which may appear unsightly from outside the Leased Premises or which may change the exterior appearance of the windows of the Building; provided, however, that the Property Management Office shall furnish and install a Building standard window covering at all exterior windows. The tenant shall not, without prior written consent of the Property Management Office, sunscreen any window.
- The sidewalks, halls, passages, exits, entrances, elevators and stairways shall not be obstructed by any of the tenants or used by them for any purpose other than for ingress and egress from their respective Leased Premises.
- Tenant shall not alter any lock or install any new or additional locks or any bolts on any doors of the Leased Premises, without the Property Management Office's consent, which will not be unreasonably withheld, conditioned or delayed. The tenant shall be responsible for its keys and access cards, and the safekeeping and loss thereof. Upon termination of this Lease, the tenant shall surrender to Property Management Office all keys and access cards for the Leased Premises, Building and Project, and give Property Management Office keys to, access cards for or the combination for all locks for safes, safe cabinets, vault doors and security systems, if any, which remain in the Leased Premises.
- The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no sweepings, rubbish, rags, medical waste or other unsuitable material of any kind shall be thrown therein, and the actual expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees shall have caused it together with Property Management Office's Overhead Recovery.



- The tenant shall not overload the floor of the Leased Premises, or in any way deface the Leased Premises, the Building or any part thereof. The Property Management Office shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the Building and also the times and manner of moving the same in and out of the Building. All such movement shall be in a manner to be agreed between the tenant or other occupant and the Property Management Office in advance. Such prearrangement shall be initiated by the tenant or other occupant by a written request therefor to the Property Management Office. The time, method, and routing of movement and limitations for safety or other concern which may prohibit any article, equipment or other item from being brought into the Building shall be subject to the Property Management Office's discretion and control.
- No furniture, freight or equipment of any kind shall be brought into the Building without the prior notice to the Property Management Office and all moving of the same into or out of the Building shall be done at such time and in such a manner as Property Management Office shall designate in its reasonable discretion.
- Any hand trucks, carryalls, or similar equipment used for the delivery or receipt of merchandise or equipment shall be equipped with rubber tires, side guards and such other safeguards as Property Management Office shall require. Safes or other heavy objects shall, if considered necessary by Property Management Office, stand on supports of such thickness as is necessary to properly distribute the weight. Property Management Office will not be responsible for loss of or damage to any such safe or property from any cause and all damage done to the Building by moving or maintaining any such safe or other property shall be repaired at the expense of tenant.
- The tenant shall not use, keep or permit to be used or kept any foul or noxious gas or substance in the Leased Premises, or permit or suffer the Leased Premises to be occupied or used in a manner offensive or objectionable to the Property Management Office or other occupants of the Building by reason of noise, odors and/or vibrations, or interfere in any way with other tenants or those having business therein, nor shall any animals or birds be brought in or kept in or about the Leased Premises or the Building.
- Other than microwaves, "hot-plates," catered food, and as otherwise typical for an employee break room (e.g., coffee machines and microwave heating of pre-prepared food), no heating of food or cooking shall be permitted by the tenant in the Leased Premises. The Leased Premises shall not be used for the storage of merchandise, for washing clothes, for lodging, or for any improper, objectionable



or immoral purposes. Heating or cooking shall not mean the brewing of coffee, tea or similar beverages nor the heating of prepared food in small microwave ovens.

