

Jamestown Premier 731 Market, L.P.  
Tenant Handbook

731 Market Street  
San Francisco, California 94103

Prepared by:  
Jamestown, L.P.  
1700 Montgomery Street, Ste 110  
San Francisco, California 94111

Main: 415-908-2931

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## **BUILDING MANAGEMENT OFFICE**

### **Location:**

**1700 Montgomery Street, Ste. 110  
San Francisco, California 94111**

### **Contact Information:**

**Email: JLe@LPC.com  
Telephone: 415.908.2931**

**After-hours, please contact the property manager: 650-533-2047 (available 24 hours/7 days)**

The Building Management Office is pleased to provide the Tenants of 731 Market with this Tenant Handbook of Building services and procedures. This information will be provided annually and will provide any updates and changes at that time.

The Building Management Office is open from 8:30 a.m. to 5:00 p.m., Monday to Friday, excluding major public holidays. You may either call or email to request any maintenance or other services you require. We will assign your request to the appropriate party and make sure it receives a prompt response. If you have any questions about any building service or procedure, please call or email us, or stop by our office. We are here to assist you!

## **MONTHLY STATEMENTS**

Monthly statements are to provide your company's recent account activity. Other chargeable items and credits will appear on your monthly statement; however, this statement is not an invoice. Per the terms of your lease, rental payments are due on the first (1<sup>st</sup>) day of each month and are due and payable without demand.

### **Rent Remittance Address**

Please make checks payable to Jamestown Premier 731 Market, LP and send them via regular USPS mail to the following address:

Jamestown Premier 731 Market, LP  
PO Box 31001-2223  
Pasadena, CA 91110-2223

**Payments made by EFT or ACH: Please contact the building management office for this information.**

## **BUILDING HOURS & ACCESS**

The lobby doors to the office portion of 731 Market are unlocked from 7:00 a.m. to 7:00 p.m., Monday through Friday, excluding major public holidays. Enforced 24 hours/7days a week, elevators are only accessible by access card/fob. Visitors must sign-in at all times.

### **After Hours Access Cards**

Access to the office portion is restricted all hours, 7 days a week. Tenants needing cards may request one from building management or provide us with the below information so we may program cards accordingly into our system. Access cards requested from the Building Management Office are at a cost of \$10.00 (non-refundable) for each card and will be billed back directly to your company. You may request as many access cards as you have employees by having your Authorized Tenant Representative (see below) utilize the work order system. Please ensure the following information is included in your correspondence:

- Name of employee

- Company Name
- Card Number (if available)
- Floors/Areas Requesting Access

We will not provide access cards to persons not employed by your company. They can be assigned guest cards/visitor badges. **Any lost or stolen cards will need to be reported to the Building Management Office immediately.**

### **Visitors**

Please advise building management of all visitors. All visitors must check/sign in with the Lobby Attendant. Visitors arriving after hours will only be permitted access if prior notification has been made with security and is escorted by a tenant with a valid building access card. Visitors are asked to show photo identification and sign-in with the Lobby Attendant.

### **Holidays**

731 Market observes eight (8) of the normally recognized public holidays. These holidays may be subject to change with adequate notice. Engineering, HVAC and janitorial services will **NOT** be provided on the following days, in which the building will be closed:

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

In addition to those holidays, the Building Management Office is closed for three (5) additional holidays. They include but are not limited to:

- Martin Luther King, Jr. Day
- Good Friday
- Columbus Day
- Christmas Eve
- New Year's Eve

However, normal engineering, HVAC and janitorial services may be provided on these days.

## **TENANT REPRESENTATIVES**

Each tenant **must** provide a Tenant Authorization Form (see page 12) to designate which employee(s) who may authorize operational matters pertaining to the premises such as maintenance requests, tenant billbacks, additional keys or lock changes, and after-hours access cards. Please also designate two people who should be contacted in case of an after-hours emergency and provide two contact phone numbers for each person.

The Building Management Office will send a request for updated authorizations annually, unless otherwise instructed at an earlier date. However, we request that tenants notify the Building Management Office immediately of any changes in authorized personnel (i.e. additions or deletions) which occur between requested updates.

**All tenants must sign and acknowledge they have received and read the tenant handbook and will adhere to the rules and regulations of the building.**

## **HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)**

HVAC is provided as per the terms of your lease. HVAC services are available at other times by prior arrangement requested through the Angus Work Order System. After-hours HVAC service can be arranged by written request no later than 72 hours in advance. Tenants will be invoiced for costs for after-hours HVAC at the current applicable rate. Please see the **Chargeable Services** sheet on for details.

