

## TENANT HANDBOOK

**JSR MANAGEMENT**  
**2800 Corporate Exchange Drive**  
**Suite #025**  
**Columbus, OH 43231**  
**614-882-1515**  
**614-882-2301 fax**  
**Email us at [jsr@jskilken.com](mailto:jsr@jskilken.com)**

# **TENANT HANDBOOK**

## **INTRODUCTION**

This handbook is meant to be a guide of general information regarding your tenancy at our property. As our tenant you are our most valuable asset and we strive to provide you with the best service possible to ensure a quality work environment.

This book does not alter the terms of your lease. Lease terms supersede any contradictory information provided.

We hope you find the information contained herein to be helpful as we welcome you to our property.

**TELEPHONE NUMBERS**

**POLICE, FIRE, AMBULANCE**

**911**

**BUILDING MANAGEMENT**

JSR Management  
2800 Corporate Exchange Drive  
Suite #025  
Columbus, OH 43231

614-882-1515  
614-838-0452  
(614) 882-2301 fax  
jsr@jskilken.com

U. S. POST OFFICE (General Help Line)

800-275-8777

2800 Café

614-818-9501

Bella Café (9150)

440-746-1062

----

## **IMPORTANT INFORMATION**

### **SUITE WALK-THROUGH**

Just prior to your furniture move and occupancy a "walk-through" of your suite will be scheduled. At this time, your punch list is compiled and keys to the suite are turned over to you.

### **PUNCH LIST**

The "punch list" is compiled during your walk-through of the completed suite. This list is comprised of items, which are incomplete, damaged, incorrect or otherwise unacceptable to the tenant. Only items on this list will be addressed under the Tenant Improvements. This list will become part of your lease file. This is the only list recognized by the Landlord. Once the items on the list are completed, your relationship with the Landlord is through JSR Management, 2800 Corporate Exchange Dr. Columbus, OH 43231.

### **INSURANCE**

It is **required** (prior to move in) that a certificate of insurance from an insurance company has been obtained indicating the required coverage under the terms of the lease. This certificate must be mailed to Property Management at: JSR Management, 2800 Corporate Exchange Dr. Columbus, OH 43231. JSR Management must be named as additional insured's on the policy as well as the building owner. Your building owner is South Hills Limited Partnership for all South Hills addresses, Corporate Exchange IV and V Limited Partnership for 2400 and 2800, and Norwich Limited Partnership for the Norwich Building.

### **MOVING & DELIVERIES**

ALL moving activities and large deliveries must be scheduled with the Building Management. Please supply written notification at least 24 hours prior to the scheduled event.

Prior to the move, your Moving Company must present a certificate of insurance and a certificate of current Workman's Compensation Insurance to our office naming JSR Management, 2800 Corporate Exchange Dr. Columbus, OH 43231 as additional insured parties. No moving company will be allowed to work within the property until these certificates are received. No exceptions. Extreme care should be given to eliminate the possibility of damage to the common areas of the building and your suite. In the event of any damages, you will be responsible for the damages and it will be your responsibility to resolve the matter with your mover/mover's insurance.

Please instruct your mover or delivery service accordingly; onsite personnel will instruct the movers with the correct moving procedures. All dollies, carts and hand trucks must utilize the padded elevator. Other elevators are not to be used at any time so that it does not disrupt the building tenants.

## MOVE-OUT

Move-out activities must be scheduled with the Building Management. Please supply written notification and mover's insurance certificates at least 48 hours prior to the scheduled move.

All keys, including mailbox keys if applicable, and access cards must be returned to Management Office or the costs incurred in changing locksets or ordering card replacements will be charged to the tenant. Interior suite keys and all copies should be placed directly into the lock in which they serve.

If you wish to be present please schedule a walkthrough of your suite with Building Management upon the completion of your move. During the walkthrough a detailed summary of your suite will be completed. Any damages or modifications beyond normal wear and tear will be billed to the tenant.

## **MAIL**

Mail is delivered by The United States Postal Service. All questions, comments, or concerns should be directed to them at 1-800-275-8777.