- The tenant shall not use or keep in the Leased Premises or the Building any kerosene, gasoline or inflammable or combustible fluid or material, or use any method of heating or air conditioning other than that supplied by the Property Management Office.
- The Property Management Office will direct vendors as to where and how telecommunications and data wires are to be introduced. No boring or cutting for wires will be allowed without the consent of Property Management Office. The location of telephones, call boxes and other office equipment affixed to the Leased Premises shall be subject to the reasonable approval of Property Management Office, which approval shall not be unreasonably withheld, delayed or conditioned.
- At all times other than normal business hours, access to the Building or to the halls, corridors, elevators or stairways in the Building or to the Leased Premises may be refused unless the person seeking access is known to the person or employee of the Building in charge and has a pass or is properly identified. The Property Management Office shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, the Property Management Office reserves the right to prevent access to the Building during the continuance of the same by closing of the doors or otherwise for the safety of the tenants and protection of the property in the Building and the Building itself.
- The Property Management Office reserves the right to exclude or expel from the Building any person who, in the judgment of Property Management Office, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of the rules and regulations of the Building.
- No vending machine or climate control equipment or any other machines or equipment (other than ordinary office equipment) of any description shall be installed, maintained or operated in the Leased Premises without the written consent of the Property Management Office, which will not be unreasonably withheld, conditioned or delayed.
- No children under the age of fourteen (14) shall work or be employed in the Leased Premises even if permitted by applicable laws for family businesses. Children fourteen years and older may only work or be employed in the Leased Premises as permitted by applicable laws without the benefit of exceptions for family businesses.



- Tenant shall not disturb, solicit or canvass any occupant of the Building and shall cooperate to prevent same.
- Without the written consent of the Property Management Office, tenant shall not use the name of the Building in connection with or in promoting or advertising the business of tenant except as tenant's address.
- The Property Management Office shall have the right to control and operate the public portions of the Building and the public facilities, and heating and air conditioning as well as facilities furnished for the common use of the tenants, in such manner as it deems best for the benefit of the tenants generally.
- Tenant shall use commercially reasonable efforts to cause all entrance doors in the Leased Premises shall be left locked when the Leased Premises are not in use, and all doors opening to public corridors shall be kept closed except for normal ingress and egress from the Leased Premises.
- Tenants and other occupants shall not make or permit any loud or improper noises or noxious odors in or from any portion of the Project, or otherwise interfere in any way with any other tenant, occupant, Property Management Office or any third party, or persons having business with them.
- Property Management Office reserves the right to approve all concessionaires, vending machine operators or other distributors of cold drinks, coffee, food or other concessions, water, towels or newspapers, which approval shall not be unreasonably withheld, conditioned or delayed.
- No contractor or other party shall perform any construction, cleaning, maintenance, waste disposal or other related work in the Building unless (a) such party, (b) the procedures proposed to be followed by such party, and (c) the insurance policies of such party are approved by the Property Management Office in writing in the exercise of the Property Management Office's reasonable discretion. This provision shall apply to all work performed in the Building including, but not limited to, installations of telephones, telecopy equipment, computer equipment, electrical devices and attachments, and any and all installations of every nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment and any other physical portion of the Building, the cleaning and/or maintenance of any of the foregoing and the removal of any waste or Hazardous Material.
- The use of candles, open flames and open flame devices, including without limitation the burning of incense, are strictly forbidden inside the building with the exception of approved non-refillable heating devices used by a tenant's caterers



to temporarily warm food. The supervised use of such food warming devices must be compliant with all codes, laws, rules and regulations of governmental agencies and authorities.

- The use of portable heaters is strictly forbidden inside any building. A tenant shall not use any heating devices within its premises, and shall rely exclusively on the building HVAC system serving its premises to heat its premises.
- Natural cut trees including decorative Christmas trees are strictly forbidden inside building.
- Decorative lighting shall be UL listed and installed to manufacturer's specifications. The use of extension cords with decorative lighting is strictly forbidden. Each tenant shall be responsible for ensuring that all decorative lighting is turned off and/or disconnected before vacating its premises each day.
- Tenant and tenant's Permittees shall at all times conduct their operations and behavior in and on the Project, Building and Leased Premises in a responsible, safe and prudent manner.

The Property Management Office reserves the right to rescind any of these rules and regulations and to make such other and further reasonable rules and regulations as in its judgment shall from time to time be needed for the safety, protection, care, management, maintenance, repair, or cleanliness of the Building, the operation thereof, the preservation of good order therein and the protection and comfort of the tenants and other occupants and their respective related parties, provided that the same will not unreasonably interfere with tenant's use of the Leased Premises or materially increase tenant's obligations under this Lease, and provided that the Property Management Office provides tenant with written notice of any such change or otherwise posts or disseminates the same appropriately at the Building, which rules and regulations, when made and written notice thereof is given to a tenant or other occupant shall be binding upon them in like manner as if originally herein prescribed and shall automatically become a part of this Lease for all purposes.

