



# 1616 Rhode Island Avenue

## **Beneath the Surface**

A Client's Manual



UPDATED MARCH 2023



## TABLE OF CONTENTS

Section	Page
Welcome.....	3
Accounting .....	4
Security.....	5
Heating, Ventilating, and Air Conditioning .....	5
Elevators.....	6
Deliveries .....	7
Fire Annunciation and Emergency Evacuation .....	8
Parking .....	13
Cleaning.....	13
Smoking.....	13
Indoor Air Quality .....	13
Client Owned Mechanical Equipment.....	13
Contractor Services .....	13
Sample Waiver of Lien Rights .....	15
Legal Holidays Observed .....	16



## Welcome to Rhode Island Avenue, NW

Your priorities are our priority – that's why Akridge is ranked number one in the nation by Building Owners and Managers Association and 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

**202.638.3000**

---

### Portfolio Manager

### Emily Rowland

**202.487.9861 or [erowland@akridge.com](mailto:erowland@akridge.com)**

---

### Property Manager

### Caroline Gieseler

**202.207.9303 or [cgieseler@akridge.com](mailto:cgieseler@akridge.com)**

---

### Project Accountant

### Randall Matthews

**202.624.8636 or [rmatthews@akridge.com](mailto:rmatthews@akridge.com)**

---

### Chief Engineer

### Yemi Babatunde

**202.207.3964 or [ybabatunde@akridge.com](mailto:ybabatunde@akridge.com)**

---

### Building Engineer

### Alexi Cruz

**202.993.6164 or [acruz@akridge.com](mailto:acruz@akridge.com)**



---

**Porter****Karla Zavala****202.617.9761 or 1616rhodeisland@wearepioneer.com**

---

**Security Officer****Malencia Devine (7 am – 3 pm) or Wilfred Fogwe (3 pm – 11 pm)****202.738.0692 or security1616@akridge.com**

---

**24/7 Response.** Communicating with our Clients is what's 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 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 5:00 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.

## **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.

**Other Charges.** From time to time you may receive invoices for additional services such as charges to be billed back to CSIS. 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, Caroline Gieseler, at 202.207.9303 or [cgieseler@akridge.com](mailto:cgieseler@akridge.com).

As you know, there are specifics that are outlined in your management agreement regarding the financial aspects not covered by the building operation budget. 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.** 1616 Rhode Island Avenue is equipped with an access control system monitored by Datawatch Systems. The main entrance doors, located on Rhode Island Avenue, are unlocked from Monday – Friday from 8:30AM – 5:30PM and locked afterhours and on weekends. Your employees may gain access to the building with their Datawatch access key cards at any time permissible by CSIS.

Once you are inside the elevator, you must use your Datawatch key card in order to proceed to your floor. Press your key card to the reader. Do this until the red light on the reader turns green, 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 key card. However, the car will not stop at any floor except the main lobby.

**Datawatch Access Keys.** Datawatch access key cards are issued by the CSIS Card Administrator. It is very important that you keep track of those key cards that are authorized for new employees and revoke any access key cards that are lost. Authorization and/or revocation of key cards are performed by Datawatch Systems or CSIS. Contact Datawatch System at 301.654.3282 and speak to the CSIS Card Administrator responsible for your building or your Property Manager. You may request a key card listing for your firm at any time. Additional key card and suite alarm keys may be ordered directly from Datawatch Systems by using the order forms provided or by visiting Datawatch's website, [www.datawatchsystems.com](http://www.datawatchsystems.com). You can also order them through [cardkey@datawatchsystems.com](mailto:cardkey@datawatchsystems.com).

**Photo IDs.** As a part of the building security measures, all employees must have a photo on their building ID card. The CSIS Card Administrator will add your building ID with photo to your access key card.

**Visitors and Special Admits.** If you are expecting a visitor, you must make prior arrangements with CSIS's facility team Gaye Dixon and Tara Young, so security is properly notified and admit your visitor into the building.

**Building Security.** As a measure of additional security, we provide 24/7 security guards Monday through Sunday. The security guard is there to assist you, and is mainly responsible for checking the building periodically and observing and reporting any suspicious people or activities; monitoring security cameras; and is even available to walk you to the garage. To further our security efforts, security guards are discouraged from accepting packages.

## 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 Datawatch 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 7:00 a.m. until 7:00 p.m. and on Saturdays between the hours of 9:00 a.m. and 3:00 p.m., by request only.

**Off Hour, Weekend and Holiday Heating and Cooling Requests.** When you require heating or cooling prior to 7:00 a.m. or after 7:00 p.m. weekdays, or after 3:00 p.m. on Saturdays, or on Sundays, please enquire with CSIS's facility team Gaye Dixon and Tara Young for approval and scheduling.

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

## 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 recommend** independent elevator usage during the following rush hours:

### Monday through Friday

**8:00 am - 9:30 am**

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

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

To reserve an elevator for private use, please enquire with CSIS's facility team Gaye Dixon and Tara Young for approval and 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 voice communicator, which communicates directly with Datawatch Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, open the emergency telephone door located at the bottom of the panel. Push the call button, which will provide voice communication to Datawatch Systems. Give the Datawatch operator the building location and the cab number you are in (this information is displayed on





a sign on the elevator panel). 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 elevators will automatically go to the first floor and open their doors. This will occur one cab at a time. Please be patient.