## **ENGINEERING SERVICES**

Building engineers are onsite from 6:30 a.m. to 2:30 p.m., Monday through Friday. The engineers repair and maintain all major building systems and respond to tenant maintenance requests. Upon request, they can also provide miscellaneous chargeable services to tenants, such as hanging white boards, minor plumbing repairs, etc. We regret the building staff is unable to assist with repair or moving furniture without prior requests and authorization from the building management.

Please submit a work order through Angus or email us to request engineering services. Requests for chargeable services will be accepted only from an authorized tenant employee (please see Tenant Authorization Form). The current labor rate for engineering services is listed in **Chargeable Services**.

## **KEYS AND LOCKS**

The locks and keying sequences at 731 Market are part of an overall master-keying plan for the building. Authorized persons may request additional keys and lock changes and/or additions by contacting the Building Management Office. There may be additional charges for requested keys and locks. Please contact the building management office for details.

## **JANITORIAL SERVICES**

A day porter is on-duty from 7:30 a.m. to 4:00 p.m., Monday through Friday. The duties of the day porter include general cleanliness of the main lobby, elevators, restrooms, public areas and building services areas.

Janitorial service occurs every night, Monday through Friday ensuring the tenant suites and common areas are attended to. Nightly services include trash removal, cleaning of the kitchens and restrooms. The janitorial staff does not wash dishes, empty dishwashers or clean out refrigerators. These services may be requested at an additional cost, to be determined by the janitorial company. If you have a direct contract with the janitorial services, these items may not apply.

Should you have any questions pertaining to the janitorial services within your premises, please contact the Building Management Office. We would be pleased to work with you on tailoring the cleaning program for your suite to meet your needs.

Carpet cleaning, stripping/waxing tile floors, partition glass cleaning and other supplementary services may be arranged through the Building Management Office as chargeable services.

## **TELECOMMUNICATIONS**

Tenants are responsible for hiring their own service provider(s) for their telecommunications needs. Each tenant's telecommunications service provider is responsible to bring any required telecommunication lines and

service from either the main point of entry (MPOE) rooms in the basement or the telephone rooms on each floor, as appropriate, to the tenant's suite. All telecommunications contractors must provide the required certificate of insurance (COI), notify and receive approval from our riser management company, and schedule an appointment with the Building Management Office prior to being granted access to the MPOE or telephone closets. Review of the detailed scope of work may be required prior to authorizing any work to commence. Please contact the building management office for details.

## **SMOKING**

San Francisco Ordinance No. 359-93 prohibits smoking in places of employment. Smoking is not permitted anywhere in 731 Market. Smokers are requested to stand at least 20 feet from the entrance or intake vents to the building so that second hand smoke does not infiltrate the building.

## **LOBBY ATTENDANTS**

731 Market has a Lobby Attendant on duty 7:00 AM to 7:00 PM, Monday through Friday. Our building security attendants monitor security systems and life safety controls, and to supervise procedures relating to access and deliveries. The attendant will assist visitors, guests and tenants with building information.

### **Solicitors**

As a matter of policy, 731 Market does not permit uninvited solicitors. If you would like to report a solicitor in the building or require the assistance of a Lobby Attendant, please call them at 415.896.6097 or contact the Building Management Office at 415.908.2931.

### **Suspicious Persons**

Do not assume that an unfamiliar person who looks and acts like a business person is a legitimate employee or visitor. If you notice any suspicious persons on your floor or in your office, inquire the purpose of their visit or ask them to provide identification. If they refuse to do so, contact a Lobby Attendant immediately at 415.896.6097. If you cannot immediately reach the Lobby Attendant or any other building personnel and you believe the suspicious person may be dangerous, call 911 and ask for the police to respond.

## **BICYCLE AND STORAGE**

731 Market currently does not have a bicycle cage for all tenants' use. We do allow tenants to bring their bike up to their space utilizing the freight elevator only. Building management is not responsible for any damage or thefts to the bikes.

Bicycles are not allowed to be stored in any areas that may interfere with any fire/life safety requirements. Tenants may be asked to remove bikes if they block paths of egress or exits.

If you have any questions about the Bicycle Policy, please contact the Building Management Office.

## **ELEVATORS**

There are two (2) passenger elevators in the lobby and a freight elevator at the rear (Stevenson Street) that serve 731 Market.