- Tenant shall direct and require that tenant and tenant's Permittees fully comply with the rules and regulations of the Building.
- The Property Management Office shall have the right to grant reasonable variances of the rules and regulations, and shall not be required to enforce the rules and regulations if they are violated by other tenants; provided, however, that Property Management Office will not arbitrarily and capriciously enforce these rules and regulations against Tenant.



In the event of any conflict between the foregoing Rules and Regulations, and any provision of the body of this Lease, then the provisions of the body of the Tenants Lease shall prevail and control.



## VI. TELECOMMUNICATIONS

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A strict riser management program is in place at the building in order to effectively manage current and future tenant telecommunications requirements in this period of rapidly growing telecommunications and information technology. The Property Management Office can provide you with the building's "Preferred Vendor" list of those telecom companies who already have physical equipment in the building. Any telecom vendors that are not on the list must be reviewed and approved by the Property Management Office prior to the tenant placing the work order with the vendor. The telecom and mechanical rooms will remain locked at all times. Prior to any work telecom being completed by a tenant's telecom vendor, the tenant must notify the Property Management Office to coordinate and review the intended work that will affect the telecom room equipment.

**Telecom vendors must schedule tenant-requested work at least 48 hours in advance if access to locked telecom rooms is required. Unscheduled vendors will not be allowed access except for emergencies unless advance notice is received by the Property Management Office.**

All telecom and data vendors must register with the security console upon arrival to obtain access to the telecom rooms. This measure is taken to maintain the security of all tenants' telecom wiring and systems.



## VII. TENANT IMPROVEMENTS AND ALTERATIONS

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If your Company desires to make alterations to its leased premises, certain rules and requirements have been established for contractors, trades and other service companies performing construction work on behalf of the tenant in the building and are as follows:

- Tenant will make no alterations, decorations, installations, repairs, additions, improvements or replacements that change or alter the structural integrity or square footage in, to, or about the premises without property management's prior written consent, and then only by contractors or mechanics approved by the Property Management Office.
- Tenant shall, prior to the commencement of any work, submit for the Property Management Office's written approval, a complete plan (see "IMPROVEMENTS/ALTERATIONS REQUIREMENTS" below) of the demised premises, or of the floor on which the tenant change is to occur. Drawings are to be complete with full details and specifications for all of the work.
- The proposed tenant changes must comply with the Codes and Ordinances of the City of Houston and rules and regulations of other agencies having jurisdiction.
- No work shall be permitted to commence before the Property Management Office is furnished with copies of any permits required by any jurisdictional agencies.
- Any construction work that may inconvenience other tenants or disturb building operations must be scheduled and performed before or after normal business hours and the Property Management Office shall be provided with at least 24-hour notice prior to proceeding with such work.
- All inquiries, submissions, approvals and all other matters shall be processed through the Property Management Office.

### IMPROVEMENTS/ALTERATIONS REQUIREMENTS

Tenant shall submit to the Property Management Office a request to perform the work. The request shall include the following enclosures:

- A list of contractors or subcontractors the tenant wishes to have bid on the work. Tenant's preferred contractors and subcontractors are subject to approval of the Property Management Office. A list of approved tenant improvement/alteration contractors and subcontractors may be obtained from the Property Management





Office.

Two complete sets of plans and specifications (see Project Requirements and Procedures” below) properly stamped by a registered architect or professional engineer.

- Insurance Certificates for approved Contractors and Subcontractors' conforming to the Insurance Requirement information enclosed herewith (See “Insurance Requirements for Tenant Improvements/Alterations” below for more detail).

