

# TENANT HANDBOOK

## for 580 HORNBY STREET

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## **BUILDING OPERATIONS**

### Alarms

All main floor exterior doors are secured and alarmed after normal office hours. With the exception of crossover floors, all stairwell doors are locked at all times, providing additional security. Because we cannot by law lock the stairwell doors on the cross-over floors, we have alarmed the doors on these floors.

We strongly urge tenants to install alarms in their premises. Please contact us for assistance on this matter.

### Bicycles

We have parking for bicycles in the parking area at the back of the building and also in the building parkade. We do not allow any bicycles to be brought into the building. Please contact Gail if you require further information.

### Elevator Use

Use of the elevators for moving furniture, large deliveries etc. must be booked with the management office in advance. We require this so we can install the protective padding if it is needed and more importantly so we can ensure that we always have elevators available to move our tenants and their guests throughout the building during the working day.

Please see Deliveries & Shipments for more details.

### Lost and Found

Lost and found items are held in the Management Office at 230 -830 West Pender Street. Telephone number: 604-683-2141.

### Parking

There are a very limited number of parking stalls in this building. There are currently no stalls available and a waiting list is in effect. There is also limited space available for motorcycle parking. There is no other parking available at the building and parking is not permitted in the loading bay at any time.

To inquire about the availability of parking spaces contact Gail at [ggossen@westpenderproperty.com](mailto:ggossen@westpenderproperty.com)

### Signage

In order to ensure that the common areas of the building look professional and tidy at all times we require that all tenant signage be building standard. We do not permit any other signage to be visible from the common area except for alarm system decals, which may be placed in the lower left hand corner of your door or sidelight.

All tenant signage must be ordered through the management office. We also have available, at no cost, small signs which read "Please Knock for Access" and "Please Ring for Access" for tenants who have alarm systems or locked doors.

Please contact Gail to order signs or if you have further questions.

## Smoking

Smoking is not permitted anywhere on the property. Tenants who have employees who smoke are asked to ensure that this rule is obeyed at all times.

## Guidelines for Moving In and Out of the Building:

These guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved. Please let us know how we can best assist with your move. We would be happy to answer any further questions you may have; please call the management office at 604-683-2141.

No moves in or out of the building can be facilitated without prior notification to the management offices. To ensure your needs can be met please provide as much notice as possible. All moves are scheduled on a first come, first served basis.

All moves must be handled through the freight elevator only which will be wrapped with protective pads as required.

The loading bay is the only building entrance permitted for moves. This area will be reserved for your exclusive use once your move has been scheduled through the management office.

## Times Available During the Day

No moves are permitted during peak traffic periods when all elevator cars are required for tenant use. Therefore during the regular workweek, moves are only allowed from:

- 9:30 a.m to 11:30 a.m.
- 1:30 p.m. to 4:30 p.m.
- Prior to 8:00 a.m. and after 5:30 p.m.

## After Hours

Moves in or out of the building outside of the hours listed above must be booked at least 24 hours in advance and will require a security officer to be present. If needed the guard would be at the tenant's expense and must be arranged through the management office.

## Deliveries and Shipments

In an effort to avoid disruption to other tenants in the building and in the interest of building security, we would ask that you adhere to the following:

- All large deliveries must be booked in advance through the building management office to ensure loading bay and freight elevator are made available and wrapped with protective pads if required.
- No deliveries, other than small items easily carried by hand, are permitted through the main floor lobby doors.
- No deliveries are permitted during peak elevator periods when all elevator cars are required for tenant use. Therefore, deliveries can be made only from: 9:30 a.m to 11:30 a.m. & 1:30 p.m. to 4:30 p.m. (Monday through Friday, excluding holidays)

After-hours deliveries must be booked at least 24 hours in advance. If required, the building management will arrange for a security officer to be available to monitor the shipment (at the tenant's expense).

These guidelines are also applicable when tenants find it necessary to removed furniture or other large items out of the building.

## **BUILDING SYSTEMS**

### Building Hours, Access and Elevator Service

The building is open and elevator service is available on weekdays, excluding holidays, from 7:30 am to 5:30 pm. Outside of these hours the building is closed to the general public and the elevators are locked off to each floor. Access to the building and typical floors, outside normal office hours, is by security card only.

Security cards for staff requiring after-hours access can be purchased through the management office for \$15.00 per card. In an effort to increase security we encourage you to provide cards only to those who need access outside of business hours. We also encourage you to assess the hours per day needed for each employee card.

