



**AKRIDGE**  
*Invested.*

7550 Wisconsin Ave  
Bethesda, Maryland  
20814-3573

**Beneath the Surface**

A Tenant's Manual

# 7550 Wisconsin Avenue

## Beneath the Surface

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**\*Please note that the information contained herein is subject to change\***

# WELCOME TO 7550 WISCONSIN AVENUE

Your priorities are our priority – that’s why Akridge has been ranked number one in the nation by Building Owners and Managers Association / Kingsley Associates for property management and investor services.

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

**Requests/Emergencies**                      Customer Service Representative  
WWW.AKRIDGE.COM/SERVICE  
202.638.3000

**General Manager**                              Joe Reilly  
[jreilly@akridge.com](mailto:jreilly@akridge.com)  
Cell: 202.577.3276  
Office: 202.207.3922

**Senior Property Manager**                      Conor Jeffers  
[cjeffers@akridge.com](mailto:cjeffers@akridge.com)  
Cell: 240.481.1516  
Office: 202.207.3885

**Property Manager**                              Alex Kirby  
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Cell: 717.343.6048  
Office: 202.624.8652

**Portfolio Controller**                              Michelle Willis  
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202.624.8647

**Project Accountant**                              Josh Batschelet  
[jbatschelet@akridge.com](mailto:jbatschelet@akridge.com)  
202.624.8648

**Lead Engineer**                                      Jeff Edmondson  
[jedmondson@akridge.com](mailto:jedmondson@akridge.com)  
Cell: 202.805.0554

**24/7 Response.** Communicating with our Clients is what is most 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 will address 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 or by entering a service request entering a ticket in the online service request system. If you need assistance after hours, call the building's access/security company, Kastle, 703.528.8800 and request that they contact your Property Manager and you will be assisted quickly.

Should you need to place a service request; the most expedient way is to enter a work ticket in Building Engines, the online service request portal. Your Client Services Coordinator will set up the appointed office representatives in Building Engines and follow-up with instructions on how to access the portal. Your request is distributed immediately to the entire building team 24/7. Or, you may call our main office during the hours of 8:00 am and 5:00 pm, Monday through Friday at 202.638.3000 to speak to a Customer Service Representative.

## 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.

**Rent Payment Procedures.** Because we do not render monthly statements, please keep in mind that your rent is due on the first day of every month. Inquiries regarding your account may be made to Michelle Willis at [mwillis@akridge.com](mailto:mwillis@akridge.com) or Josh Batschelet at [jbatschelet@akridge.com](mailto:jbatschelet@akridge.com).

Please remit payment in accordance with the following information:

All payments should be made payable and sent to:

***Lockbox via US Mail***

7550IAD LLC  
P.O. Box 75591  
Baltimore, MD 21275

***Wire or ACH***

Account Name: 7550 Wisconsin – Rent  
Account  
Account Number: 4233953884  
ABA/Routing Number: 121000248  
Bank: Wells Fargo Bank N.A.  
Address: 420 Montgomery Street – 9<sup>th</sup> Floor  
San Francisco, CA 94104

**Estimated Annual Rent Increases.** Each November, after completing our operating plan for the upcoming year, our Accounting Department will forward information to your organization regarding your annual rent 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 Clients. We make every effort to keep expenses as low as possible while maintaining quality building services.

Depending upon the terms of your Lease, your rent will be based upon our estimate of your pro rata share of the increases in real estate taxes, operating expenses and/or a predetermined percentage increase amount. 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, you can contact the Project Accountant, and he/she will be happy to assist you.

**Annual Rent Settlements.** Each May, our Accounting Department forwards information, also known as a settlement, regarding expenses from the previous calendar year and its impact on your rental amount. We put forth every effort to maintain expenses within the year's budget to avoid any further charges to you. Fortunately, in some cases with these efforts, expenses may be less than expected and you may receive a refund.

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.

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 Project Accountant if you desire a "best guess" estimate of this settlement for your annual budget preparations.

**Other Charges.** From time to time you may receive invoices for additional services such as after-hours heating and air conditioning or sub-meter electric. 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 or your Property Manager.

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 assist you.

## SECURITY

**Access Control System.** Your building is equipped with an access control system monitored by Kastle Systems. The main entrance doors, located on Wisconsin Avenue, are locked from 5:00 pm to 8:00 am Monday through Friday and 24 hours on weekends and holidays. Your employees may gain access to the building during security hours with their Kastle keys.

