



AKRIDGE
Invested.

1016 Sixteenth Street

Beneath the Surface A Client's Manual

“The needs of our Clients are our highest priority.
This idea translates into flexible, responsive
service on a day-to-day basis.”

John E. Akridge, III Chairman

April 2013

1016 16th Street, NW
Beneath the Surface

Inside:

Welcome

The Condominium Association

Accounting

Security

Heating Ventilation and Air-conditioning

Elevators

Fire Annunciation and Emergency Evacuation

Cleaning

Contractor Services

Sample Waiver of Lien Rights

Holidays

Please note that the information contained herein is subject to change

WELCOME TO 1016 16th Street, NW

Your priorities are our priority – Your Akridge team of professionals make sure your needs are met every day.

Requests/Emergencies	Customer Service Representative 202.638.3000 or service1016@akridge.com
----------------------	---

Portfolio Manager	Mary Lynch 202.207.8658 or mlynch@akridge.com
-------------------	--

Property Manager	Marcela Correa 202.624.8643 or mcorrea@akridge.com
------------------	--

Project Accountant	Michelle Willis 202.624.8647 or mwillis@akridge.com
--------------------	---

Porter	Chris Gomez 240.460.6064 or service1016@akridge.com
--------	---

24/7 Response. Communicating with our Clients is most important to Akridge. Someone in the property management and building services department is always available to receive your requests and inquiries. Whether a light bulb needs replacement on Monday morning or an emergency situation arises Sunday afternoon, someone is going to take care of your needs quickly, professionally and courteously – this is our guarantee.

Our property managers are on call 24 hours a day, seven days a week. Monday through Friday, you can contact someone in property management between the hours of 8:00 am and 6:00 pm by calling 202.638.3000. In response to your call, our staff is fully uniformed with our company logo displayed on their uniform shirts, and each carries a photo identification card.

When you have a service request, please do not hesitate to contact us. Please communicate directly to the main office at 202.638.3000 or email service1016@akridge.com to ensure that your request is properly

received, documented, and fulfilled. If you need assistance after hours, call **Datawatch** at **301.654.3282** and request that they contact a property manager at home and you will be assisted as soon as possible.

THE CONDOMINIUM ASSOCIATION

There are several documents that govern the organization of your Association and the election and responsibilities of the Association's Board of Directors. Those documents include:

- 1016 16th Street Condominium Declaration
- 1016 16th Street Condominium Bylaws

Details on all facets of the condominium operation are best researched at these primary sources.

Among the powers of the Association's Board of Directors is the option to retain third party management services to handle the day-to-day facilities management and accounting. Akridge has been chosen to provide those services for the 1016 16th Street Condominium.

ACCOUNTING

The Accounting Department is an integral part of the management team. Among the services performed by accounting is collection of condominium fees, payment of service invoices in a timely manner, reporting to the Condominium Association Board of Directors, and more.

Payment Procedures. Because we do not render monthly invoices, please keep in mind that your payment of condominium fees is due on the first day of every month. Inquiries regarding your account may be made to the Project Accountant.

All payments should be made payable and sent to the following address:

1016 16th Street Condominium
C/O The John Akridge Management Company
601 Thirteenth Street, NW
Suite 300N
Washington, D.C. 20005

If you would prefer to process this payment electronically, please contact the project accountant and he/she will be happy to assist you and provide specific instructions.

Estimated Annual Fee Increases. Each November, after completing our operating plan for the upcoming year, our Accounting Department will forward information to your Board of Directors, and ultimately to your organization, regarding your annual condominium fees to become effective on January 1 of the upcoming year. As we prepare the annual operating plan, we consider the Washington Metropolitan market place and the building's position within it, the general building conditions, as well as the overall satisfaction of our condominium owners.

Your fee will reflect your organization's proportionate share of the estimated operating expenses projected for the upcoming calendar year. For additional information regarding these calculations, please contact the Project Accountant. We understand that many organizations begin their annual budget preparations and

require this information prior to November. If so, please contact the Project Accountant and he will be happy to assist you.

Financial Statements. Akridge staff provides your Board of Directors with monthly operating statements that show comparisons to budget. For each calendar year the financial records are reviewed by an outside independent accounting firm employed by your Board. Once the review is completed, usually by the end of March of the following year, you will be provided with financial statements of the Association. At the discretion of your Board, any operating surplus for the year may be refunded to each Owner according to their percentage interest of ownership.