The Property Management Office will return the following to the tenant:

- Letter approving plans or comments for correction of plans (such approval or comments shall not constitute a waiver of City of Houston approval or approval of other jurisdictional agencies).
- Signed application forms, providing proper submissions have been made.
- Cover transmittal or letter.
- Following approval from the Property Management Office, tenant shall post the original permit on the premises prior to the commencement of any work. All work performed by a contractor or subcontractor shall be subject to supervision and inspection by Property Management Office's representative. Such supervision and inspection shall be at tenant's sole expense. If a contractor is negligent in any of its responsibilities, the tenant shall be charged for any corrective work necessary.

#### *Project Requirements and Procedures*

- All structural and floor loading requirements shall be subject to the prior approval of building's structural engineer. Tenant shall obtain approval and any fees shall be at tenant's sole expense.
- All mechanical (HVAC, plumbing and sprinkler) and electrical requirements shall be subject to the approval of property management's mechanical and electrical engineers.
- When necessary, the management will require engineering and shop drawings, which drawings must be approved by the Property Management Office before work is started. Drawings are to be prepared by tenant and all approvals shall be obtained by tenant. All fees shall be at tenant's sole expense.



- Property management's representative at tenant's expense shall supervise all demolition.
- The tenants shall make prior arrangements for elevator use with the property management. No material or equipment shall be carried under or on top of elevators. If the management deems an elevator technician is required, tenant at tenant's expense shall pay for such service.
- If a shutdown of risers and mains for electrical, HVAC, sprinkler and plumbing work is required, the property management's representative at tenant's sole expense shall supervise such work.

General Contractor is responsible to:

- Submit copies of Contractor and Subcontractor Rules and Regulations to all subcontractors. All subcontractors shall acknowledge receipt thereof by signing the rules and regulations, whereupon the general contractor shall provide copies of such to property management for its files.
- Properly supervise construction on premises at all times.
- Police job at all times, continually keeping space orderly.
- Maintain cleanliness and protection of all areas, including elevator and lobbies.
- Protect front and top of all peripheral units and thoroughly clean them at completion of work.
- Block off supply and return grills, diffusers and ducts to keep dust from entering into the building air system.
- Prevent the disturbance of other tenants. If it is necessary to "bag" any smoke detector to avoid nuisance alarms, property management shall be advised in advance. Immediately after completion of the relevant work, the bags shall be removed from the detectors and property management shall be so advised.
- Ensure all equipment and installation is equal to standards of the building. Any deviation from building standards must be permitted only if indicated or specified on the plans and specifications and approved by property management.
- Submit a properly executed air balancing report signed by a professional engineer



to the Property Management Office upon the completion of all HVAC work.

Upon completion of the work, tenant shall submit to the Property Management Office:

- All properly executed forms or other documents indicating total compliance and sign-off by appropriate jurisdictional agencies.
- The final "as-built" set of drawings showing all items of work in full detail.

Additional and differing provisions in the lease, if any, will be applicable and will take precedence.



## **VIII. FORMS**

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The following forms have been provided for your convenience to convey important information to the Property Management Office. We suggest that you make copies of the blank forms so that the original will be available for updates and future use.

***Freight Elevator Request***

***TENANT Sample Certificate of Insurance***

***Tenant Access Card and Vehicle Registration***

***After-Hours Access Request***

***VENDOR Sample Certificate of Insurance***

***Tenant Contact Information***

***Tenant Signage Request***

***Key Order***

***RISE Set-Up Request***

***Overtime HVAC Request***



9821 Katy Frwy

**FREIGHT ELEVATOR REQUEST**

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

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

The freight elevator is reserved on a first come, first serve basis. Please call and check the availability of the freight elevator before sending request.

**Requested by:** \_\_\_\_\_

**Dates needed:** \_\_\_\_\_

\_\_\_\_\_ ☐ a.m. ☐ p.m. to: \_\_\_\_\_ ☐ a.m. ☐ p.m.