## **SOLICITING**

Soliciting is not permitted in any JSR Management building. If someone is soliciting in your office suite, please notify Management Office at 614-882-1515. They will have the person removed from the building. We suggest that this be done on all occasions, regardless of who the soliciting party might be. Occasionally tenants are involved in charitable work and wish to notify the other tenants of sales, drives, etc. If you would like to post notices you must receive approval from the Director of Operations. The charity must be a registered charity. If approved, maintenance personnel will collect the notice and post them. No tenant may post notices at any time for any reason.

## **DOOR SIGNS/DIRECTORY INFORMATION**

Door signs and directory information are approved and ordered through Management Office.

When ordering a door sign or an update to directory information, all details must be submitted in writing to the Management Office. This request must be approved and signed by an authorized representative of the Tenant's company. All signage must be building standard. No signs, announcements or advertisements of any kind can be placed on the premises without Management Office approval.

## **ELEVATORS**

Elevators are for passenger use only. Refer to Moving/Deliveries for more information on getting an elevator padded. Elevators are equipped with an emergency telephones which automatically dial into the Management Office.

## **EMERGENCY CONTACTS**

Tenants must provide Management Office with a list of key personnel indicating numbers to be called in the event of any emergency. This list should be updated regularly.

## **TENANT OFFICE SECURITY**

Although your building is equipped with fire alarm security 24 hours a day, some Tenants may require separate alarms or fire safety equipment in their offices. It is the Tenant's responsibility to operate and maintain this equipment. Any security or fire safety systems approved in advance by Management Office are to provide detailed written instructions to Management Office on the operation of this equipment in an emergency.

Additionally, any system installed must allow housekeeping personnel normal access into the suite for daily cleaning and must conform to all applicable codes.

## **PREVENTIVE MEASURES**

Since offices are normally unlocked during business hours and numerous delivery people and visitors are in the building throughout the day, there are several measures that can be taken to prevent theft from offices.

The following list of preventive measures will be beneficial to all Tenants:

1. Keep all doors locked after you leave.
2. Instruct employees to keep valuables in locked desks when not attended.
3. Keep expensive items off desktops when not at desk. Take special care with "grab and go" items such as laptops, PDA's, cell phones, iPods, etc. which can be easily taken.
4. Articles of value, including handbags, should not be left in unguarded areas or on desks, even for a few minutes.
5. The use of a laptop cable is extremely effective in the deterrence of theft from offices and can be purchased through most office supply carriers, computer hardware stores, and electronics stores.
6. Thoroughly mix the combination when closing a vault or safe.
7. Do not leave the vault or safe combination in a desk.
8. Notify Management when loiterers, peddlers or canvassers are observed in the building.

9. Check wastebaskets at the end of the day to see if any equipment or other valuables may have been placed there for later removal. Collusion between employees and thieves is a method of theft.
10. Serial numbers should be recorded to aid police in recovering property in the event of loss or theft.
11. Extra precautions should be taken during the times best suited for theft: The thirty minutes after opening, during lunch hours, and just before closing when there is maximum movement of personnel and absence from work areas and offices. An increase in pilferage is also noted during holidays and the summer months.
12. If your office door is normally unlocked during the day it should be staffed by a receptionist or the like at all times. When a normally unlocked suite door is not staffed it permits uncontested access to the suite.

## **SERVICES**

### EMERGENCY SERVICE

Emergency requests will be responded to as soon as possible. Emergencies include: Heat, no electricity, someone trapped on the elevator, fires and water leaks. JSR Management is available to you for after hour emergency calls only, 24 hours a day by dialing our office at (614) 882-1515. Any request for non-emergency service after normal business hours and holiday will be billed at overtime rates. Requests to unlock suites after hours are \$60.00. These requests must be made by someone authorized to make such requests and are payable at the time service is rendered.

### MAINTENANCE

Engineering personnel are equipped to handle problems related to lights, plumbing, electrical, cooling, heating, door locks, etc. Please call the Building Management with your request. Most issues will be attended to within 24 hours.

### LIGHTS

Report burned out lights in your office or anywhere in the building to Management Office. An engineer will be sent to replace them as soon as possible. Please remember to turn out unused lights to conserve energy.

### PLUMBING

Report any plumbing leaks or problems to Management Office immediately.