Other Charges. From time to time you may receive invoices for additional services, such as special staff assistance within your offices, beyond the scope of regular management activities. Assistance in processing these invoices for payment within thirty days is greatly appreciated. If you have any questions regarding an invoice or believe there is an error on an invoice, please contact any member of our accounting team at 202.638.3000, or your Property Manager, Marcela Correa at 202.624.8643 or mcorrea@akridge.com.

Reserve Fund. Pursuant to the requirements of paragraph 6.1.D. of the Condominium Bylaws, a reserve fund is maintained for capital improvements, replacements and major repairs.

SECURITY

Access Control System. 1016 16th Street is equipped with an access control system monitored by Datawatch Systems. The main entrance doors, located on 16th Street, are locked at 5:00 pm Monday through Friday and 24 hours on weekends and holidays. Your employees may gain access to the building during security hours with their Datawatch access keycards.

Elevator Travel to Your Floor. Full floor owners may lock the elevator access times to suit their operating hours. In order for your staff to gain floor access during secure hours, once you are inside the elevator, present your access keycard to the reader. Do this until the red light on the reader activates and press the elevator button to your floor until it lights. The elevator will then take you to your floor. When traveling in a down direction, it is not necessary to use the access keycard. However, the car will not stop at any floor except the main lobby.

Datawatch Access Keys. Datawatch access keycards are issued to you prior to your move-in. It is very important that you keep track of these keycards that are authorized for new employees and revoke any access key cards that are lost. Authorization and/or revocation of keycards is performed by Datawatch Systems or your property manager. Contact Datawatch Systems at 301.654.3282 and speak to the Card Administrator responsible for your building or contact your property manager. You may request a keycard listing for your firm at any time. Additional keycards may be ordered directly from Datawatch Systems by using the order forms provided or by visiting Datawatch's website, www.datawatchsystems.com.

Visitors and Special Admits. There is a Datawatch telephone entry system installed to the right of the building's main entrance, designed to enable easy access for your authorized after-hours visitors. This

system enables your visitor to reach you, the hosting Client, who can grant remote access to the front door. Instructions for operating the system are posted at the telephone location.

Daytime Security. Security of your suite is important to us and we ask you for your cooperation in maintaining its integrity. Be mindful of the differences, if any, between the hours of your reception area coverage and the securing and unsecuring of the building front doors. If your reception area is not going to be occupied during times the front door security system is not engaged, we recommend you keep your doors locked. Secondary doors to your space should be kept locked at all times. Remember that we do not have a lobby attendant at 1016 16th Street.

Datawatch Systems has additional suite security systems available for a nominal cost if your firm requires additional security. If you need additional daytime security, please contact your property manager who will be happy to discuss the security options available to you.

HEATING, VENTILATING AND AIR CONDITIONING

The heating, ventilating and air conditioning systems (HVAC) at 1016 16th Street are designed to control individual floors independent of the rest of the building. Generally, each condominium is served by central units designed to accommodate the layout of your floor, and through-the-wall units in each condominium to provide HVAC to the perimeter areas. HVAC configurations were custom-designed to the specifications necessary for each condominium and operate independently of all other floors in the building. There is a separate unit serving the main lobby which is maintained by Akridge as part of the Condominium Association operating budget.

Maintenance of the central units, which are the property of each condominium owner, is currently handled by Trimark Corporation, pursuant to individual maintenance contracts held between that firm and each condominium owner.

Routine preventive maintenance of the through-the-wall units is performed by Akridge staff and includes filter changes and basic trouble-shooting. In the event maintenance is required beyond the scope of this basic service, we will be happy to suggest an outside service contractor at the condominium owner's cost.

As an individual condominium owner, you are free to set your heating and air-conditioning hours to the schedule that best accommodates your office operation, seven days a week, 24 hours a day.

If you have any additional questions concerning the HVAC system, please call us.

ELEVATORS

1016 16th Street is equipped with two elevators, one of which serves the lower level in addition to floors 2-8. Full-floor condominium owners are free to regulate the elevator security hours and thereby control when elevator access to the floor is available to anyone, and when floor access requires use of a properly authorized Datawatch access card.

Elevator Malfunction Procedures. Each elevator is equipped with a voice communicator, which connects directly with Datawatch Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, push the call button to activate the voice communicator, which will provide voice communication to Datawatch Systems. Give the Datawatch operator the building location. Datawatch will contact the appropriate building and elevator personnel and we will dispatch an engineer and elevator personnel immediately. An Akridge engineer will stay with you until the elevator company arrives to assist you in evacuating the cab.