Additional keys to your suite must also be arranged through the Management Office. Keys will be ordered for you with our locksmith, Al Scott who will contact you when they are ready for you to pick up and pay for them directly. We require a minimum of six hours notice for additional keys.

Contact Carolyn at [crailton@westpenderproperty.com](mailto:crailton@westpenderproperty.com) to order keys and access cards.

Please note that for the protection of our tenants our cleaning staff is instructed not to provide access to any person for any reason. Should you have an emergency, call our office number 604-683-2141 or Fusion Security at 778-371-7376 for assistance.

### Heating and Air Conditioning

Standard operating hours for the building's heating and cooling systems are from 6:00 am to 6:00 pm, Monday through Friday. Ventilation fans are sometimes run on Saturdays; all systems are off on Sundays and statutory holidays. Any additional HVAC services can be provided, by request, through the Management Office at an additional cost. Requests for additional HVAC service must be made in writing at least 24 hours in advance. For further information, please contact the management office.

If you need adjustments to the temperature within your office, please call the management office at 604-683-2141 or email Carolyn at [crailton@westpenderproperty.com](mailto:crailton@westpenderproperty.com)

### Lighting

There is no computerized lighting control system in this building. In our ongoing effort to save energy, we ask that you please have the last staff member to leave turn off the lights.

Corridor lights can be turned off via the switch in the hallway. It is especially important for those working on the weekends to turn off the lights when they leave.

We also encourage you to consider installing separate light switches for rooms that are not used all the time. These lights could then be turned off when rooms are not in use. Lighting sensors are also a good option for these rooms.

### Telecommunications

The building has been wired with a fibre optic network. The service is provided by Telus, AT&T Communications, Shaw and Bell Canada.

The installation of any new telephone and data communications systems must have prior approval of the Landlord. Once you have obtained approval, should you wish to proceed with the installation, please ensure that your contractor arranges for access to our building equipment with our operations staff in advance. Access to the telephone and electrical rooms without prior arrangements may not be able to be provided.

## **CLEANING SERVICES**

### Carpet Cleaning

The common area carpets are cleaned monthly by a contract carpet cleaning service, Service Master. Carpet cleaning inside your suite is not provided by management. You are free to choose your own service for this work and both SerVantage and Service Master would be happy to provide you with a quote. See the Approved Contractors section for contact information.

### Day Porter

Our cleaning service also provides a Day Porter who is in the buildings from 6:00 am until 2:30 pm. on weekdays. His duties, among other things, include cleaning the building entrances, keeping the lobbies and plazas clean throughout the day and cleaning and restocking washrooms.

### In Suite Cleaning

Cleaning services are provided by SerVantage Services Corp. They are contracted to clean all of the common areas of the building as well as your suite.

You should expect nightly cleaning service in your suite as follows:

- Emptying of all waste containers
- Vacuuming of all high traffic areas as well as obvious areas requiring it
- Dusting of all low level surfaces
- Kitchen and other tile floors damp mopped
- Cleaning of kitchen counters, tables, exterior surfaces of fridges and sinks

Services you can expect to receive on a periodic basis include the following. While these services are not performed nightly they should be carried out as frequently as needed to maintain cleanliness:

- Stripping and refinishing of all tile floors; semi - annually
- Vacuuming "wall to wall"; weekly
- Dusting of blinds; semi annually
- Dusting of all high surfaces; quarterly
- Dusting of all picture frames; weekly
- Emptying of recycling bins when they are  $\frac{3}{4}$  full
- Vacuuming of upholstered furniture; annually
- Wipe clean of all vinyl furniture, monthly

The following services are not included in the cleaning contract but can be arranged directly should you wish:

- Cleaning of computers and other business equipment
- Cleaning of telephones
- Cleaning of ornaments, artwork and other "personal" items
- Cleaning inside cupboards or fridges and other kitchen appliances
- Washing of dishes
- Dusting of plants

Should you not receive the services above or if you wish to bring any concerns to our attention, please contact Gail by email at [ggossen@westpenderproperty.com](mailto:ggossen@westpenderproperty.com).

## Window Cleaning

The exterior windows are currently being cleaned three times per year and the interior windows are cleaned twice per year. During the interior cleaning, which is done after office hours, your partition glass and all sidelights and glass entry doors are also cleaned. To facilitate interior cleaning you will be required to move your furniture away from the windows and partition glass. This service is provided by Allstar Holdings.