### BUILDING TEMPERATURE

Thermostats are set in accordance with ASHRAE recommendations for effective operation. The HVAC system will be operated during the hours specified in your lease. Requests for additional hours of service must be made to the Management Office at least 24 - 48 hours prior to allow adequate response time. Please contact the Management Office if you experience a temperature problem.

### LOCKS

All locks within the building have been installed under a master system and cannot be altered without Management Office's prior approval. Please contact the Management Office for repairs, replacement and extra keys.

### HOUSEKEEPING

Cleaning in our buildings is performed by contract services under rigid contract specifications. All personnel are bonded, in uniform, and meet prescribed requirements for employment.

Cleaning services will be provided five nights a week. Resilient floors will be cleaned, carpet will be vacuumed and trash will be emptied. Desk and shelves will be dusted only if personal items have been removed and the surface is clear.

If you have special cleaning needs, such as carpet shampooing, contact the Management Office. At Tenant cost, special cleaning services can be arranged.

Any suggestions or complaints concerning cleaning in the building should be directed to Management Office so that the high cleaning standards specified in the contract and required by our Tenants can be maintained.

### TRASH REMOVAL

When a considerable amount of trash needs to be discarded such as boxes from deliveries of supplies, furniture or equipment, the Tenant is responsible for making arrangements with the delivery vendor to take the boxes with them for disposal or for moving this trash to the dumpster. It is the Tenant's responsibility to keep the elevators clean when transporting trash. Boxes must be broken down and no pallets are permitted in the dumpsters.

Rolling dumpsters are available on a first come first serve basis as a courtesy for tenant to dispose of trash efficiently. Excessive trash removal that results in additional pick-ups by the building trash removal vendor will result in charges being billed directly to the tenant.

Trash cannot be stored in lobbies or stairwells and should be taken directly from the Tenant's office to the dumpster.

If trash to be disposed of is not in wastebaskets, please inform cleaning personnel by leaving large notes marked TRASH on such items. TRASH stickers are available in the Management Office. Please DO NOT leave items that are not trash on top of wastebaskets.

## MOVING ASSISTANCE AND OTHER WORK

If you need assistance with small moves, such as moving desks or filing cabinets within your office, or with other small tasks, such as hanging whiteboards or pictures contact the Management Office. An employee may be available to assist in this type of work. Assistance will be at Tenant's expense.

## TELEPHONE SYSTEMS

Contact your local phone company or a private company to arrange for installation of the type of telephone system you will be using. Costs for special conduit, special electrical outlets, holes in floor slabs, or other special work are to be paid by Tenant with approval of Management Office. JSR Management typically does not get involved in telephone installation, wiring installation, or service of telephone equipment or wiring.

## **PARKING**

Except for the Norwich Building, the building surface lots accommodate general parking spaces available to all tenants and visitors allowing ample parking anywhere on the property excluding the reserved and handicap restricted areas.

Unauthorized parking in reserved spots, including any garages, will result in towing at the vehicle owner's expense.

The parking lot is solely for the purpose of parking cars. All other uses must be approved by the Landlord.

Landlord is not responsible for theft, loss or damage to vehicles or their contents.

Parking is the responsibility of the Tenant.

## **BUILDING RULES AND REGULATIONS**

1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors, or halls shall not be obstructed or encumbered by any tenant or used for any purpose other than ingress or egress to and from the Leased Premises.
2. No sign, picture, lettering, notice or advertisement of any kind shall be painted or displayed on or from the windows, doors, roof, or outside walls of the Building in which the Leased Premises are located. This includes interior suite spaces that can be easily viewed from corridors. All of Tenant's interior sign painting or lettering shall be done in a manner

approved by Landlord, and the cost thereof shall be paid by Tenant. In the event of the violation of the foregoing by any Tenant, Landlord may remove same without any liability and may charge the expense incurred for such removal to Tenant.

