

Tenant Handbook



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Key Personnel and Phone Numbers

Jay Wilson Realty.....607-433-2367
.....189mainstreet.com
Edward W. May Jr.

If there is an emergency, or you have maintenance questions or requests, please call the management office. If you need to get directly in touch with maintenance personnel, the maintenance office can be reached at the following number:

Tom Cavanaugh607-287-0858
.....607-432-9036 Pager # 1775



Emergency Procedures



The safety and security of tenants in 189 Main Street is one of our highest management priorities. With this interest for your safety in mind, over the next few pages we have provided you with abbreviated instructions on emergency procedures for strong storms, bomb threats, power outages, and fire. In the event you must call 911 in an emergency situation, immediately notify the management office. This will enable building personnel to direct the emergency team.

Remember: being prepared and staying calm are the two most helpful aids to coping effectively during an emergency.

Natural Disasters: Tornadoes and Other Strong Storms

In case of a tornado, or other severe weather condition such as lightning, follow these simple procedures:

1. Do not evacuate the building
2. Stay away from the windows
3. Go to the center of the building



Fire Emergencies

In the event you detect a fire, or see or smell smoke, follow these simple steps for action:



1. Call 911 (Fire Department) and give the name and address of the property and the location of the fire.
2. Call the management office 607-287-0858
3. Know where fire extinguishers, pull stations, stairwell, and exits are located.
4. Small fires, such as a fire in a trash can, may be put out with a fire extinguisher.
5. Never attempt put out any sort of electrical fire with water. Only a dry chemical or CO₂ fire extinguisher should be used on electrical fires.
6. Do not attempt to fight a spreading fire. Focus your attention on evacuating and helping others evacuate in an orderly fashion.
7. Know the location of the nearest fire exits; you should be able to find them in the dark.
8. Before you leave your office, feel the door to see if it is hot before you open it. If it is hot, or if smoke is seeping through the cracks, do not open the door. Try another exit.
9. If you cannot exit your office, seal off the cracks around your office door, go to a window and signal for help.
10. If the exit door feels cool, proceed to evacuate. If there is smoke, stay low. Crawl on the ground and take short breaths until you reach a stairwell. This should be a safer area, and you should be able to move freely and quickly to evacuate.
11. Choose a specific site outside the building that is far enough away from the building to avoid injury from explosion or shattering glass to reconvene with your staff once evacuation has been successfully completed.
12. Do not return to the building until the fire department, the building manager, or other authorized personnel have given the "All Clear."

What You Can Do To Prevent Fires

1. Keep all trash or waste material in fireproof trash receptacles and empty them frequently so waste does not accumulate.
2. Limit smoking to designated areas equipped with appropriate receptacles in which to dispose of cigarette waste.
3. Keep all trash cans away from drapes or other flammable window coverings.
4. If a fire does ignite in a trash receptacle and no water is nearby, turn an empty trash can over the fire. This should smother the fire.
5. Turn off all electrical appliances in kitchen areas, and all computers, copying machines, and other business machines at the close of business each day.
6. Do not overload electrical circuits.
7. Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.
8. Do not store cleaning chemicals in a warm, enclosed location that might promote spontaneous combustion.

Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.

Bomb Threats

Reacting To A Bomb Threat

1. Whoever receives the call that a bomb has been placed in the building or suite should:
 - Remain calm and keep the caller on the line as long as possible so an attempt can be made to trace the call.
 - Use the bomb threat check list (On the next page) to record what the caller said, identify as closely as possible the age, sex, an accent of the caller, identify any background noise, and assess the validity of the call.
 - Ask the caller where the bomb is located, when it is set to go off, and what the bomb is contained in.
2. Call 911 immediately and provide the name, address, floor, and suite number. Repeat the information from the caller
3. Call the management office. The decision to evacuate should be made immediately.
4. Take purses, packages, briefcases, suitcase' all of the items are suspect and may be destroyed by the Bomb Squad if left in the suite. Further, in evacuations, your suite will be left unprotected and security coverage could lapse.
5. Do not touch or handle any unusual items you might find. Report them to the authorities.
6. Be aware of suspicious persons entering your suite, or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.



ATF Bomb Threat Checklist

Exact time of call _____

Exact words of caller _____

: _____

Questions To Ask:

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Caller's Voice (circle)

Calm
Stutter
Giggling
Stressed

Disguised
Slow
Deep
Accent

Nasal
Lisp
Crying
Loud

Angry
Sincere
Squeaky
Slurred

Broken
Rapid
Excited
Normal

If voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Remarks: _____

: _____

Person receiving call: _____

Telephone number where call received: _____

Date: _____



Power Failure

The building at 189 Main Street has been designed to minimize the risk of total power failure. Should a power failure occur, it typically will affect either an isolated area or a large geographic area of which 189 Main Street is part.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period.

In the event of an electrical failure, please observe the following guidelines:

1. Contact the management office.
2. Open window treatments to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
3. If you are instructed to evacuate the building, lock all areas of your premises.
4. Do not congregate in the lobby areas or in the street.
5. Building management will notify you as soon as possible when power will be restored.



