

Tenant Handbook

Delta Properties, GRL

Date: 12/27/05

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Key Personnel and Phone Numbers
Emergency Procedures
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Rules and Regulations

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Introduction

Welcome to our property. Our company is constantly striving to improve our customer service and response time, so if there is anything that you need, please call.

The properties are owned by GRL Properties, LLC. and managed by GRL Management, LLC. under our parent management team at ANYI Management. You can find additional information about our parent at www.anyimanagement.com.

We hope your tenancy with us is productive and profitable. Our company mission statement is;

“Delta Properties, GRL is in the business of providing low cost space that is functional and well maintained. By providing low cost space our tenants have a competitive advantage in their own marketplace making them stronger and therefore Delta stronger.”

Welcome to our family,

The Delta Properties Staff

Key Personnel and Numbers

Should you have any questions or concerns please contact the management office, located on the first floor at 401 Hall St SW, Grand Rapids, MI.

After normal business hours, please leave a message on the voice mail system, and the necessary step to correct whatever problem you have will be implemented immediately.

Delta Properties, GRL, LLC	616-243-9000
Joel Langlois, Managing Director	616-243-9000
David Reed, Director of Operations	616-243-9000
Jayme Weller, Office Manager	616-243-9000
Rich Rybinski, Construction Manager	616-243-9000
Trish Engle, Sales Manager	616-243-9000
Rick Ford, Leasing Agent	616-243-9000

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.

Dave Hoogerheide, Maintenance Manager	616-243-9000
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Emergency Procedures

The safety and security of our tenants are our highest management priorities. With the interest for your safety in mind, over the next few pages we have provided you with abbreviated instructions on emergency procedures for strong storms, 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 first responders to the correct location within the buildings.

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

Natural Disasters

(Tornados and Other Strong Storms)

In case of a tornado, or other severe weather conditions follow these simple procedures:

- 1.) Do not evacuate the building
- 2.) Stay away from windows
- 3.) Go to the center of the building on the lowest level possible.

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 (616) 243-9000.
- 3.) Know where fire extinguishers, pull stations, stairwells, 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 to 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 to evacuate in an orderly fashion.
- 7.) Know the location of the nearest fire exits; you should be able to find them in the dark because of battery back up lighting.
- 8.) Before you leave your office, feel the door to see if it is hot before you open it. If it is hot, or smoke is seeping through the cracks, do not open the door. Try another exit door.
- 9.) If you cannot exit your office, seal off the cracks around the office doors, go to a window, and signal for help.
- 10.) If the 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, 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 fire proof 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 near by, 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, coping machines, and other business machines at the close of business each day.
- 6.) Do not over load 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.
- 9.) Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch fire, these items could also block your exit route in the event of a fire.

Power Failure

The buildings at Delta Properties, GRL have 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 Delta Properties, GRL is a part.

All common areas and suites are, or will be required to be 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.

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 or tenant space at Delta Properties, GRL. 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 Trish Engle or Rick Ford at 616-243-9000.

- 1.) Notify us as soon as possible as to the date and time of your move. Any moving arrangements or agreements must be cleared by the management team.
- 2.) Any moving contractor must provide a Certificate of Insurance prior to the Move.
 - a. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance.
 - b. Your moving contractor will be responsible for any damage to the building that occurred during the move.
 - c. If you choose to move yourself; any damage incurred to the building during the move will be your responsibility.

To avoid unnecessary damage to the Buildings follow these simple precautions;

- 1.) Conduct a pre-move walkthrough inspection of the route you will be using during your move with your leasing agent, and note or list any existing damages to the building so you are not held responsible **prior to moving**.
- 2.) Pad or otherwise protect all entrances, doorways, and walls affected by the move.

- 3.) Cover all floors traversed during the move with appropriate materials.
- 4.) You or 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.
- 3.) You or your moving contractor, are responsible for removing all trash, packaging, or bulky cartons associated with your move.
- 4.) Our buildings have a strict "No Smoking" policy. Moving crews or tenants employees are not permitted to smoke inside any area of the buildings.
- 5.) The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in front of these exits or routes.

Building Hours of Operation

Normal operations for Delta Properties, GRL are 8am to 5pm Monday through Friday. If you have a key to your space you may access it 24 hours a day, 7 days a week.