**All moves and/or deliveries MUST be scheduled AFTER 6:00 p.m. Monday through Friday\***

**FREIGHT ELEVATOR REQUESTED FOR:**

- ☐ Delivery of \_\_\_\_\_
- ☐ Move-in \_\_\_\_\_
- ☐ Move-out \_\_\_\_\_
- ☐ In-house move \_\_\_\_\_

Mover/Delivery Company: \_\_\_\_\_

Mover/Delivery Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_

**\* Moves and/or deliveries must be scheduled with the Property Management Office at least 24 hours prior to usage of freight elevator and a current Certificate of Insurance for the vendor must be on file in the Property Management Office. Unscheduled moves or large deliveries will be turned away!**



## TENANT SAMPLE CERTIFICATE OF INSURANCE

### Tenant Sample Certificate of Insurance

(ACTUAL COVERAGE/LIMITS WILL VARY ACCORDING TO LEASE REQUIREMENTS)

#### ACORD<sup>TM</sup> CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
TBD

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS	FAX (A/C, No):
AGENT INFORMATION	INSURER(S) AFFORDING COVERAGE	
	INSURER A : INSURANCE COMPANY NAME	NAIC #
	INSURER B : INSURANCE COMPANY NAME	
	INSURER C : INSURANCE COMPANY NAME	
	INSURER D : INSURANCE COMPANY NAME	
	INSURER E : INSURANCE COMPANY NAME	
	INSURER F : INSURANCE COMPANY NAME	
INSURED		
TENANT INFORMATION		

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO- JECT <input type="checkbox"/> LOC	Y	Y	POLICY NUMBER	TBD	TBD
						EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (If a occurrence) \$100,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COM/PROP AGG \$1,000,000 \$
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	Y	Y	POLICY NUMBER	TBD	TBD
						COMBINED SINGLE LIMIT (Per accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	UMBRELLA LIAB EXCESS LIAB DED RETENTION \$ <input checked="" type="checkbox"/> CLAIMS-MADE	Y	Y	POLICY NUMBER	TBD	TBD
						EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	Y	POLICY NUMBER	TBD	TBD
						<input checked="" type="checkbox"/> WC STATU- TORY LIMITS <input type="checkbox"/> OTH- ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYER \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
	PERSONAL PROPERTY/CONTENTS	N/A	Y	POLICY NUMBER	TBD	TBD
						\$ CONTENTS VALUE

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required-  
Re: 9821 Katy Freeway, Suite # \_\_\_\_\_, Houston, Texas 77024.

Additional insured in favor of Memorial City Towers, Ltd and Metro National Corporation with regards to Automobile Liability, General Liability and Umbrella Liability policies. Waiver of Subrogation in favor of Memorial City Towers, Ltd and Metro National Corporation with regard to all policies which will be considered Primary and Noncontributory. Memorial City Towers, Ltd is a Loss Payee as its interest appears for the property policy.  
A 30-day notice of cancellation is provided to the certificate holder.

CERTIFICATE HOLDER	CANCELLATION
Memorial City Towers, Ltd c/o Metro National Corporation 9811 Katy Freeway, Suite 250 Houston, TX 77024	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

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9821 Katy Frwy

**ACCESS CARD & PARKING APPLICATION**

**Please allow 2 business days for processing**



☐ New Request    ☐ Update of Records

Company Name: \_\_\_\_\_ Suite \_\_\_\_\_

Main Phone #: \_\_\_\_\_

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

Access Card Needed?

☐ Yes    ☐ No

Access Levels    ☐ Building Access  
                         ☐ Suite access

Parking Permit Tag Needed?

☐ Yes    ☐ No

Vehicle Information:

Make/Model	License Plate	Color	Year	State

**\*TENANT NOTES\*:** \_\_\_\_\_

**\*For Office Use Only\***

Date Received: \_\_\_\_\_ Date Delivered: \_\_\_\_\_

Vehicle Tag #: \_\_\_\_\_

Access Card #: \_\_\_\_\_



9821 Katy Frwy

**AFTER-HOURS ACCESS REQUEST**

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

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

**Requested by:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

**Dates needed:** From \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_ ☐ a.m. ☐ p.m. to: \_\_\_\_\_ ☐ a.m. ☐ p.m.

