

# 2425 Wilson Boulevard



## **Beneath the Surface**

A Client's Manual

UPDATED FEBRUARY 2026



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## Welcome to 2425 Wilson Boulevard

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

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

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**Requests/Emergencies**      Email: [Team2425@akridge.com](mailto:Team2425@akridge.com)

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**Lead Engineer**

**DeAndre Reid**

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**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 to speak to a customer service representative. Should you need to place a service request; please email [Team2425@akridge.com](mailto:Team2425@akridge.com) Your request is distributed to the entire building team 24/7.

If you need assistance after hours, you can either call **Kastle Systems** at **703.524.7911** and request that they contact a property manager at home and you will be assisted as soon as possible.

## **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. Inquiries regarding your account may be made to Olga Serrano at [oserrano@akridge.com](mailto:oserrano@akridge.com).

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

Association of the US Army  
c/o Akridge  
601 13th Street, NW  
Suite 300 North  
Washington, DC 20005

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



**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 Project Accountant, Jin Lee at 202.624.8630 or [JLee@akridge.com](mailto:JLee@akridge.com).

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, Jin Lee. He will be happy to assist you.

**Annual Rent Settlements.** Each April, 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 Jin Lee 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. 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 Building Manager, Dominique Gregory at 202.207.3905 or [dgregory@akridge.com](mailto:dgregory@akridge.com).

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 Wilson Boulevard, are locked from 6:00 pm to 8:00 am Monday through Friday and 24 hours on weekends and holidays. Your employees may gain access to the building during secure hours with their Kastle keys.

Once inside the elevator, you must use your Kastle key in order to proceed to your floor. Press your cardkey to the card reader until you hear a slight beep, then press the elevator button to your floor until it lights and the elevator will take you to your floor. When traveling down to the lobby, it is not necessary to use the cardkey. However, the car will not stop at any floor except the main lobby.

**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 703.524.7911 and speak to the Card Administrator responsible for 2425 Wilson Blvd. 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). You can also email Kastle Team at [Kastle-DC-Team1@kastle.com](mailto:Kastle-DC-Team1@kastle.com) for access, questions, or training on the myKastle website.

**Visitors and Special Admits.** If you are expecting a visitor after business hours, you may make prior arrangements with Kastle to admit your visitor into the building. To arrange weekday admittance, Kastle may be contacted at 703.524.7911 before 5:00 pm on the day the guest will arrive. Weekend visitation must be arranged on Friday before 5:00 pm of the designated weekend. When you call, tell Kastle 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 Kastle card number (for authorization). Visitors can also be authorized via the myKastle website.

**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 keep your doors locked. Secondary doors to your space should be kept locked at all times.

**Visitor Management Access.** In an effort to keep our Clients and visitors as safe as possible, the elevators are secure to all floors on a twenty-four hour basis, seven days a week. This means that all building Clients and their employees must carry their security key fob/card with them at all times to access their respective floors.

To minimize the impact to our Clients and their visitors, the following plan has been put in place:

- + All visitors to the building proceed to the Security Desk and present their ID to the security officer.
- + The security officer checks the ID, logs in the visitor into the myKastle visitor log system, and gives access on the elevator to the respective floor.



- + For all scheduled meetings where you will be expecting outside visitors, we ask that you authorize your visitors via the myKastle website.
- + We encourage you to inform your visitors of this change so they will be prepared to show their ID and make the proper arrangements should they need to arrive earlier.

**Additional Security.** As a measure of additional security, we provide a lobby attendant from Allied Security Monday – Friday from 8:00 am to 5:00 pm. The lobby attendant 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, lobby attendants are not permitted to accept packages, unlock your suite door, or allow visitors into the offices. This should be done through the myKastle Visitor Management System.

Kastle Systems has additional suite security systems available for a 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 security to your suite, please contact property management and they will be happy to discuss the security options available to you.

## Heating, Ventilating, and Air Conditioning

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.

Should you find an office or conference room that needs the temperature adjusted, simply enter a work ticket in Building Engines stating the office that needs attention and we will make adjustments immediately. Please allow time for the temperature to adjust after we have made adjustments. If you are aware of an event or conference taking place, advance notice will help us ensure that you are comfortable.

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 8:00 pm. As our Client, you are entitled to heating or cooling Monday through Friday from 8:00 am to 8:00 pm without any additional expense. **If you wish to have your HVAC extended Monday through Friday or on weekends, please submit email [team2425@akridge.com](mailto:team2425@akridge.com) or 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.**

**Off Hour, Weekend and Holiday Heating and Cooling Requests.** When you require heating or cooling prior to outside of Monday through Friday 8: 00 am to 8:00 pm or on weekends, please submit email [team2425@akridge.com](mailto:team2425@akridge.com) or contact your property manager to arrange these extended hours.