## **CONFERENCE FACILITIES**

Our Conference Facility is now open and available for all tenants of West Pender Property Group to rent. See below for more information.

### Facility Inventory

#### **Conference Room:**

- 8 conference tables 36 inch x 60 inch
- 20 conference chairs
- Media credenza
- 52 inch HD television
- DVD player
- VCR
- Presentation cabinet with white board, flip chart and pin board
- Internet connection
- 2 telephone sets, hands free and conference call capable.
- Wall finishes on 3 walls allowing pins.

#### **Conference Facility Kitchen:**

- Sink and cabinets
- Microwave oven
- Dishwasher
- Cutlery, dishes, mugs, cups and glasses
- Coffee maker (12 cups)
- Coffee thermos
- Electric kettle
- Tea pot

### Facility Table Layouts

There are 3 predetermined table layout options for this space. For further information please see our web site under "Conference Facility".

### Rental Agreements

To download a pdf of the Rental Agreement or for further information please see our web site under "Conference Facility" or contact Carolyn at 604-683-2141 or [crailton@westpenderproperty.com](mailto:crailton@westpenderproperty.com)

## **RECYCLING**

We are currently providing three recycling programs; one for paper products, one for bottles, cans and plastics and one for electronics. All collection containers that you need for these programs will be provided. Contact Carolyn at [crailton@westpenderproperty.com](mailto:crailton@westpenderproperty.com) to order what you need.

### Paper Products

You can recycle all types of paper; stationary, window envelopes, computer paper, construction drawings, magazines, newspapers and cardboard. These products can all be co-mingled in your recycling containers. Please do not recycle soiled materials such as food containers. For this program you will be supplied with a desk side container called "desk sliders" (these are small blue plastic boxes) for each employee. Each employee should empty this container when it is full into the large central container; this is the plastic lined cardboard box. This central container is emptied by the janitorial service when it is  $\frac{3}{4}$  full.

### Bottles, Cans and Plastic

In this program you can recycle all containers that are refundable, juice, pop, water bottles etc., you can also recycle metal food containers, glass containers and all hard plastic containers. These containers need to be cleaned before putting them in the recycling container which is the large blue box. This Blue Box is emptied by the cleaning service when it is  $\frac{3}{4}$  full.

Please do not include soft wrap or bags, Styrofoam, coffee cups, binders or any computer equipment in this recycling program.

### Electronics

In this program you can recycle all computers, CPU's and laptops, routers & modems, keyboards, monitors, servers, printers, cables, fax machines, mice, photocopiers and telephone equipment.

Please do not include any software, televisions, stereo equipment, appliances or toner and ink cartridges in this program.

When you have items for this recycling please call our office and we will arrange for pick up. 604-683-2141.

## **RENT**

### Rental Remittance

As per your lease agreement, we require that all tenants provide us with postdated cheques annually for their regular monthly rental payment. The management office will send one annual invoice to the address we have on file. If cheques are being mailed, kindly address as follows:

# 230 -830 West Pender Street  
Vancouver, BC  
V6C 1J8  
Attention: Accounts Receivable

If you have questions regarding your account, please direct them to our administrator, Loui Tennant 604-683-2141 or email [ltennant@westpenderproperty.com](mailto:ltennant@westpenderproperty.com)

## **SECURITY**

### After Hours Contact with our Office

Our office number is answered 24 hours per day, every day. Should you require assistance outside of normal business hours, call our office number, 604-683-2141. This would include calls for such things as water leaks, break-ins, vandalism etc.

### Day Time Guard

Fusion Security provides a security officer who is on duty weekdays from 7:00 a.m. to 3:00 p.m. He is available to assist you with many security issues. Some areas he is involved in are: dealing with panhandlers, unwanted solicitation to your suites, moving smokers from the building entrances as well as responding to break-ins, theft etc.

Call the management offices if you have any concerns and he will be dispatched.

### Evening Guards and Patrols

Fusion Security also provides manpower for our afternoon security patrols. We have a dedicated guard on duty week days from 3:00 until 11:30 p.m. and random patrols thereafter. For after hours security emergencies, call Fusion directly at 778-371-7376.

### Building Security Systems

The installation, monitoring and maintenance of our building systems are provided by Intercon Security. Our contract provides for the following services:

- Monitoring and maintenance of all building access systems
- Monitoring and maintenance of all fire equipment
- Monitoring and maintenance of all elevators

While we do everything we can to promote a safe building environment and continue to review and improve security in the buildings, many tenants have improved their own security by installing entry alarms in their suites. While this is encouraged, the Landlord must be notified and be provided with access. You may also have advantages in being connected to the building system. Call Gail at the management office for more details.