**Description of Work to be performed:** \_\_\_\_\_

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

**BUILDING ACCESS REQUESTED FOR:**

Location: \_\_\_\_\_

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

Job Supervisor: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Name of Persons needing access: 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_





## VENDOR SAMPLE CERTIFICATE OF INSURANCE

### Contractor Sample Certificate of Insurance (ACTUAL COVERAGE/LIMITS WILL VARY ACCORDING TO CONTRACT REQUIREMENTS)

ACORD™		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) TBD		
<b>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</b>						
<b>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</b>						
PRODUCER		CONTACT NAME:		FAX (A/C, No):		
AGENT INFORMATION		PHONE (A/C, No, Ext):		E-MAIL ADDRESS		
INSURED		INSURER(S) AFFORDING COVERAGE		NAIC #		
CONTRACTOR INFORMATION		INSURER A : INSURANCE COMPANY NAME				
		INSURER B : INSURANCE COMPANY NAME				
		INSURER C : INSURANCE COMPANY NAME				
		INSURER D : INSURANCE COMPANY NAME				
		INSURER E : INSURANCE COMPANY NAME				
		INSURER F : INSURANCE COMPANY NAME				
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
NSR LTR	TYPE OF INSURANCE	ADDL SUBR NSR INVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY		POLICY NUMBER	TBD	TBD	EACH OCCURRENCE \$1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	Y Y				MED EXP (Any one person) \$10,000
						PERSONAL & ADV INJURY \$1,000,000
						GENERAL AGGREGATE \$2,000,000
						PRODUCTS - COM/PROP AGG \$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					\$
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					\$
A	AUTOMOBILE LIABILITY		POLICY NUMBER	TBD	TBD	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000
	<input checked="" type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> ALL OWNED AUTOS	Y Y				BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS					PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> SCHEDULED AUTOS					\$
	<input checked="" type="checkbox"/> NON-OWNED AUTOS					\$
B	UMBRELLA LIAB		POLICY NUMBER	TBD	TBD	EACH OCCURRENCE \$5,000,000
	<input checked="" type="checkbox"/> EXCESS LIAB	Y Y				AGGREGATE \$5,000,000
	<input type="checkbox"/> CLAIMS-MADE					\$
	DED. RETENTION \$					\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N	POLICY NUMBER	TBD	TBD	<input checked="" type="checkbox"/> WC STATUS: <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A Y				E.L. EACH ACCIDENT \$1,000,000
						E.L. DISEASE - EA EMPLOYEE \$1,000,000
						E.L. DISEASE - POLICY LIMIT \$1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required- Re: 9821 Katy Freeway, Houston, Texas 77024						
Additional insured in favor of Memorial City Towers, Ltd and Metro National Corporation with regards to Automobile Liability, General Liability and Umbrella Liability policies. Waiver of Subrogation in favor of Memorial City Towers, Ltd and Metro National Corporation with regard to all policies which will be considered Primary and Noncontributory. A 30-day notice of cancellation is provided to the certificate holder.						
CERTIFICATE HOLDER			CANCELLATION			
Memorial City Towers, Ltd. c/o Metro National Corporation 9811 Katy Freeway, Suite 250 Houston, TX 77024			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
			AUTHORIZED REPRESENTATIVE			

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**TENANT CONTACT INFORMATION**

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

**Physical Address:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Main Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Type of Business** (e.g., oil field, consulting, etc.): \_\_\_\_\_

**Tenant Authorized Person:** (Authorized to approve access cards, billable work orders etc. and receive official building notices)

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Is this number a Direct Line?** ☐ Yes ☐ No

**E-mail address:** \_\_\_\_\_

**Tenant Coordinators (2):** (Calls in hot/cold HVAC requests and other misc. work orders, utilizes RISE system)

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Is this number a Direct Line?** ☐ Yes ☐ No

**E-mail address:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Is this number a Direct Line?** ☐ Yes ☐ No

**E-mail address:** \_\_\_\_\_

**Tenant Accounting Contact:**

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Is this number a Direct Line?** ☐ Yes ☐ No

**Fax:** \_\_\_\_\_ **E-mail address:** \_\_\_\_\_

**Tenant Emergency Contacts:**

Please list **AT LEAST** three (3) people with your Company we can contact in case of a building emergency during and after business hours.