3. No curtains, blinds, shades, screens, awnings, or other projections shall be attached to or hung in, or used in connection with any window or door of the Leased Premises or outside wall of the Building without prior written consent of Landlord.
4. Any carpeting cemented down shall be installed with a releasable adhesive.
5. The water closets and lavatories, garbage disposals and other plumbing fixtures shall not be used for any purpose other than for which they were constructed, and no sweepings, rubbish, rags, or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by Tenant who, or whose servants, employees, agents, visitors or licensees shall have caused the same.
6. No electric or other wires for any purpose shall be brought into the Leased Premises without Landlord's written permission specifying the manner in which same may be done.
7. No tenant shall mark, paint, drill into, or in any way deface any part of the Leased Premises or the Building of which they form a part of. No boring, cutting, or stringing of wires shall be permitted, except with the prior written consent of Landlord, and as directed by Landlord.
8. No bicycle or vehicle, and no dog or other animal shall be allowed in offices, halls, corridors, or elsewhere in the building unless said animal is a guide dog for the visually impaired.
9. Tenant shall not cause or permit unusual or objectionable odor to be produced upon or permeate from the Leased Premises, including duplicating or printing equipment emitting noxious fumes. Tenant shall not disturb any occupants of this or neighboring buildings or premises by the use of any musical instruments, radio, television, loudspeaker, or by any unseemly or disturbing noise.
10. No tenant shall throw anything out of the doors, windows, or down any passageways or elevator shafts, or from any balconies.
11. All loading, unloading, receiving or delivery of goods, supplies, or disposal of garbage or refuse shall be made only through entry ways provided for such purposes as indicated by Landlord.
12. Tenant is not permitted to use any part of the Building or the common areas for any manufacturing, storage, or sale of merchandise, or property of any kind; or for lodging or sleeping, or for any immoral or illegal purpose.
13. All safes, equipment or other heavy articles shall be carried in and out of the Leased Premises only at such times and in such manner as shall be prescribed in writing by Landlord, and Landlord shall in all cases have a right to specify the proper position of any such safe, equipment or other heavy article, which shall only be used by Tenant in a manner which will not interfere with or cause damage to the Leased Premises or the

Building in which they are located, or to the other tenants or occupants of said Building. Tenant shall be responsible for any damage to the Building or the property of its tenants or others and injuries sustained by any person whomsoever resulting from the use or moving of such articles in or out of the Leased Premises, and shall make all repairs and improvements required by Landlord or governmental authorities in connection with the use or moving of such articles.

14. Tenant shall not install or operate any steam or gas engine or boiler or carry on any mechanical business on the Leased Premises, or use oil, burning fluids, candles, camphene or gasoline for heating or lighting, or for any other purpose. No open flames are permitted at any time. No article deemed extra hazardous on account of fire or other dangerous properties, or any explosive, shall be brought into the Leased Premises. This prohibits the use of hot plates (cooking) and only approved electric appliances shall be permitted.
15. No additional locks or bolts of any kind shall be placed upon any of the doors or windows by any tenant, nor shall any changes be made in existing locks or the mechanism thereof. Each Tenant must, upon the expiration of his tenancy, restore to Landlord all keys of stores, storerooms and offices, and in the event of loss of any keys so furnished, such Tenant shall pay the Landlord the cost thereof.
16. Landlord shall have the right to prohibit any advertising by Tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability as a Building for offices, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.
17. Landlord reserves the right to exclude from the Building outside of normal business hours and legal holidays all persons who do not present a working keycard to the building. Tenant shall be liable to Landlord for all acts of such persons.
18. The delivery of beverages, food, food containers, etc. must be in covered containers, and shall be delivered in such manner to the Leased Premises as expressly approved by Landlord.
19. Landlord is not responsible to any tenant for the non-observance or violation of the rules and regulations by any other tenant.
20. Canvassing, soliciting, or peddling in the Building or parking area is prohibited and each tenant shall cooperate to prevent same.
21. Vending machines will not be permitted to be installed by anyone but Landlord unless prior written consent is obtained from Landlord for the installation of such machines by others.
22. Wherever the word "Tenant" occurs, it is understood and agreed that it shall mean Tenant's associates, employees, agents, clerks, servants and visitors. Wherever the word "Landlord" occurs, it is understood and agreed that it shall mean Landlord's assigns, agents, and designated employees.

23. Landlord has designated the building common areas, including all restrooms and hallways, as a smoke free environment and shall not be obligated to provide any designated area within the common area for smoking.
24. Landlord reserves the right to change the building rules and regulations.