Moving Guidelines



These guidelines have been developed to ensure a safe and efficient environment for you and your organization when moving into an office suite. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have. Please call 607-287-0858.

1. Move in or out **MUST** be accomplished before 8AM or after 6PM or Saturday and Sunday at your discretion.
2. Notify us as soon as possible as to the date and time of your move. All moving arrangements must be cleared by the management team.
3. The moving contractor must provide a Certificate of Insurance **PRIOR TO THE MOVE**. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. Your moving contractor will be responsible for any damage to the building that occurred during the move. To avoid unnecessary damage:

Pad or otherwise protect all entrances, doorways, and walls affected by the move.

Cover all floors traversed during the move with appropriate material.

4. Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move which may affect other tenants or the access to the building. They are responsible for removing all trash and bulky packing cartons.
5. Our building has a strict "No Smoking" policy. Moving crew members are not permitted to smoke inside any area of the buildings.
6. The Fire Chief prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in front of these exits.

Building Hours of Operation and Holiday Schedule

189 Main Street is open 24 hours a day, 7 days a week, 365 days a year to all tenants. You may access your suite or building at any time you wish with no restrictions.

For visitors and guests the building is open from 8:00 a.m. to 5:30 p.m. After 5:30 p.m., the buildings' exterior doors are locked.

If the door is open by any tenant, you must relock the door, unless there is a yellow sticky note place on the "Red Dot", signed by the responsible tenant.



Keys and Building Access

Each tenant shall be issued three keys upon assumption of the premises. You may purchase additional keys from the building management for \$6.50 each. (This price may change without notice).

If you wish to change the locks on your suite or install a security system, a copy of the key, and/or appropriate security codes to grant access must be provided to the management office. This allows the appropriate personnel entry into your suite in the event of an emergency or routine maintenance.

If the locks are changed, they must be re-keyed to the building standard and at the tenant's expense before tenant vacates the premises. The building standard for 189 Main Street is Building Master. Richard Gallusser 432-6734.



Building and Suite Signage

Signage for your suite is the sole responsibility of the tenant. However, **DO NOT INSTALL ANY SIGN ON THE INTERIOR OR EXTERIOR OF YOUR SPACE WITHOUT THE WRITTEN CONSENT OF THE MANAGEMENT OFFICE.**

We encourage you to put up signage identifying your business and your location, but certain guidelines must be met when installing and constructing those signs. If you install a sign that does not meet those guidelines, we will have the sign removed at tenant's expense.

Please contact the Management office for more information on signage.



Remodeling and Alteration Procedures



Although we believe that the spaces in 189 Main Street are constructed to a high quality finish, any tenant (at their own expense) may make changes to their space. It is imperative, however, that those changes be approved by the management office. All construction material, companies, and finish timelines must be approved BEFORE construction begins. We prefer to do all of our own construction at 189 Main Street.

DO NOT MAKE ANY CHANGES TO YOUR SPACE WITHOUT WRITTEN PERMISSION FROM THE MANAGEMENT OFFICE.

This includes, but is not limited to:

- Replacing carpet
- Moving, changing, or adding interior walls
- Changing hardware such as doors, windows, awnings, locks, etc.
- Painting or replacing wall coverings
- Moving or replacing ceiling tiles and grids.

ALL WORK WILL BECOME THE PROPERTY OF 189 MAIN STREET

HVAC Systems

For most of you, an HVAC service agreement is required in your lease. Please call a reputable service company to maintain your HVAC system. We recommend D&D Refrigeration. They can be contacted at 607-432-8122 respectively. They will make sure your unit receives the proper attention it deserves so you can stay cool in the summer and warm in the winter. Regular changing of filters is key. If you haven't had your filters changed recently, please do so.

Some of our tenants have full service leases, which includes HVAC service. If you have a full service lease and have a problem with your HVAC unit, please call the management office so we can send service personnel to your suite as soon as possible.



Utilities



For our tenants that pay their own utilities, the following are numbers you need to contact local utility companies and set up your accounts or ask questions about current service:

Telephone: Verizon 890-6464

Gas: NYSEG 800-572-1111

Electric: NYSEG 800-572-1111

Water: Oneonta Water Department



Waste Removal

Please be conscious of waste in and around your space. We try very hard to maintain a clean and professional look throughout 189 Main Street, but we need your help to keep it up.

Do not store pallets, boxes, or other refuse outside. Put them in the basement area.

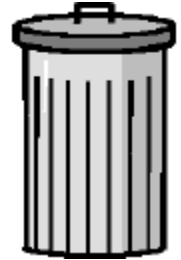
Leaving trash and junk on the ground outside your space is an invitation for people to go through and pick through waste. These types of people usually aren't just taking junk, they're finding out what else you might have around. They might be back later to take it without your permission.

For tenants your trash will be collected from the waste bin in the lobby space weekly.

Removal of excessive trash will be billed to you. This includes but is not limited to:

- Large boxes full of heavy material
- Large amount of paper, magazines, newspaper, etc.
- Chairs, desks, or other furniture

We have several trash areas on the property, if you need to dispose of those types of materials, call the management office.



