



A⁺kridge
Real Estate at the Highest Grade™

1640 Rhode Island Ave.

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

January 2013

1640 Rhode Island Avenue, NW

Beneath the Surface

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WELCOME TO 1640 RHODE ISLAND AVENUE, NW

Your priorities are our priority!

Your Akridge team of professionals makes sure your needs are met every day.

Requests/Emergencies	Customer Service Representative 202.638.3000 or service1640@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	Brad Pearson 202.624.3899 or bpearson@akridge.com
Lead Engineer	Harry Kincaid 202.345.7996 or hkincaid@akridge.com
Engineer	Jose Cisneros 202.345.5557

24/7 Response Communicating with our Clients is important to us. 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 – we guarantee this.

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 8:30 am and 5:30 p.m. by calling **(202) 638-3000**. In addition, you may use our online service request system via our website, www.akridge.com, to submit service requests and make suggestions. To access the site, visit www.akridge.com and click on the Client Services section link, located in the lower-left portion of most pages of the site. From there, select your building and the type of service you require. To access the online service request feature, please use the user ID **service** and the password **akridge**. Please be sure to include any additional information pertinent to the request in the space provided. Upon submission of your request, you will receive a confirmation email with your work order number. You can also use this system to check the status of work orders as they are processed. After hours, call **Kastle Systems** at **(703) 524-7911** and request they contact a property manager at home.

ACCOUNTING

The accounting department is an integral part of the management team, collecting rent income and paying service bills in a timely manner, reporting to our investors, and much more. Each of our buildings is audited by a “Big 8” accounting firm to give additional assurance that record-keeping practices are proper and accurate.

Rent Payment Procedures Please inform your accounting department that your **monthly rent is due on or before the first day of every month** because we do not render monthly invoices. We enforce this policy strictly. Please refer to your Agreement of Lease, as to how checks should be made payable. Any questions regarding your monthly rent payments should be directed to the Project Accountant or Chief Financial Officer.

Estimated Annual Rent Increases Each November, our Accounting Department will forward a rent increase notice to your organization that states the annual monthly rent to become effective on January 1 of the upcoming year.

This increase will be based upon our estimate of your pro rata share of the increases in real estate taxes, operating expenses and an increase based upon the Consumer Price Index. These increases are further explained in Article 3 of the Agreement of Lease.

We understand that many organizations begin their annual budget preparations and require this information prior to November. Please contact the Project Accountant or Chief Financial Officer if you desire a “best guess” estimate of the increase prior to November.

Annual Rent Settlements Each April, our Accounting Department forwards either an invoice or a refund to your organization which states your rent settlement for the prior year.

This settlement will be based upon your pro rata share of the actual increases in real estate taxes and operating expenses for the prior year and the final adjustment of your rent based upon the Consumer Price Index, if applicable.

It is our objective to minimize annual rent settlements. Our professional staff is very conscientious in trying to provide estimates close to actual expenses. However, our estimates sometimes are too low and may result in an invoice for additional rent. Again, we understand that your organization may be sensitive to unanticipated expenses so we encourage you to contact the Chief Financial Officer if you desire a “best guess” estimate of this settlement for your annual budget preparations.

Other Charges You will probably receive invoices during the term of your lease for leasehold improvement work performed by Akridge and after-hours usage of heating and air conditioning. We request that you remit payment for these charges within thirty (30) days of receiving the invoice.

Should you have any questions regarding an invoice or believe an invoice is in error, please contact either the property manager or Accounts Receivable promptly.

As you know, there are specifics that are outlined in your lease regarding the financial aspects of your tenancy. We invite you to review these and call one of these professionals if you have any questions. They will be happy to help you.

SECURITY

Access Control System Your building is equipped with an access control system monitored by Kastle Systems. **The main entrance doors, located on Seventeenth Street, are locked at 6:00 p.m. Monday through Friday and 24 hours on weekends and holidays. Your employees may gain access to the building during security hours with their Kastle cards.**

Once you are inside the elevator, present your keyfob 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 cardkey. However, the car will not stop at any floor except the main lobby.