For visitors and guests, the buildings are open from 8:00a.m. To 5:00 p.m. Monday through Friday. After 5:00 p.m. the buildings exterior doors are locked by maintenance staff. Anyone with an exterior key may enter as needed.

Keys & Building Access

Each tenant shall be issued (1) one exterior door key and (1) one suite door key upon assumption of the premises. You may purchase additional keys from the management office for \$3.00 each. (This price may change without notice)

If you wish to change the locks on your suite or unit, or install a security system, a copy of the key and 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 at the tenant's expense before tenant vacates the premises. The building standard for Delta Properties, GRL is Cal Royal CLS Series.

Two suggested retailers for changing of locks and key reproduction are:

- 1.) Page Hardware & Supply 616-241-5626
- 2.) Robbins Lock and Safe 616-452-6575

Building & Suite Signage

Because some of the buildings are listed on the National Register of Historic Places certain limitations arise concerning the placement and usage of signs and advertisements.

Signage for your business in the common areas of Delta Properties, GRL is strictly reserved to the management office. This is to ensure sign uniformity throughout the buildings.

Directional listings at the main entrance are also reserved to the management office.

Signage for the Interior of the tenant suites must be reviewed and approved in writing by the management office. Submit design proposals indicating dimensions clearly indicated and showing locations / placement in the tenant space, prior to installation. Lack of communication on the tenant's part may result in considerable expense to remove or repair.

Remodeling & Alteration Procedures

Because of the possibility of historical significance of the structures at Delta Properties, GRL, numerous considerations are involved in remodeling and altering the existing conditions of the spaces within the building.

Although we believe that the spaces in Delta Properties, GRL are constructed to a high quality finish, any tenant (at their own expense) may make changes or upgrades to their space. It is imperative, however, that those changes be approved by the management office prior to any work taking place.

All construction designs, materials, contractors, and timelines must be approved **prior** to commencement of work.

We prefer to do all of our own construction at Delta Properties, GRL please feel free to bring in a design concept and let our construction team asses it and provide pricing to make your imagination and ideas come to life!

Changes to the space include, but are not limited to:

- 1.) Replacing or covering existing floor coverings,
- 2.) Moving, changing, or adding interior walls,
- 3.) Changing hardware such as doors, windows, awnings, locks, closers, etc.,
- 4.) Painting or replacing wall coverings, or,
- 5.) Moving, replacing, or adding ceiling tiles and grids.

In order for the management office to efficiently and accurately review and approve any construction applications the following items must be provided:

- 1.) A scaleable floor plan and all applicable elevations.
- 2.) Type of electrical requirements including locations of plugs, switches, disconnects panels, transformers and all other associated equipment.
- 3.) Locations and requirements of any plumbing components including sinks, toilets, hot water heaters, drinking fountains etc.
- 4.) Locations and system requirements of communication and data.
- 5.) Locations of doors, windows, transoms, awnings, hardware, etc.

Because of the historic considerations previously mentioned some other restrictions that shall be strictly enforced are as follows:

- 1.) No exposed wood surfaces shall be painted under any circumstance.
- 2.) Window treatments shall be of approved type and installed in approved locations and placement in the window jamb.
- 3.) Refinished wood flooring is the building standard unless existing flooring is un-repairable or cost prohibitive.
- 4.) Placement of phone and data lines in common areas is strictly monitored. We have preferred contractors who installed the infrastructure during construction please inquire for their numbers if you wish.

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 the contractor who installed the units during construction; Armock Heating and Cooling 616-887-0328 or use of our own heating contractor under Delta Properties maintenance department 616-243-9000. These contractors 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 of utmost importance! This will avoid costly repairs or replacement of your HVAC roof top unit. If you have not changed the filters recently, please do so soon.

Waste Removal

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

Please do not store pallets, boxes, or other refuse outside of the building, or in common areas outside your space, put them in the dumpster immediately. Lack of attention to this detail invites people to go through your 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.

Allowing debris to accumulate around your space or in common areas is also in violation of local fire codes and jurisdictional authorities may warn or fine you for lack of attention to this item.

