

# New Tenants

## ► WELCOME LETTER

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](mailto: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 of 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. Contact Mike at: [mrushford@westpenderproperty.com](mailto:mrushford@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 Mike at: [mrushford@westpenderproperty.com](mailto:mrushford@westpenderproperty.com)
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.
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](mailto: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 operating in our buildings. Our paper-recycling program is arranged through Urban Impact. There are desk side containers and large central recycling containers. One large container is usually sufficient. The janitors will empty only the large central container. Each person will be responsible for emptying his/her own desk container into the large central container. We also provide a program to recycle bottles, cans and plastics. These items are collected in central containers and emptied by the cleaning staff when three quarters full. Our program also includes the recycling of electronics such as computers, monitors, phone systems etc. These items are picked up by our staff. We encourage all tenants to participate in the recycling program. Please contact our office once you have moved in and let us know how many containers you will need. Contact: Carolyn: [crailton@westpenderproperty.com](mailto:crailton@westpenderproperty.com)
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. Our emergency program is on line. Each Tenant will need to appoint a Tenant Administrator to manage the plan for your office. This person will be responsible for maintaining your Warden List, keeping it current, ensuring all Wardens are trained and obtaining the appropriate Warden identifiers from our offices. Please email Mike with the name, email address and phone number for your Tenant Administrator so they can be set up. [mrushford@westpenderproperty.com](mailto:mrushford@westpenderproperty.com)
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  
Mike Rushford  
Property Manager  
Email: [mrushford@westpenderproperty.com](mailto:mrushford@westpenderproperty.com)