Kastle Cards Kastle cards are issued to you prior to your move-in. It is very important that you keep track of those cards that are authorized for new employees and revoke any cards that are lost. **Authorization and/or revocation of cards is performed by Kastle Systems. Contact Kastle System at 703.524.7911 and speak to the Card Administrator responsible for your building.** You may request a card listing for your firm at any time. Additional cards and suite alarm keys may be ordered from Kastle Systems by using the order forms provided or by visiting Kastle's website, www.kastle.com.

Daytime Security The security of your suite during business hours is your responsibility. 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 is off, we strongly urge you to keep your doors locked. Secondary doors to your space should be kept locked at all times.

Additional Security Kastle Systems has additional suite security systems available for a nominal cost if your firm requires additional security. There are several devices available to enhance daytime safety such as doorbells, door chimes and electric lock releases. If you need additional daytime security, please contact your Property Manager and they will be happy to discuss the security options available to you. Options may vary according to suite configuration.

We invite you to log on to www.akridge.com for more information on the building access system and useful links to Kastle systems and card administration services.

Lobby Attendants Additionally, there is a lobby attendant stationed at the front desk from 8:00 a.m. until 6:00 p.m. Monday through Friday. This staff is provided to ensure uninvited individuals do not loiter in the building. They also assist guests by directing them to your suites.

HEATING, VENTILATING AND AIR CONDITIONING

The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors independent of the rest of the building.

The HVAC system is automatically controlled by a computerized energy management system, which is interfaced with a central computer that is monitored and controlled by Akridge engineers. Besides monitoring normal hours of operation, certain integral functions such as condenser water temperature, condenser water flow, night set-back thermostats and cooling tower temperatures are monitored by our company during the day and Kastle Systems during off hours.

These safeguards have been incorporated into our management practice to ensure a comfortable workplace expected by our Clients in a superior office building.

The HVAC system is serviced regularly for preventive maintenance. To minimize distraction to our Clients, we schedule filter changing and maintenance at night and on weekends. But from time to time an emergency situation may require maintenance or repairs during normal working hours. We try to keep this work to a minimum and, in most instances, advise our Clients prior to commencing service. We appreciate your cooperation in the event we are unable to notify you.

Normal heating, ventilating, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 8:00 am until 7:00 pm. As our Client, you are entitled to heating or cooling Monday through Friday from 8:00 am to 7:00 pm, and 9:00 am to 1:00 pm on Saturdays at no additional cost. According to the terms of your lease, use of the system during the time mentioned herein will not result in an additional charge to you.

Off Hour, Weekend and Holiday Heating and Cooling Requests When you require heating or cooling prior to 8:00 a.m. or after 7:00 p.m. weekdays, or on weekends (as qualified above) or on holidays, please dial 703.247.0247 to access the Kastle TONE system. You will be asked to follow the prompts and to have available your previously authorized Kastle ID card in order to secure the service. **(Note: a touch-tone phone must be used.)** When asked for your "zone", please provide your floor number, preceded by a zero. For example, for the sixth floor, the zone number would be "06". You will be billed at an hourly rate for the overtime usage.

If you have any questions concerning the HVAC system, please do not hesitate to call us.

ELEVATORS

Independent Use Procedures Because we are committed to providing excellent elevator service, we have established certain procedures for "private use," or taking an elevator out of service for independent use. When you are expecting a large delivery, please schedule it with property management. Please note, however, that we **do not** permit independent elevator usage during the following rush hours:

Monday through Friday

8:00 a.m. - 9:30 a.m.

11:30 a.m. - 1:30 p.m.

4:30 p.m. - 6:00 p.m.

IMPORTANT - Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors - this will burn out the door motor and temporarily reduce the number of elevators servicing the building.

Elevator Malfunction Procedures Each elevator is equipped with a telephone, which rings directly into Kastle Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, pick up the phone IMMEDIATELY. Give them the building location and the cab number you are in (this information is displayed on a sign on the elevator panel). Otis Elevator will contact us we will dispatch an engineer and elevator company personnel immediately. Our 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 elevators will automatically go to the first floor and open their doors. This occurs one cab at a time. Please be patient.

FIRE ANNUNCIATION SYSTEM AND EMERGENCY EVACUATION for the commercial office building located at 1640 Rhode Island Avenue, 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 Kastle, who in turn notifies 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, 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 annunciator 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.**

Upon exiting onto the first floor, please move out of the building and at least 500 feet from the building so others can safely evacuate, and 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.) The extinguishers installed in common areas are a water-type extinguisher. 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.