### **After Hours Operations**

The elevators are equipped with access card readers. At all hours, all tenants must use their access cards to take the elevator to their floor. To do so, place the card next to the reader until you hear it beep. Once the reader beeps, the small LED light on the reader will turn green and you will have ten seconds to select your floor. You

will only be able to access the floor(s) on which your company is located. This system is in place to prevent unauthorized persons from gaining access to the building.

### **Guests/Visitors**

All guests must check-in and check-out to receive an elevator badge to enter any of the floors. Access to space without proper identification or access badges are strictly prohibited.

### **Elevator Communications**

Should an elevator malfunction while you are inside, push the call button in the car, which will connect directly to our elevator monitor company. The light on the button will illuminate while the line is connected and in-use.

## **DELIVERIES/MOVING/BUILDOUTS**

Routine deliveries should be made through the loading dock on Stevenson Street, off 4<sup>th</sup> between Market and Mission Street, between the hours of 7:00 a.m. and 7:00 p.m., Monday through Friday.

All furniture moves **must** take place after normal business hours. You are welcome to move by appointment only.

All moves must be arranged through the Building Management Office at least one week in advance of your moving date. There is a four-hour minimum security coverage requirement. Please call the Building Management Office to schedule deliveries. Please review the **Chargeable Services** on page 12.

### **Insurance Requirements of Movers**

Two weeks in advance of your moving date, please provide the name of the moving vendor and a schedule so we can notify security and the building engineer to make sure that there are no conflicting schedules. Certificate of Liability Insurance (COI) must be provided by your moving vendor to the Building Management Office at least 24 hours prior to your move date. Please see the Insurance Requirements for Vendors, Contractors and Movers (page 14) for details on insurance certificates and additional insured.

### **Care and Protection**

Please advise the moving vendor that corridors or doorways should not be obstructed, and that corridors, elevators and public areas of the building must be protected from damage. Masonite flooring may be temporarily installed on all service elevator lobbies and corridor floors prior to move commencement. Walk-off mats should also be used to protect door thresholds. An inspection of public areas will be conducted prior to the move. If damage occurs, any required repairs will be made at the expense of the tenant.

### **Clean-up**

Please remove protective materials and empty containers or debris the same day as the move. You may make arrangements with the Building Management Office in advance for supplemental janitorial services.

### **Build-outs**

Tenants requesting to perform any build-outs of their space will require authorization from the building management. This may include, but is not limited to: demolition of walls, upgrading electrical systems, remodels of tenant space.

A detailed scope of work **must** be reviewed by building management before any work can commence. All contractors must have the required Certificates of Insurance and must provide them to the building management office. Any contractors who do not provide the necessary paperwork or follow the building regulations will be rejected until building management has provided approval.

## **TENANT INSURANCE REQUIREMENTS**

Under the terms of your Lease, evidence of insurance for Comprehensive General Liability and Worker's Compensation insurance must be in force during your tenancy at the building. Please refer to your Lease Agreement for guidelines and required limits. Additional insured information may be required on your certificate, please contact the building management office for specifications.

## **TENANT SIGNAGE**

Full floor tenants have the option to choose their own décor and signage for their elevator lobby on their floor; however, you may not paint the elevator doors or frames. Multi-floor tenants receive a placard adjacent to the door on their premises at no cost. At your direction, the building will design a sign that incorporates your company's name and logo in color that you wish. Any signage changes after the initial one will be charged back to the tenant. If you wish to change the signage for your company, please contact the Building Management Office.

## **US MAIL/COURIER SERVICES**

The US Postal Service (USPS) delivers incoming US mail to the tenant's suite. There is no outgoing mail services located in the building.

There are Federal Express (FedEx) and UPS Drop Boxes in the Powell Street BART Station. FedEx and UPS drivers are able to pick up outgoing packages from your individual suite when they make deliveries. Otherwise, tenants are responsible for scheduling their own pick-up and deliveries.

## **HANDICAPPED PERSONNEL**

The Building Management Office should be informed about all handicapped employees. The Fire Department requires the building to keep a record in the lobby of all handicapped persons in the building, with the Tenant Name, Floor, Location on the floor, and a brief description of the handicap. Please submit this information, if applicable, to the Building Management Office on the attached form, **Handicap Requirements**.

## **RECYCLING**

Recycling and composting is handled by the janitorial company. We will provide two to four large blue bins for the tenants to empty their recycling into. Materials accepted are:

- all paper
- cans
- bottles
- clean plastic
- cardboard

The bins will then be emptied by the janitorial staff. We will also provide a green compost bin for food waste and paper products with food waste within the kitchen area. The compost bin will be emptied by the night crew. Composting and recycling are mandatory in the city of San Francisco.

