



Akridge
Real Estate at the Highest Grade™

1200 NEW YORK AVENUE

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

1200 New York Avenue

Beneath the Surface

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WELCOME TO 1200 NEW YORK AVENUE, NW

Your priorities are our priority – that’s why Akridge is ranked number one in the nation by BOMA/CEL & Associates for customer service.

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

Requests/Emergencies	Customer Service Representative Visit the Akridge webpage, 202.638.3000 or service1200@akridge.com
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Senior Property Manger	Girin Shah 202.207.3937 or gshah@akridge.com
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Project Accountant	Pamela Wright 202.207-3896 or pwright@akridge.com
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Lead Engineer	Tim Hutchinson 202.408.8384 or 1200@akridge.com
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Engineer	Manuel Flores 202.408.8384 or service1200@akridge.com
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Porter	Carlos Lopez
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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 – 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 8:30 am and 5:30 pm by calling **202.638.3000** or emailing service1200@akridge.com.

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 **Datawatch Systems** at **301-654-3282** 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.

Rent Payment Procedures Because we do not render monthly invoices, please keep in mind that your rent is due on the first day of every month. Inquires regarding your account may be made to Olga Serrano at 202.624.8642 or oserrano@akridge.com.

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

American Association for the Advancement of Science
c/o The John Akridge Companies
601 13th Street, NW
Suite 300 N
Washington, DC 20005

If you would prefer to electronically process this payment, please contact Olga and she will be happy to provide specific instructions for you.

Estimated Annual Rent Increases. Each November, after completing our operating budget 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 our budget, we consider the Washington Metropolitan market place and 1200 New York Avenue's position within it, the general building conditions, as well as the overall satisfaction of our Clients. We make every possible effort to keep expenses as low as possible while maintaining quality building services.

Depending on 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 Pamela Wright at 202.207.3896 or pwright@akridge.com.

Many of you may require this information prior to November for your own budget preparation. Please feel free to contact Pamela Wright or Girin Shah at 202-207-3937, gshah@akridge.com. They will be happy to assist you.

Annual Rent Settlements. Each April, our Accounting Department forwards information or a "settlement", regarding expenses from the previous calendar year and its impact on your rental amount. Every effort is made to maintain expenses within the year's budget to avoid any further charges to you. In some cases, expenses may be less than expected and you may receive a refund.

This settlement will be based upon the terms of your Lease which may include your pro rata share of the actual increases in real estate taxes and operating expenses for the prior year and may include a predetermined percentage increase amount.

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 Pamela Wright or Girin Shah 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. Your assistance in processing these invoices for payment within thirty days is appreciated.

Should you have any questions regarding an invoice or believe an invoice is in error, 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 help you.

SECURITY

Access Control System. 1200 New York Avenue is equipped with an access control system monitored by Datawatch Systems. **The main entrance doors, located on 12th Street, are locked at 8:00 pm Monday through Friday. The elevators are secured at 8:00 pm Monday through Friday, and 24 hours on weekends and holidays.** Your employees may gain access to the building and to your floor during security hours with their specially coded cardkeys.

The lobby doors, as well as the elevators, will be unlocked at approximately 8:00 am Monday through Friday. The lobby doors and all elevators will be locked twenty-four (24) hours a day on weekends and holidays.

Individual Suite Alarms. If your suite is equipped with an alarm system, the alarm system is activated either by a card reader, which is generally secured twenty-four (24) hours a day, or a security switch. If the alarm system is not put in access during security hours, the alarm will sound when the door is opened. Should you accidentally open your door and set off the alarm, reset the alarm by using your key to put the system in access; turn the key back to secure, then turn back to access.

Datawatch Cards. Datawatch 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 Akridge. Contact your Senior Property Manager, Girin Shah, at (202) 207-3937 or email him at gshah@akridge.com for these services.** You may request a card listing for your firm at any time. Additional cards and suite alarm keys may also be ordered by contacting Girin Shah.

Visitors and Special Admits. If you are expecting a visitor during security hours, you may make prior arrangements with Datawatch **and notify the security desk at 1200 New York Avenue** to admit your visitor into the building. **For weekday admittance, guests will be processed at the Security Desk. At the Security Desk, they will be required to show identification and have any bags or briefcases checked. Weekend visitation may be arranged through Datawatch on Friday before 5:00 pm by calling 301.654.3282.** When you call, tell Datawatch you are calling to arrange a “special admit” and they will connect you with the appropriate department. Provide them with the visitor's name, the day the visitor is expected, the approximate time of arrival, permission for admittance, and your Datawatch card number (for authorization).

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 un-securing 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 keep your doors locked. Secondary doors to your space should be kept locked at all times.

Additional Security. Datawatch Security 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 senior property manager and they will be happy to discuss the security options available to you.

HEATING, VENTILATING AND AIR CONDITIONING

The heating, ventilating and air conditioning system (HVAC) in your building is designed to provide overall building comfort to the exterior (with windows) and interior zones.

The interior “core” areas of individual floors are supplied by an air-handling unit. Perimeter offices areas are served by fan coil units while interior and common areas are powered by Variable Air Volume (VAV) boxes supplied with chilled water from the building system and equipped with electric heating coils to provide heating and cooling throughout the year.

The HVAC system is automatically controlled by a computerized energy management system. Datawatch Security receives alarm signals if the building chilled water (cooling) system fails to run.

The HVAC system is serviced regularly for preventive maintenance. To minimize distraction to our Clients, we can schedule filter changing and maintenance at night and on weekends. 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 in advance.