While being trapped in an elevator may be an inconvenience, you are in no danger as long as you remain in the cab. Never try to pry the elevator doors open to get out. It is extremely dangerous since the cab may not be properly aligned with the floor. Wait for a qualified elevator mechanic or fireman to assist you.

In an emergency fire situation, elevators should never be used. If you are traveling in an elevator when an alarm sounds, the elevator will automatically go to the first floor and open its doors. This occurs one cab at a time. Please be patient.

A lift is available in the main lobby to enable those who cannot use the three steps to travel from the entry level floor to the slightly elevated elevator landing platform. The lift is designed for use by people who cannot use the steps, and **is not designed to accommodate deliveries.**

DELIVERIES

1016 16th Street is not a large building, which affords us flexibility regarding deliveries. However, there is no traditional loading dock. While we would prefer that deliveries come through the alley entrance on the south side of the building, that is not always possible due to the stairs and vehicles parked in the alleyway. Therefore, routine deliveries usually must come through the main entrance.

Whenever possible, please provide advance notice of expected deliveries to Akridge building staff by emailing service1016@akridge.com. We will make every effort to greet your delivery people at the main entrance and assist in directing them. Due to the three steps in the main lobby, the building owns a portable ramp which our staff can provide as long as we are advised in advance. This makes it easier for the delivery persons and protects the building's marble steps from damage.

We do not have a designated freight elevator or specific hours for deliveries. However, we wish to consider all fellow-condominium owners when planning deliveries. If you are anticipating a large delivery that will take more than 15 minutes, please avoid scheduling it for typical rush hours or lunch time. If you are expecting large items that may require equipping one elevator with protective draping, please advise us as well.

IMPORTANT – Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors because this could burn out the door motor.

Moves or lengthy deliveries requiring more than an hour must be scheduled after 5:30 pm on weekdays or during the weekend. Please advise your property manager at least forty-eight hours in advance to make these arrangements. Your mover or delivery company will be required to provide in advance a Certificate of Insurance naming 1016 16th Street Condominium and The John Akridge Management Company as additional insureds.

Remind your movers that they must provide masonite to protect floors and carpets, and corner guards for the walls. Your movers and delivery people should take all boxes, packaging and pallets away with them. We may require that a building engineer or porter be in attendance for significant moves or deliveries, at the expense of the condominium owner.

Moving safes, loaded files or other heavy objects must be scheduled with your property manager in advance to coordinate elevator usage and address weight issues, if applicable. Please remind your delivery people to use hand trucks and rubber-wheeled dollies, and to take care with the elevators. We will expect payment for damage caused to any building surface in the course of moves and deliveries.

FIRE ANNUNCIATION SYSTEM AND EMERGENCY EVACUATION

For the commercial office building located at 1016 16th Street, NW.

Required by Article F-105.3, D.C. Fire Prevention Code (D.C. Supplement)

- Be familiar with exits and fire apparatuses in your building.
- If you encounter a fire or other potential emergency, pull the fire pull station nearest to the potential emergency. This alerts the fire department and will set off fire bells that can be heard through the building, alerting other occupants to evacuate.
- It is critical that if you pull a fire pull station, you also call the fire department at 911 after evacuating. Give them the most specific information you can because Kastle cannot receive or relay emergency information. Please advise all your personnel that once one of these devices goes off, the bells will ring and evacuation should commence. It is not necessary to pull additional pull stations unless a fire is evident in that location. Indications of multiple floor pull stations activated on the enunciator panel will only confuse and slow down the fire department unless it is a multiple floor problem.
- Always use stairs in an emergency. Walk down them one time so you know where you will exit on the first floor. Remember: in the event of an emergency do NOT use the elevators, use the stairs. All stairwells and exit doors are equipped with automatic unlocking and pressurization.
- Upon exiting onto the first floor, please move outside the building and to at least a distance of 500 feet from the building so that others may evacuate safely, the fire department can work quickly, and to avoid injury from window breakage.
- Assign two individuals from your staff to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates by identifying any handicapped individuals and for securing your premises. Akridge personnel will assist in directing and giving specific

- instruction to your employees in the event of an actual emergency. The directions given by the fire department and management personnel should be followed at all times.
- Should the exit route from your space become blocked by smoke, stay calm. Go to the nearest available office and close the door. Call the fire department and give them your floor and approximate location - tell them you are trapped. If there is a window in the office, go to it and signal so fire personnel can see you. The fire department will quickly locate you and assist you in evacuating.
 - Fire extinguishers are installed in each common corridor. (There may be additional extinguishers installed in your space by your firm.) You may have different types in your space. Know what you have and how to use it. Smoke detectors are installed in common corridors, as well as within your suite. Heat detectors are installed in mechanical and electrical equipment rooms. All sprinkler systems are heat-activated as well.