## **PUBLIC TRANSIT**

731 Market encourages all employees and building tenants to use public transportation. The following public transit systems offer access to all points of the Bay Area:

<b>SYSTEM</b>	<b>SERVING AREAS</b>	<b>LOCATION</b>	<b>TELEPHONE</b>
RIDES – Carpooling	Bay Area	1 <sup>st</sup> & Howard Streets	415.861.8665
Bus Systems: AC Transit SamTrans Golden Gate Transit	East Bay Peninsula Marin County	Transbay Terminal – 1 <sup>st</sup> & Mission Streets	510.829.2882 800.660.4287 415.923.2000
Caltrain	Peninsula & South Bay	4 <sup>th</sup> & Townsend Streets	800.660.4287
Golden Gate Ferry	Marin County	The Ferry Plaza – Embarcadero at Market Street	415.923.2000
BART (Bay Area Rapid Transit)	East Bay, North Peninsula, SFO Airport	Powell Street Station – Market Street between 4 <sup>th</sup> & 5 <sup>th</sup> Streets	415.464.6000
MUNI Metro – light rail	San Francisco	Powell Street Station – Market Street between 4 <sup>th</sup> & 5 <sup>th</sup> Streets	415.673.MUNI

## **PLANTS AND OTHER LIVE AGRICULTURE**

Tenants requesting to put live plants or trees in their office space are to speak with the Building Management Office prior to ensure placement of the plants or trees are not in violation with any fire codes or safety regulations. If the plants or trees are being provided by an outside vendor, a Certificate of Liability Insurance (COI) is required. All questions and inquiries are to be forwarded to the Building Management Office at JLe@LPC.com

## **RULES AND REGULATIONS**

Please see exhibit B of your lease for Rules and Regulations that pertain to 731 Market.

## **CHARGEABLE SERVICES**

(Effective January 1, 2012)

<b>SERVICE</b>	<b>HOURLY RATE</b>
Engineering Services – Regular Time	\$95.00
Engineering Services – Overtime	\$125.00
HVAC Services - Afterhours	\$95.00
Janitorial Services	As quoted
After Hours Security	\$55.00

Rates are subject to change.

After-hours HVAC services may require an engineer to be present and the cost of the additional labor will be billed to the hourly charge for HVAC usage. Please contact the Building Management Office for more details.

All HVAC requests must be put in writing with the requested day(s) and time(s), 72 hours in advance.

Request security for after-hour moves and deliveries incur a minimum four (4) hour charge.

All other services will require a signed work authorization form before any work can begin.

Some services will incur an additional administrative fee.

If you have any questions or inquiries, please contact:

**Jamestown Premier 731 Market  
1700 Montgomery Street, Suite 110  
San Francisco, CA 94111  
Phone: 415.908.2931  
Email: JLe@LPC.com**

## **TENANT AUTHORIZATION FORM - REQUIRED**

Company Name: \_\_\_\_\_ Floor: \_\_\_\_\_

### **Primary Contact (for routine operational issues)**

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

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

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

### **Business Contact (for leasing and financial issues)**

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

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

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

### **Emergency After Hours Contact (please provide two)**

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

Mobile Phone: \_\_\_\_\_ Alt. Phone: \_\_\_\_\_

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

Mobile Phone: \_\_\_\_\_ Alt. Phone: \_\_\_\_\_

### **Billing Information (Accounts Payable) – Tenant Billbacks**

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

Address: \_\_\_\_\_ City, State, Zip \_\_\_\_\_

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

Please return this form by mail or email:

**Jamestown Premier 731 Market  
1700 Montgomery Street, Suite 110  
San Francisco, CA 94111  
Phone: 415.908.2931  
Email: JLe@LPC.com**

For any questions or inquiries, please call: 415.908.2931

## HANDICAP REQUIREMENTS FORM

Company Name: \_\_\_\_\_ Floor: \_\_\_\_\_

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

Location on Floor: \_\_\_\_\_

Brief Description of Handicap: \_\_\_\_\_

\_\_\_\_\_

Special Procedures: \_\_\_\_\_

\_\_\_\_\_

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

Location on Floor: \_\_\_\_\_

Brief Description of Handicap: \_\_\_\_\_

\_\_\_\_\_

Special Procedures: \_\_\_\_\_

\_\_\_\_\_

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

Location on Floor: \_\_\_\_\_

Brief Description of Handicap: \_\_\_\_\_

\_\_\_\_\_

Special Procedures: \_\_\_\_\_

\_\_\_\_\_

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