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

- If you have an individual thermostat on your office wall, it controls HVAC for more than one office. Please do not attempt to open and readjust. Please call our office and we will send an engineer who will reset or re-calibrate the control for proper operation.
- If you are not comfortable there may be a problem with the box servicing your area. Please notify our trouble desk and an engineer will be dispatched to assist.
- You may have a fan coil unit that also has controls that allow you to adjust the temp.
- Should you ever evidence loud noises, smoke or unit water leaks, immediately report it to our office.

Normal heating, ventilating, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 8:00 am until 8:00 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 9:00 am and 3:00 pm without any additional expense. 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 am or after 8:00 pm weekdays, or anytime during weekends and holidays, please create a service request or email service1200@akridge.com to request this. 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. In order to provide acceptable elevator service during the "peak" times of the day, please keep in mind that private use of the elevators is discouraged during the following hours:

Monday through Friday

8:00 am - 9:30 am

11:30 am - 1:30 pm

4:30 pm - 6:00 pm

IMPORTANT - Please do not allow your delivery personnel 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 Datawatch 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). Datawatch 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 fire personnel to assist you.

In an emergency fire situation, elevators should never be used, use the stairs. 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 1200 New York Avenue, NW.
Required by Article F-105.3, D.C. Fire Prevention Code (D.C. Supplement)**

Submitted by Girin Shah, CPM, RPA, Senior Property Manager
Akridge 202.207.3937

Being **prepared** for an emergency in an office building is the best defense.

This section has been developed to help familiarize you with your building, the various systems we use, and procedures we have developed in preparation of an emergency evacuation situation.

The first step towards a safe and expedient evacuation requires that you be familiar with exits and fire apparatuses in your building. The floor plan on the next page depicts a typical floor in your building.

Stairs. The fire stairs are checked daily by Property Management to ensure the stair doors function properly and are not propped open, the lighting functions properly and that nothing on the stairs or landings can impede evacuation.

There are two stairwells to egress the building in the event of a fire or emergency situation. Every floor has egress to these stairs that lead to the first floor. Familiarize yourself with these stairs. 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**. Elevators may seem the fastest exit in an emergency, but they are a **major** cause of **loss of life** in a fire situation! The possibility of electrical failure and subsequent entrapment is great in such an emergency.

Fire Apparatuses. The fire pull stations and bells located in the typical floor elevator lobby. Often there will be additional pull stations and bells in Client premises.

Fire Extinguishers. There are additional extinguishers installed in your space by your firm. The extinguishers installed in common areas are the ABC extinguisher, which can be used on any type of fire. You may have different types in your space. Know what you have and how to use it.

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.)

1200 New York Avenue is equipped with a state-of-the-art fire alarm system that will only evacuate sections of the building as necessary. A floor above the point of alarm and the floor below will be the only floors that will sound an alarm. Should the Fire Department want to evacuate more than the effected floors they will instruct building staff upon arrival. If the firebells and announcement sound in your space, please evacuate the building immediately. (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 on the panel.

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 Security and monitored twenty-four hours each day. The moment an annunciation is activated, Siemens 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.

In addition to these detection/annunciation systems, we have incorporated a public address system into the building's fire alarm system. In the event of a real emergency, this system affords us the capability to announce exit instructions and other information through the speakers on each floor.

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 that can be heard 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**. It is **critical** that if you pulled the pull station, call the fire department at **911** after evacuating. Give them the most specific information you can.

Remember:

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

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. Once again, we remind you **DO NOT use the elevators**.

We recommend assigning two individuals from your staff to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates by identifying any handicapped individuals and assigning their evacuation to someone and for securing 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 and empty.

These individuals should also help keep people calm. More accidents are caused by people panicking to evacuate 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.

Upon exiting onto the first floor, please move out of the building and at least 500 feet from the building.

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. Alternatively, stay down low to the floor and repeatedly call out. Strike a hard object on the wall, floors, or whatever hard surface is available to make noise and stay calm.

Electrical Power Outage. Loss of electrical power in a building can cause inconveniences 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.

Evacuation is usually not necessary. If restoration of electrical service cannot be accomplished quickly, however, Akridge personnel will be dispatched to assist in an evacuation. (The fire annunciation system is on the emergency system and will be fully operational.)

All elevators will return to the first floor and will be inoperable. As in the case of a fire, please use the stairs if necessary.

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, keep the individual on the telephone as long as possible and get as much information as you can (see Bomb Threat Form included herein). While on the phone, signal to an available person in your office to call the Police (911) immediately and then the property management department at 202.638.3000, and relay the information. The receiver of the bomb threat should be completing the Bomb Threat Form. The property manager will immediately dispatch Akridge personnel. Depending on the information provided to us, management would either instruct you to pull a fire pull station immediately or have our engineering personnel pull a station to initiate evacuation.

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 contracts may be arranged directly between your office and **AAAS**.

Please contact Robert Zayas, with AAAS, at 202.326.6419 for information on monthly parking contracts.

CLEANING

Cleaning service in your building is provided by **Metropolitan 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 10:30 pm – 11:00 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 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. The cleaning supervisor or your property manager will schedule floor care with you. Your assistance in removing boxes from the areas to be waxed is greatly appreciated.

Window Washing. The perimeter windows in the building are washed inside and outside three times 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 – 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.

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. But some of our Clients will have special/additional mechanical equipment, which may not be 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. 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 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.

**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, 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
Presidential Inauguration Day
Martin Luther King Day
Washington's Birthday
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

AMENITIES

Neighborhood Amenities. 1200 New York Avenue is located in the heart of Washington, DC's historic business district. Surrounded by museums, theatres, world-class hotels and restaurants, employees and guests will enjoy a myriad of entertainment and professional services.