Remember: Never use a water type extinguisher on electrical fires.

Fire Detection. Smoke detectors are installed in common corridors, as well as within your suite. Smoke detectors are installed in mechanical and electrical equipment rooms. Heat detectors are installed in the elevator machine room.

Smoke and heat detectors should never be tampered with—they save lives.

Fire Annunciation. If a smoke or heat detector is activated or a pull station is pulled, the fire bells will sound throughout the building. (NOTE: these bells are **not** connected to the fire department – they are local bells to alert the building occupants.)

To aid the fire department in locating a fire, there is an annunciator panel installed in the first floor lobby. When any of the devices described above are activated, the floor, location, and apparatus will light up on the panel. This alerts the fire department and will set off fire bells that can be heard throughout the building, alerting other occupants to evacuate.

Please advise all your personnel that once one of these devices goes off, the bells will ring and evacuation should commence. It is not necessary to pull additional pull stations unless a fire is evident in that location. Indications of multiple floor pull stations activated on the annunciator panel will only result in the fire department responding to the wrong floor unless it is a multiple floor problem.

The fire annunciation system is wired to Datawatch Systems and monitored twenty-four hours a day. The moment an annunciation is activated, Datawatch gets a signal and alerts the fire department. This system assures Akridge that during off-hours the fire department and various members of the Akridge organization are going to be notified immediately of a potentially dangerous situation.

Reporting Procedures. When a potential emergency is detected, time is of the essence. Go to the nearest pull station and **pull it**. This will set off fire bells and will alert other occupants to evacuate. The fire bells cannot be turned off by pushing the pull station back. They can only be reset by the fire department or by one of our engineers.

As discussed previously, once a pull station is activated, Datawatch and Akridge will get an alarm and the fire department will be notified. All Clients should **EVACUATE immediately**. If you pull the pull station, please call the fire department at **911** after evacuating. Give them the most specific information you can.

Evacuation. The single most important step in a safe evacuation is **NOT TO PANIC**. Staying calm will enable you to accurately evaluate the situation, follow instructions, and safely evacuate the building.

If you hear the fire alarm sound, immediately begin to evacuate the building. It is recommended that you walk your evacuation path as soon as possible so that you will be aware of where to exit on the first floor. **Remember: in the event of an emergency do NOT use the elevators, use the stairs.** All stairwell and exit doors will be equipped with automatic unlocking and pressurization.

We recommend assigning two individuals from your staff to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates. This includes identifying any handicapped individuals and assigning someone to assist in their evacuation.

These individuals should also help keep people calm. More accidents are caused by people panicking during an evacuation than by actual injury caused by fire and smoke. Akridge personnel will assist in directing and giving specific instruction to your employees in the event of an actual emergency. The directions given by the fire department and management personnel should be followed at all times.

We also recommend that in the event of an emergency you secure your premises. It is not uncommon for a thief to register an alarm and then do his work while the building is in a state of confusion or empty.

Upon exiting onto the first floor, please move outside the building and to at least a distance of 500 feet from the building so that others may evacuate safely, the fire department can work quickly and to avoid injury from window breakage.

Should the exit route from your space become blocked by smoke, stay calm.

- Go to the nearest available office and close the door.
- Call the fire department and give them your floor and approximate location - tell them you are trapped.
- If there is a window in the office, go to it and signal so fire personnel can see you. The building is equipped with breakaway glass to further assist emergency personnel in any necessary rescue procedures. If you are not located near a window, stay down low to the floor and repeatedly call out. Strike a hard object on the wall, floor, or whatever hard surface is available to make noise and stay calm.

Remember:

1. Alert building occupants (pull a pull station)
2. **EVACUATE**
3. Call **911** and report the situation

Electrical Power Outage. Loss of electrical power in a building can cause inconvenience, but there is no need to panic. All Akridge buildings are equipped with emergency lighting systems that illuminate stairway lights, exit lights, and designated lights in elevator lobbies and your suite. If an electrical outage occurs in your building, an automatic transfer will activate a generator and supply power for all emergency lighting. If necessary, please use stairs to exit.