Name	Mobile Telephone	Email Address
------	------------------	---------------

1.	_____	_____
----	-------	-------

2.	_____	_____
----	-------	-------

3.	_____	_____
----	-------	-------

**Tenant Recycling Champion:** (Receives all office recycling-related emails)

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Is this number a Direct Line?** ☐ Yes ☐ No

**E-mail address:** \_\_\_\_\_



9821 Katy Frwy

**TENANT SIGNAGE REQUEST**

**Suite Signage:**

Please print or type the Company name(s) to be shown on the suite sign that will be installed on the wall outside the main entry door to your suite.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

**Lobby Electronic Directory Signage:**

Please print or type the Company name(s) and suite number to be added to the lobby electronic directory.

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\_\_\_\_\_  
Approval Signature

\_\_\_\_\_  
Date



9821 Katy Frwy

**KEY ORDER FORM**

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

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

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

**Suite Keys:** How many keys will be required? \_\_\_\_\_

**Office Keys:**

Office # \_\_\_\_\_ # keys: \_\_\_\_\_

Office # \_\_\_\_\_ # keys: \_\_\_\_\_

Office # \_\_\_\_\_ # keys: \_\_\_\_\_

Office # \_\_\_\_\_ # keys: \_\_\_\_\_

**Mailbox:**

Office # \_\_\_\_\_ # keys: \_\_\_\_\_

\_\_\_\_\_  
Authorized Person Signature

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

\_\_\_\_\_  
Date

Received by \_\_\_\_\_ Date \_\_\_\_\_



9821 Katy Frwy

**RISE SET-UP REQUEST FORM**

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

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

Tenant service requests should be entered via the RISE work order system. You will be able to submit your service requests by logging onto <https://portal.risebuildings.com/pm/login>

Entering work orders this way will enable our staff to respond quickly to your requests as a work order will automatically be generated and put in line for servicing. This service will also allow you to track the progress of a specific request through completion. Additionally, it allows both Tenant and Landlord the ability to review the history of the requests that your Company submits thereby quickly isolating any repeating or chronic problems. The system will also allow our office to post notices to Tenants for holiday closures and other building events.

Please designate two (2) Tenant Coordinators who will be the primary users to enter work orders. Please list their names below along with their email addresses. Each user will receive an email when they have been added to the system with their username and password.

	Name	Email Address
1.	_____	_____
2.	_____	_____

\_\_\_\_\_  
Approval Signature

\_\_\_\_\_  
Date



9821 Katy Frwy

**OVERTIME HVAC REQUEST FORM**

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

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

HVAC requested after business hours is considered overtime air conditioning and the tenant will be charged per the Above-Standard rate. Any tenant requesting overtime air conditioning must complete and sign this form.

**Authorized by:** \_\_\_\_\_

**Location/Suite:** \_\_\_\_\_

**Overtime HVAC requested for the following date(s) and time(s):**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ From: \_\_\_\_\_ ☐ a.m. ☐ p.m. To: \_\_\_\_\_ ☐ a.m. ☐ p.m.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ From: \_\_\_\_\_ ☐ a.m. ☐ p.m. To: \_\_\_\_\_ ☐ a.m. ☐ p.m.

Standing Order? From: \_\_\_\_\_ ☐ a.m. ☐ p.m. To: \_\_\_\_\_ ☐ a.m. ☐ p.m.

Please return this form to Property Management Office no later than 1:00 p.m. the day before HVAC is required.

\_\_\_\_\_  
Approval Signature

\_\_\_\_\_  
Date