Mail Boxes



We have a collection box for US mail on the property. It is located at the corner of Main Street and Dietz Street. Pickup times for these boxes are 9 a.m. and 5:30 p.m.

There is also a UPS Pickup Box located in the lobby. Pickup times for these boxes are 9 a.m. and 5:30 p.m.

Parking

Parking is available at the following locations:

- City lot on Dietz Street
- Parking Garage 3rd Level offers direct access to 189 Main Street



Area Amenities Map



Rules, Regulations, and Operating Policies



1. **Tenant Insurance:** Your lease includes a provision requiring tenants to have insurance. A Certificate of Insurance must be presented to the management office before the commencement date of your lease.
2. **Common Areas:** Landlord shall have the right to control and operate the common areas, and the facilities furnished for the common use of the tenants in such a manner as Landlord, in its sole and absolute discretion, deems best for the benefit of the Tenants generally. The common areas shall not be obstructed by any Tenant or used for any purpose other than ingress and egress to and from such Tenant's premises. No Tenant shall permit the visit to its premises of persons in such number or under such conditions as to interfere with the use and enjoyment by other Tenants of the common areas. No Tenant shall place any mats, trash, or other objects in the common areas.
3. **Window Coverings:** All window treatments, if not already in place upon the assumption of the space, are the responsibility of the Tenant. Any new window treatments need to be approved by the management office prior to their installation.
4. **Interior and Exterior Signage:** Without written authorization from building management, tenants are prohibited from displaying any sign, picture, advertisement or notice on the inside or outside of the building or the leased premises except the usual name signs on the doors leading to the leased premises, which shall conform to the requirements of the building management, and excepting also the name strips on the directory board of the building. The directory board of the building will be maintained by the Landlord.
5. **Plumbing:** The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags or other substance shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the tenant who, or whose servants, employees, agents, visitors or licensees, shall have caused the same.
6. **Noise:** No person shall disturb the occupants of this or any adjoining building or premises. This includes radios, machinery, human noise, or other obtrusive sounds.
7. **Bicycles, Pets, and Animals:** No bicycle or other non-motorized vehicles, and no animal shall be brought into the offices, halls, corridors, elevators, or other parts of any building by the tenant, his agents, or employees without written consent from the management office.
8. **Cooking:** No open flame cooking shall be permitted in or near the space. Cooking should only be done in a microwave oven only.
9. **Use and Storage of Hazardous Materials:** Absolutely, and under no circumstances, may hazardous materials be stored in 189 Main Street. THERE ARE NO EXCEPTIONS TO THIS RULE.
10. **Changes in Locks, Keys, or Replacing Lost Keys:** Each tenant shall be issued three keys upon assumption of the premises. You may purchase additional keys from the building management for \$6.50 each. (This price may change without notice). If you wish to change the locks on you suite or install a security system, a copy of the key, and/or appropriate security codes to grant access must be provided to the management office. This allows the appropriate personnel entry into your suite in the event of an emergency or routine maintenance. If the locks are changed, they must be re-keyed to the building standard and at the tenant's expense before the tenant vacates the premises. The building standard for 189 Main Street is Best Locking System.
11. **Solicitors:** Canvassing, soliciting, and peddling on the property is prohibited and each tenant shall cooperate to prevent the same. This for your convenience and privacy.

Rules, Regulations, and Operating Policies (cont.)

12. **Sleeping in the Building:** The premises leased shall not be used for lodging, sleeping nor for any immoral or illegal purposes or for any purpose that will damage the premises or reputation of the building.
13. **Floor Covering Changes:** No changes can be made to the building without written consent of the management office.
14. **Antennas and Satellite Dishes:** No antennas or dishes may be installed upon the outside fo the building without the written consent of the management office.
15. **Placement of Heavy Objects:** Safes, furniture, boxes or other bulky articles shall be carried up into the premises only with written consent of the landlord first obtained. Safes and other heavy articles shall be placed by the tenant in such places only as may be first specified in writing by the landlord and any damage done to the building or to tenants or other persons by taking a safe or other heavy article in or out of the leased premises, from overloading a floor, or in any other manner, shall be paid for by the tenant causing such damage.
16. **Wires and Phone Installation:** If the tenant desires telephone connections or the installation of any other electric wiring, the landlord will, upon receiving a written request from the tenant, direct the electricians as to where and how the wires are to be introduced and run, and without such directions no boring, cutting, or installation of wires will be permitted. For office tenants on full service leases, all telephone lines are handled by the management office. Call for information on additional phone lines.
17. **Maintenance and Repairs:** Any and all maintenance repairs, replacements to electrical, heating, air conditioning, water and plumbing systems in this building shall be made or done only by persons authorized by the landlord.

Rental Remittance

Our lease administration sends monthly invoices as a courtesy. Regardless of when the notices are received, rent is due by the first of the month or under the terms of your lease. Late fees will be applicable in accordance with the provisions of your lease.



Please mail checks to: Melex LLC
330 Pony Farm Road Suite 12
Oneonta, NY 13820

You may also drop your rent checks off at the management office Suite 104 if that is more convenient.