Removal of excess trash / debris will be billed to you if warnings are not acted upon. This includes but is not limited to:

- 1.) Large boxes full of heavy materials,
- 2.) Large amounts of paper, magazines, newspapers, or cardboard,
- 3.) Chairs, desks, or other furniture,
- 4.) Barrels, cans, bottles, containers of all types,
- 5.) Any type of hazardous materials or flammable materials, or,
- 6.) Any materials deemed by the management office to be a nuisance or safety concern to the common good of the building.

Mail Boxes

If you need a mail box for delivery to your business address at the predetermined location on the first floor common area (Additional mail box locations are not available) please let a leasing agent know so one can be set up for you. You must let the Grand Rapids Post office know of your change of address.

The address format for US Postal delivery to Delta Properties, GRL is as follows:

Company Name
401 Hall St. S.W. Box # ?
Grand Rapids, Mi
49503-5098

We are working on a Federal Express Box and a UPS Box at our building; in the meantime private carrier packages can be picked up or dropped off from our management offices on the first floor.

Parking

Delta Properties, GRL has ample free parking for all of our tenants. Please park near your space whenever possible. We do not reserve any parking spots for any tenants, those parking spaces near your building or suite location should be used in common with other tenants.

We try hard to keep the parking lots clean and free of litter and debris. If you have a complaint with the parking lots, please tell us immediately so that we may resolve the problem. If you see a light out near the parking lots, please let us know so that it may be replaced as soon as possible.

Services & Amenities

Fork Lift Rental

Forklifts rental is available to Delta Properties, GRL tenants at the cost of \$40/hr or \$100/day. Call the management office to schedule use of a forklift.

Courtyards & Common Areas

The common areas throughout the Delta Properties, GRL Development are for the use of all tenants; including vending machines, restrooms, and green spaces, please feel free to take advantage of these common area elements.

Additional Workers to Help Move

Additional labor may be available to help with your move or other projects that may arise, please contact a leasing agent today to find out more.

Meeting Facilities

Some pre-finished meeting areas are available for meetings, presentations, or other functions. Daily or Hourly rates are available, please contact a leasing agent to find out more.

Site Map & Location

Rules, Regulations, & 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 it 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 a 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 & 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 sides of 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 substances 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 bicycles or other non-motorized vehicles, and no animals 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.
- 9.) **Use & Storage of Hazardous Materials:** If you use any hazardous materials in any building owned by Delta Properties, GRL you are required to have MSDS sheets onsite, provide MSDS sheets to Delta, and, provide MSDS sheets to the local fire department. You are also required to indicate an average inventory of the various products on the sheets. We also expect proper storage of these products including fire containers if appropriate. THERE ARE NO EXCEPTIONS TO THIS RULE.
- 10.) **Changes in Locks, Keys, or Replacing Lost Keys:** Each tenant shall be issued (1) exterior and (1) interior door key upon the assumption of the premises. You may purchase additional keys from the building management for \$3.00 each. (Subject to increase without notice) If you wish to change the locks on your suite or unit, or install a security system, a copy of the key and 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 at the tenant's expense before tenant vacates the premises. The building standard for Delta Properties, GRL is Cal Royal CLS Series.
- 11.) **Solicitors:** Canvassing, soliciting, and peddling on the property is prohibited and each tenant shall cooperate to prevent the same. This is for your convenience and privacy.
- 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 & Satellite Dishes:** No antennas or dishes may be installed upon the outside of 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 management office prior to placement. 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 & 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 (provided by the tenant) 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 basic phone services are provided in a "white box" finished suite. For more information on additional phone lines contact a leasing agent at the management offices.
- 17.) **Maintenance & Repairs:** Any and all maintenance repairs, replacements to electrical, heating, air conditioning, plumbing, and water systems in this building shall be made or done only by persons authorized by the management office in writing prior to commencement of any repair activity.

Rental Remittance

Please refer to your lease agreement regarding the terms of rent remittance. Rent is due by the first of every month or governed by the terms of your specific lease agreement. Late fees will be applicable in accordance with the provisions of your lease.

Please mail checks to: Delta Properties, GRL
401 Hall St. S.W. Box # 95
Grand Rapids, Mi 49503

You may also drop your rent off at the Management offices located at Suite 100 in Building A at 401 Hall St. S.W.

Contact Kathy Crosby at our management offices with questions about your rent status.

Notes