## Deliveries

With the exception of hand held items, all deliveries must be made through the loading dock located in the alley adjacent to Rhode Island Ave. We do not allow deliveries through the main lobby to prevent damage to the lobby floor and doors, and to avoid inconvenience to other employees in the building.

The dock will accommodate small to mid-size delivery trucks, but not 18-wheelers. We ask all employees to cooperate with the policies and procedures below, so that you may receive supplies and services promptly.

- **Routine deliveries** may occur between 6:00 AM and 5:00 PM on weekdays. A routine delivery is one made by a clearly marked delivery truck, which consumes 15 – 30 minutes of time on the dock. Routine deliveries are handled on a first-come, first-served basis. Examples of routine deliveries include delivery of office supplies, bottled water, or kitchen supplies. Your vendor will be checked in and asked to leave picture identification. Your vendor will receive a Contractor's pass to enter the building. To schedule routine deliveries, please enquire with CSIS's facility team Gaye Dixon and Tara Young for approval and scheduling.
- **A scheduled delivery** is one that consumes more than 30 minutes, but less than two hours. Scheduled deliveries should be cleared with CSIS's facility team Gaye Dixon and Tara Young at least 24 hours in advance. CSIS's facility team will advise security of the time of delivery, and the security guard will have a bay available at the time requested.
- **Lengthy deliveries** (requiring more than two hours) are recommended to be scheduled after 6:00 PM on weekdays, or on Saturday or Sunday. Please call the CSIS facility team Gaye Dixon and Tara Young at least 48 hours in advance to coordinate your after-hours delivery. Moving of safes, loaded files or other heavy objects must be coordinated with CSIS facility team Gaye Dixon and Tara Young in advance, to coordinate elevator usage, as well as the loading dock.

Remind the delivery companies that they must provide masonite protection for floors and carpets and corner guards for the walls. We may require that a building engineer or porter be in attendance for large deliveries.



### General

Occasionally, CSIS's facility team will be unable to accommodate your delivery at the time you request. They will work to find another time that works for your vendor and you.

Please remind your vendor that vehicle motors must be TURNED OFF while in the loading dock.

Remind your delivery people to use hand trucks and rubber wheeled dollies, and to take care with the elevators. And advise them that we will expect payment for damage caused to our loading dock, elevators or carpets.

Your delivery people should take all boxes, packaging, and pallets away with them.

## Fire Annunciation System and Emergency Evacuation

Please take some time to familiarize yourself with the exits and fire apparatuses in your building.

**Fire Detection.** Fire extinguishers are installed in each common corridor. The extinguishers installed in common areas are a water-type extinguisher. You may have different types in your space. Know what type of extinguisher you have and how to use it. Smoke detectors are installed throughout the building. Smoke detectors are installed in mechanical and electrical equipment rooms. Heat detectors are installed in the elevator machine room. All sprinkler systems are heat activated as well.

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 the floor above, the floor below and the floor the alarm was activated. (NOTE: these bells are not connected to the fire department – they are local bells to alert the building occupants, Datawatch, and the building staff.)

CSIS – 1616 Rhode Island Ave. is equipped with a state-of-the-art fire alarm system that will only evacuate sections of the building as necessary. One floor above the point of alarm, one floor below and the floor that is in alarm will be the only floors that will sound an alarm. Should the Fire Department need to evacuate more than the effected floors, they will instruct the building staff upon arrival. If the fire bells and announcement sound in your space, please evacuate the building immediately.

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.

Please advise all your floor 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 24 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.

In addition to these detection/annunciation systems, we have incorporated a public address feature into the building's fire alarm system. In the event of an 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. If you encounter a fire or potential emergency, 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**. 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 are equipped with automatic unlocking and pressurization.

We recommend assigning two individuals from your staff on each floor to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates. This includes identifying any handicapped individuals, 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 to allow others to evacuate safely, to enable 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 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. **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 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

If you have questions regarding parking you may contact CSIS's facility team Gaye Dixon and Tara Young.

## Cleaning

The cleaning company is Pioneer. If you have question regarding your cleaning services you may contact your Property Manager.

## Smoking

As required by law, the building is a non-smoking facility. Consequently, all public areas shall be designated as non-smoking, including the garage, elevator lobbies, stairwells, all restrooms, the loading dock and all retail spaces. In other outdoor areas smoking is permitted outside of a twenty-five (25) foot perimeter of the property.

## Indoor Air Quality

We contract with a professional firm to provide annual air quality inspections. Comprehensive analyses are made of representative samples of the indoor air in the building – together with an assessment of the ventilation rates, filtration status and hygiene standards of the complete air distribution systems. Routine sampling is conducted annually and you will be notified in advance of scheduling.

## 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.

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 assist in contracting these services.

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.





## 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 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
- Presidential Inauguration Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day