### Suite Security

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to avoid unnecessary loss and /or other problems in your suite.

- Ensure that all of your entry doors are securely locked prior to leaving at the end of the business day. Lock your entry door even if you have staff working late.
- Lock your entry door throughout the day whenever your reception area is unattended. Many Tenants now use a visitor doorbell and keep their doors locked at all times.
- Do not make yourself an easy target. Protect your laptop computers. Place briefcases and handbags out of sight. Whenever possible hang coats in a closet, out of sight. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves and they act very quickly.
- Keep all vault or safe combinations in a locked desk drawer. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place.

- Notify the building management office immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and immediately before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- If an employee is terminated for any reason, consider changing entry door locks, resetting any safe or vault combination they may have been entrusted with, and canceling security access cards through the building management office.

### Theft

Please report any suspected theft, no matter how small, to both the management office and the Police Department immediately.

The building's insurance policy does not cover any break-ins to your premises or any resulting damage. It also does not cover the theft or loss of any tenant's belongings. Tenants are responsible for obtaining their own insurance coverage. Details on this requirement are outlined in Section 8 of your lease.

Should you have an incident, please contact your insurance company as well as our office.

## **TENANT RENOVATIONS AND CONSTRUCTION**

### Overview

All tenant renovations and other construction being done in the building must first have written approval from the Landlord. Prior to providing approval, the Landlord may require drawings and/or a detailed description of the intended work. The tenant may be responsible for any costs associated with this review. All general contractors and trades must be approved in advance by the landlord.

The following are guidelines you need to be aware of prior to the commencement of any work.

### Environment

West Pender Property Group is committed to the preservation of our environment and therefore during the planning of any construction work being done in our buildings the following must be considered:

- Demolition materials to be recycled where possible and if not, disposed of in an environmentally safe way
- Doors, frames, glass, hardware, light fixtures etc. are to be reused wherever possible
- All new light fixtures must be building standard and utilize building standard energy efficient lamps
- Lighting design to consider minimizing the number of fixtures to be used
- All materials, such as paint, carpeting etc. are to be Eco friendly products which are produced in an Eco friendly way whenever feasible.
- All individual offices are to have individual light switches
- All meeting rooms and other rooms that are not used on a daily basis are to have separate switching or sensors. Separate air conditioning units may also be required depending on the size of the room.

- Any supplemental air conditioning systems must be approved by West Pender. We do not permit any City water (once through) cooled systems.

#### General Contractors

Depending on the scope of work, the following may be required:

- To provide construction drawings for approval
- To obtain and have on site a building permit
- To use only Landlord approved trades
- To obtain and provide proof of insurance and WorkSafe BC coverage as well as for all trades working in the building

See the following Contractor Responsibilities section for more information.

#### General Information

- **Locks and Keys:** Only our locksmith must be used for any locks or keys in our buildings. All locks to be arranged through our offices. See Approved and Recommended Trades for building locksmith.
- **Security Systems:** If security systems are installed within Tenant premises, our office must be given access. See Approved and Recommended Trades for building security companies.
- **Emergency Planning:** Fire bell locations & adequate quantity must be reviewed with West Pender Property Group.
- **Noise Separation:** Walls are required if not already in place.
- **Entry Doors and Signage:** Entry doors are building standard and all sidelight covering and signage is to be arranged through our offices.
- **Electrical:** To be determined by West Pender Property Group, percentage of lighting must be wired into the Emergency Power. All electrical breakers must label properly within the space. The Landlord may require the removal of all unused wiring and cabling from the ceiling.
- **Mechanical:** Thermo-stat location must be reviewed with West Pender Property Group if any existing walls are to be removed and/or re-located. HVAC Zones must be isolated to the individual tenants' space. All "plumbed in" water filtration stations must be install by an approved plumber. Any supplementary HVAC Systems must be approved by West Pender Property Group.

#### Approved and Recommended Trades

Those categories noted with \* Landlord trades must be used.