Bomb Threats. Although many bomb threats are pranks, every bomb threat must be dealt with as if it were real. **If you receive a bomb threat while on the phone, signal to an available person in your office to call 911 immediately and then the property management department at 202.638.3000, and relay the information.** The receiver of the bomb threat should keep the caller on the phone as long as possible and be completing the Bomb Threat Form included herein.

In all cases, we will commence building evacuation. Everyone will be expected and required to evacuate the building. It is the policy of Akridge to require that the building be completely inspected by a bomb crew consisting of police personnel, and, if necessary, trained dogs. It is imperative that all occupants evacuate in order that the dogs can be set free to go through the building. **IMPORTANT- Until the building has been completely inspected by a bomb crew, NO ONE will be allowed to re-enter the building. Anyone refusing to leave or attempting to re-enter the building will do so at his/her own risk.**

Bomb Threat Checklist Instructions: Listen! Do not interrupt the caller! Keep the caller talking. Get as much information as possible.

Name of Operator and Firm:			
Time		Date	
Caller's Identity:			
Male	Female	Approximate Age:	
Voice Characteristics:			
Loud	Deep	Pleasant	Raspy
Intoxicated	Soft	High Pitched	Other
Speech:			
Fast	Slow	Distinct	Distorted
Stutter	Slurred	Nasal	Other
Language:			
Excellent	Good	Fair	Poor
Foul	Other		
Accent:			
Local	Foreign	Region	Race
Other			
Nationality:			
Manner:			
Calm	Rational	Coherent	Deliberate
Righteous	Angry	Laughing	Emotional
Irrational	Incoherent	Other	

CLEANING

1016 16th Street contracts with Metropolitan Building Services (MBS) to perform evening janitorial services. Among other things, the scope of their services includes nightly cleaning of all public areas in the building, nightly cleaning of restrooms, vacuuming and dusting of each condo office, and removal of trash and recycling materials. A more complete description of the services provided by MBS can be secured from your property manager.

SMOKING

As required by law, smoking is prohibited in the building. This includes elevator lobbies, stairwells, and all restrooms. Smoking at the front entrance to the building is discouraged as it creates an unbecoming presence and brings unwelcome maintenance challenges.

CONTRACTOR SERVICES

After the initial construction of your condominium has been completed, you may find that you need additional items or specific requirements have changed. As you discover changes, notify us. We have resources for a variety of contractual services. Whether you are installing an additional electrical outlet or constructing major renovations, please contact your property manager who will be happy to assist you.

If you prefer to contract for work yourself, please remember that all construction, electrical work, etc. must be approved by us prior to any work starting in the building. Depending on the scope of work, prior approval may also be required by the Condominium Association Board of Directors. All contractors must follow the guidelines set forth in the Client construction handbook, All the Right Moves.

In all instances we require that your contractor execute a Release of Lien and provide copies of licenses and insurance to Akridge (sample Waiver of Lien included on the following page). Depending on the scope of the work, we may require drawings for our files that show the changes made.

**SAMPLE
WAIVER OF LIEN RIGHTS**

PROJECT
Contractor or Supplier

The undersigned does hereby forever release and discharge the Owners, the Building and the land upon which the Building is located, from any and all causes of action, suits, debts, liens, damages, claims and demands whatsoever in law or equity which the undersigned and/or its assigns ever had, now have, or ever will have against the Owners, the Building, and or the land upon which the Building is located, by reason of delivery of materials and/or the performances of work relating to any construction in or of the Building.

IN WITNESS WHEREOF, the undersigned has executed this Waiver on the ____ day of _____, 20__.

WITNESS OR ATTEST: _____
(Name of Subcontractor and/or Supplier)

By: _____ By: _____
Title: _____

Subscribed and sworn to me this _____ day of _____, 20__.

Notary Public: _____

My Commission Expires: _____

HOLIDAYS

The management staff of 1016 16th Street strives to accommodate the needs of all condominium owners when scheduling building holidays. All condo owners will be contacted well in advance of an approaching holiday in order to assess the requirements of all firms for that date. Typically, the building has been closed on the following legal holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Those holidays that are less universally observed include:

Presidential Inauguration Day
Martin Luther King Day
Presidents' Day
Columbus Day
Veterans' Day
Thanksgiving Friday

You will be contacted well ahead of all of these dates to assess your plans for each holiday and to ensure that building operations are accommodating.