**Kastle Cards.** Kastle keys 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 keys are performed by Kastle Systems. Contact Kastle Systems at 703.528.8800 and speak to the Card Administrator responsible for 7550 Wisconsin. You may also place a work order in building engines regarding new fob, termination, or troubleshooting requests. 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](http://www.kastle.com).

**Daytime Security.** Security of your suite is important to us and we ask for your cooperation in maintaining its integrity. Be mindful of the differences 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 recommend you to keep your doors locked. Secondary doors to your space should be kept locked at all times.

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.

## 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 interior or "core" areas of individual floors are supplied by an air-handling unit. Perimeter offices have additional units called heating VAV boxes. These perimeter units can be individually controlled on an office-by-office basis to provide heating or cooling throughout the year. We believe the heat pump system offers our Clients the most versatility in adjusting the air temperature to specific needs.

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.

To achieve maximum efficiency from the HVAC system, remember the following guidelines:

- + Do not push desks, bookcases, credenzas, etc., up against the unit. This blocks the return air, which will eventually cause the unit to malfunction.
- + Should you ever observe loud noises, smoke or unit water leaks, turn the unit off immediately and report it to our office.
- + When requesting air service, please indicate whether the problem is with interior space or an individual's heat pump. This saves our personnel considerable time in trouble-shooting problems.

To conserve energy our normal heating, ventilating, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 8:00 am until 6:00 pm. As our Client, you are entitled to heating or cooling Monday through Friday from 8:00 am to 8:00 pm and on Saturdays between the hours of 8:00 am and 1:00 pm without any additional expense. If you wish to have your HVAC extended Monday through Friday from 6:00 pm to 8:00 pm or Saturdays between the hours of 8:00 am and 5:00 pm, please contact your property manager to arrange these extended hours. If you elect additional off hour usage, you will receive a monthly invoice for any additional HVAC hours consumed. Please contact your Property Manager for the current rate per hour.

## ELEVATORS

**Independent Use Procedures.** As 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**

**7:00 am - 9:30 am**

**11:30 am - 1:30 pm**

**4:30 pm - 6:00 pm**

To reserve an elevator for private use, please call your Property Manager for scheduling.

**IMPORTANT** - Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors because 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). The elevator company will contact us and 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 7550 Wisconsin Avenue.**

- 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 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. The building is equipped with breakaway glass to further assist emergency personnel in any necessary rescue procedures.
- 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. All sprinkler systems are heat activated as well.

**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 many 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 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 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.

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

## PARKING

Reserved and unreserved parking contracts have been arranged through your lease at the current monthly rate. Any unauthorized parkers in the garage are subject to towing.

## CLEANING

Cleaning service in your building is provided by Total Quality Building Services, Monday through Friday (except legal holidays) in the evenings. The cleaners generally arrive between 5:30 pm - 6:00 pm and complete their duties between 10:00 pm - 10:30 pm.

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 is 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" or "BASURA" and left within the office. Please do not place in the elevator lobbies. 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 twice each year. You will receive advance notification of the dates the window washers 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 that 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 cleaning, 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.

## SMOKING

As required by law, smoking is prohibited in public areas of the building. This includes elevator lobbies, stairwells and all restrooms. Smoking at the front entrance to the building is prohibited as it lends the outside entrance to looking untidy and presents additional work for the building staff. A designated smoking area is located on the roof at the penthouse level and is also allowed 25 feet away from any entrance of the building.

## 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 quite 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. They 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. All contractors should 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 herein). Depending on the scope of the work, we may require drawings for our files that show the changes made.

## 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 that 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

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

## AMENITIES

The following describes some of the building and neighborhood amenities available to you. Should you have other corporate or personal needs, please do not hesitate to call your property manager. We will be happy to investigate the most convenient way for you to fulfill your needs.

**Rooftop Terrace.** The rooftop terrace provides a beautiful view for Clients during lunchtime break or private Client functions. To reserve the terrace for office functions, please contact your Property Manager for details.

**Athletic Facility.** For the enjoyment of your staff, we provide an athletic facility for the exclusive use of our Clients at 7550 Wisconsin Avenue and their employees.

This facility provides men's and women's showers and locker rooms, complete with towel service, exercise equipment. The exercise equipment is available for your use at all times.

Prior to facility use, we ask that you contact us for corporate waivers which must be signed by your company as well as individual waivers signed by each of your employees who intend to use the facility. Once waivers are signed, your Kastle card/cardkeys will be authorized for access to the facility.

For your comfort, HVAC operating hours for the exercise facility will be 7:00 am – 8:00 pm, Monday through Friday.

# 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: \_\_\_\_\_