#### **General:**

##### **Reotech Construction**

604-540-2313  
109 -1500 Hartley,  
Coquitlam, BC

##### **PGH Construction**

604-968-7042  
15978 - 36A Avenue,  
Surrey, BC

**Priority Projects**

604-254-4499  
7019 Russell Ave.  
Burnaby, BC

**GovanBrownSzeto**

604-683-8838  
308 - 1155 West Pender Street,  
Vancouver, BC

**\*HVAC Controls:**

**Honeywell**

604-654-5638  
300 - 3490 Gardner,  
Burnaby, BC

**Sprinklers:**

**Grinnell Fire Protection**

604-515-8872  
1485 Lindsey Place,  
Annacis Island, Delta, BC

**H2O Sprinkler**

604-925-8488  
718 -333 Brooksbank,  
North Vancouver, BC

**Alpine Fire Protection**

604-466-5227  
3579 Turner Street  
Vancouver, BC

**\*Plumbing:**

**Pacific Mechanical Systems Ltd.**

604-251-3766  
7050 Russell Avenue,  
Burnaby, BC

**South Coast Mechanical**

604-948-1226  
1129 – 52A Street,  
Delta, BC

**Aquarius Mechanical**

604-597-0699  
15417 80a Ave,  
Surrey, BC

**\*Air Balancing:**

**Austin Sheet Metal**

604-291-7381  
5414 Goring Street,  
Vancouver, BC

**\*DDC System:**

**Control Solutions**  
604-521-9282  
226 – 17 Fawcett Road,  
Coquitlam, BC

**\*Electrical:**

**Mott Electric Ltd.**  
604-683-5752  
613 – 744 West Hastings,  
Vancouver, BC

**Sasco Systems**  
604-299-1640  
111 -3070 Norland Avenue,  
Burnaby, BC

**Houle Electric**  
604-434-2681  
3735 Myrtle Street,  
Burnaby, BC

**\*Engineers & Consultants:**

**Read Jones Christoffersen**  
604-738-0048  
300 – 1265 West Broadway,  
Vancouver, BC

**AME Engineering**  
604-684-5995  
501 – 134 Abbott Street  
Vancouver, BC

**Prism Engineering**  
604-298-4858  
200 – 4021 East Hastings Street,  
Burnaby, BC

**Applied Engineering Solutions**  
604-569-6500  
4th Floor, 509 Richards Street,  
Vancouver, BC

**Painting:**

**InterCity Painting Services**  
604-657-9436  
7540 Waterton Drive  
Richmond, BC

**\*Locksmith:**

**Al Scott Lock & Safe**  
604-581-5000  
6651 Buswell Street  
Richmond, BC

**\*Security:**

**Intercon Security**

604-685-2661 (Business Hours)  
604-683-4111 (Operations 24/7)  
200 - 750 Cambie Street  
Vancouver, BC

**Fusion Security**

604-647-6470 (Office)  
778-371-7376. (Monitoring)  
Suite P1 - 999 West Hastings Street,  
Vancouver, B.C.

**Contractor Responsibilities & Building Rules for Construction****Prior to Construction:**

- Obtain building permits.
- Provide Liability insurance coverage to \$3,000,000.00.
- Provide proof of good standing with WCB.
- Provide Landlord with complete set of construction drawings for approval.
- Provide Landlord with list of sub-trades.
- Provide construction schedule.

**During Construction:**

- Wrap office blinds to keep clean.
- Display building permits on premises.
- Keep common areas clean AT ALL TIMES.
- No tools or equipment to be cleaned in the building putting drywall dust or paint into our plumbing or drainage system.
- No noise is permitted during normal business hours: Hammering, drilling, radios etc.
- No parking in loading bays; unloading and loading only.
- Elevators must be booked in advance: Minimum notice prior to one o'clock on day before required; booked on first come first served basis on availability.
- Access cards and keys to be requested with one days notice.
- X-rays may be required prior to coring. If required the Landlord is to be provided with the x-ray for review prior to coring. Coring is permitted only between the hours of 6:00 p.m. to 7:00 a.m.

**Upon Completion:**

- Provide Landlord with a full set of as built drawings.
- Apply for and provide to the Landlord Occupancy Permits.
- All electrical outlets to be identified and circuits labeled on panel.
- Area to be left clean with all construction debris removed and disposed of.
- Construction clean to be completed, including windows, and premises left ready for occupancy.

**General Information:**

- Elevator hours are between 9:30 and 11:30 and between 1:30 and 3:30.
- Our buildings do not have a parking area for contractors. Loading bays cannot be used for parking and are provided for loading and unloading only. Use of the loading bays under any circumstance must be booked with the management office. Call 604-683-2141.