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

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 electric 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 most bomb threats are pranks, every bomb threat must be dealt with as if it were real. **While on the phone, signal to an available person in your office to call 911**

immediately and then the property management department (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 shall do so at his/her 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	

PARKING

Parking at 1640 Rhode Island Avenue is established per the terms of each individual lease.

CLEANING

Cleaning service in your building is provided by **P&R Enterprises** Monday through Friday (except legal holidays) in the evenings. The cleaners generally arrive between 5:30 - 6:00 p.m. and complete their duties between 10:00 - 10:30 p.m.

All the employees of the cleaning contractor are uniformed and carry photo identification badges. The cleaners have been instructed to always clean behind locked doors for your suite security and their personal safety. If you witness an open, propped or unlocked door by a cleaner, please notify us immediately. Please remember to ensure that your door security access switch is turned on prior to leaving at night. The cleaners do not have keys to your switch.

Vacuuming Vacuuming is done on an as-needed basis relative to the purpose and frequency of area use.

Dusting All unobstructed surfaces are dusted on a regular basis. The cleaning staff are instructed not to move or pick up objects on desks, bookcases, credenzas, etc., so only horizontal surfaces clear of objects will be dusted. If furniture needs to be polished, arrangements can be made with your cleaner.

Trash Removal All wastebaskets are emptied nightly. Wastebasket liners are replaced as needed. It is not recommended that cups or cans containing liquid be placed in waste cans as this can result in spills on the carpet when the trash is being removed. **Empty cartons should be marked "TRASH" and left within the office. No trash is to be placed in elevator lobbies or hallways.** Only trash that is considered "crushable" can be removed. Large items such as furniture or discarded equipment require special handling. **If items of this size need to be removed, please call the property management office and we will be happy to make arrangements for a special pick-up.**

Non-Carpeted Floors All non-carpeted floors are dry mopped or swept nightly, damp mopped as needed, and periodically stripped and waxed. When the cleaning supervisor is scheduling floor waxing in your suite, you will be given advance notification to clear any boxes, furniture etc. out of the area.

Window Washing The perimeter windows in the building are washed inside and outside two times each year, or as needed. You will receive advance notification of the dates the window washers will arrive.

Recycling As part of the daily housekeeping, recycling of newspapers, glass, aluminum and white paper is provided. We will provide you with the appropriate recycling containers. Please note – it is each individual's responsibility to deposit his/her individual recycling containers to the main container, placed in your office (generally in copy rooms and kitchens). The nightly janitorial staff will then remove the recycling and store it in special containers provided by the recycling contractor. Recycling is generally picked up on a weekly basis.

Special Areas There are certain tasks not covered in the cleaning contract that your company is responsible for. These include carpet shampooing, kitchens, private bathrooms or showers, and interior glass partitioning. Arrangements can be made through your Property Manager if you require special cleaning in these areas.

CLIENT-OWNED MECHANICAL EQUIPMENT

All mechanical equipment requires preventive maintenance and will, occasionally, require miscellaneous repair. Our engineers will maintain the base building mechanical equipment, described in the HVAC section of this booklet. Some of our Clients, however, will have special/additional mechanical equipment, which are not routinely maintained by our engineers.

Special mechanical equipment is usually located in critical areas, such as computer rooms or telephone equipment rooms. It is important that this equipment is in proper working order at all times. If you have special mechanical equipment, please call us to recommend a contractor or discuss the possibility of putting the equipment under a separate maintenance contract with Akridge.

CONTRACTOR SERVICES

After the initial construction of your space 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 to contract these services 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.

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 herein). 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: _____

LEGAL HOLIDAYS OBSERVED

Your building will be closed on the following legal holidays. The security access system will be activated, though regular heating, ventilating and air conditioning will not be on, and cleaning services will not be performed. In the event you need some of these services, please refer to previous sections for activation.

Akridge will send you notification prior to the holiday reminding you the building will be closed, or of any changes to our normal holiday observance.

Observed legal holidays:

New Year's Day

Martin Luther King Day

Presidents' Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans' Day

Thanksgiving Day

Christmas Day