

Welcome

We are pleased that you will soon be a tenant in one of our West Pender Property Group buildings. In preparation for your move in, please review the following information. Please provide us with the information requested below at your earliest convenience.

1. **Move In Date:** Please let us know your anticipated move in date as soon as possible. The loading bay and elevator bookings are taken on a first come first served basis so it is important to book early. Even tentative dates should be considered. Contact Carolyn: crailton@westpenderproperty.com
2. **Elevator Use:** The building elevators are available for your move between the hours of 9:30 - 11:30 and 1:30 and 4:30 weekdays. They are available for the full day on Saturdays and Sundays. Moving outside of office hours will require guard services, which we will arrange for you. Please provide 48 hours notice.
3. **Directory Listing:** Please provide us with the exact listing for your company name as you wish it to appear on the main floor directory. There is no charge for the first directory listing; however, any further listings you may require would be to your account. Requests for signage must be in writing and can be emailed to Gail Gossen at ggossen@westpenderproperty.com
4. **Door Signage:** All door signage is building standard and must be arranged through the management office. Please provide us with an exact listing of how you wish your company name to appear on the door to your premises. Your name will be installed with a building standard sign and billed to your account. Contact Gail: ggossen@westpenderproperty.com. No other signage visible to the common area is permitted without Landlord approval.
5. **Website:** Your Company is welcome to be listed on our website. Should you wish to be included, please provide us with your text of 12-15 words explaining the nature of your business.
6. **Insurance Certificate:** Please provide us with proof of insurance coverage as required in Article 8 of your lease prior to your move in. Please ensure that the certificate names the Landlord as an additional insured.
7. **Locks and Keys:** Please let us know the number of keys you require for your entrance door. All locks are required to be installed by the building locksmith and keyed to the building master.
8. **Access Cards:** Please provide us with the number of afterhour's access cards you require and the names of the individuals using the cards. There is a charge of \$15.00 for each card issued. We ask that you consider carefully who requires access cards and issue them only to those people who require after hours access on a regular basis. Consideration should also be given to the hours each card is programmed for; do all your staff really need 24/7 access? Contact: Carolyn: crailton@westpenderproperty.com
9. **Security Procedures:** The building is open from 7:30 a.m. to 5:30 p.m. After hours, weekend and holiday access is by building access cards.
10. **Canada Post:** Please ensure you notify Canada Post of your new mailing address. Your mail will be delivered to an assigned post office box, which is located in the building.
11. **Recycling Program:** We have several recycling programs currently operation in our buildings. Please see the Tenant Handbook for your building for details on the programs in your building.

For recycling boxes please contact Carolyn at crailton@westpenderproperty.com and provide her with the numbers you need.

12. **Contacts:** Please provide us with the name, contact numbers and email addresses for the people in your organization we will be dealing with. We will need a contact for daily operations issues, accounting issues and an after-hours emergency contact.
13. **Tenant Notices:** All of our Tenant notices are distributed via email. Please let us know who they should be addressed to and provide their email address; including that of your Tenant Warden (s). Please consider if you need more than one contact on our list, as many items are time sensitive.
14. **Emergency Planning:** Each tenant in the building is required to participate in our Emergency Preparedness Program. Please provide a person from your office to be the Tenant Floor Warden who will coordinate your company's safety procedures. Our emergency plan requires a list of all employees who may have difficulty vacating the building via stairs in an emergency. Should you currently have any staff members who would require assistance, please let us know.
15. **Number of Employees:** Please let us know how many people will be working in your premises. This will assist us in our planning for our tenant events.

We look forward to having you in our building and would be pleased to assist you should you require any further information.

Yours very truly,

WEST PENDER PROPERTY GROUP
Gail Gossen
Property Manager
Email: ggossen@westpenderproperty.com