## **Telecommunications**

The following are the current service providers that are available for your telecommunication needs at 2425 Wilson Blvd. Should you have any questions regarding these services, please contact Building Manager, Dominique Gregory at 202.207.3905 or [dgregory@akridge.com](mailto:dgregory@akridge.com) or Chief Technology Officer, Tommy Russo at 202.624.8608 or [trusso@akridge.com](mailto:trusso@akridge.com).

### **Allied Telecom Group**

*202.541.9000*  
*[www.alliedtelecom.net](http://www.alliedtelecom.net)*

### **AT&T Local**

*1.877.593.2087*  
*[www.business.att.com](http://www.business.att.com)*

### **Comcast**

*202-635-5627*  
*[www.xfinity.com](http://www.xfinity.com)*

### **DIRECTV**

*1.800.638.0044*  
*[www.actionantenna.com](http://www.actionantenna.com)*

### **Verizon**

*202.954.6263*  
*[www.verizon.com](http://www.verizon.com)*

## **Deliveries**

The loading dock delivery hours are before 7:00am or after 6:00pm during the weekdays. You may also schedule a delivery on the weekend.

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



We ask all Clients to cooperate with the policies and procedures below, so that you may receive supplies and services promptly.

Routine deliveries may occur between 8:00 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 by the dock master and given access to the appropriate floor.

Moves or lengthy deliveries (requiring more than two hours) need to be scheduled after 6:00 PM on weekdays, or on Saturday or Sunday. Please call the buildings Property Manager at least seventy-two hours in advance to coordinate your after-hours delivery. Your mover or delivery company will be required to produce a Certificate of Insurance naming the 2425 Wilson Blvd and The John Akridge Management Company as additional insured.

Moving of safes, loaded files or other heavy objects must be coordinated with the building's Property Manager in advance, to coordinate elevator usage, as well as the loading dock.

Please remind your movers that they must provide masonite protection for floors and carpets from the loading dock to the elevator and from the elevator to the suite. We may require that a Building Engineer and/or Porter be in attendance for large moves.

## Elevators

**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. Pressing the emergency button within the cab will alert Building Management as well that the elevator is malfunctioning, and you will be able to establish two-way communication with the Lobby Attendant until help has arrived.

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 the fire department 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 2425 Wilson Boulevard.**

- 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.



- The Building is equipped with a state-of-the-art high rise fire system that will only evacuate sections of the building as necessary. The alarm will sound on floors above and below the floor that is in alarm. As the fire department arrives, they will determine if additional floors need to be evacuated.

### **Window Safety**

Clear windows of glass, crystal, mirrored, or highly reflective objects. These items can concentrate sunlight and heat, which may create a fire hazard or cause damage.

**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.

### **Parking**

Please contact your Building Manager, Dominique Gregory at 202.207.3905 [dgregory@akridge.com](mailto:dgregory@akridge.com) for parking options.

### **Cleaning**

Cleaning service in your building is provided by Pioneer Services Monday through Friday (except legal holidays) in the evenings. The cleaners generally start at 5:00 pm and complete their duties by 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 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 once a year 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.

## Maintenance Requests

Work requests may be submitted via email to [team2425@akridge.com](mailto:team2425@akridge.com).

Your entire building management team is notified upon submission of all work requests.

You may also enter a work request directly with a customer service representative by calling our office at 202.638.3000 during the hours of 8:00 AM to 5:00 PM, Monday through Friday.

## Smoking

Due to 2425 Wilson Blvd being a WELL Health and Safety certified building, smoking is prohibited in all public areas of the building. This includes elevator lobbies, stairwells and all restrooms. Smoking at the front entrance to the building is also prohibited. A designated smoking area is located 25 feet away from any entrance of the building.

## 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. 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.



## 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
- Inauguration Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

\*Please consult your lease for other observed holidays\*

## 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.

**Conference Room.** The conference room provides a beautiful view for Clients during lunchtime break or private Client functions. The room is equipped with wireless internet, podium, a camera and HDMI compatible flat screen TV. To reserve the conference room for office functions, please contact Building Manager, Dominique Gregory at [dgregory@akridge.com](mailto:dgregory@akridge.com) for details.

### Bicycle Parking

In an effort to promote bicycle commuting, we do have a bike facility on the lobby.

There is no locker room onsite. Each individual is responsible for providing their own bicycle locks.

Prior to bike rack 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.



**Neighborhood Amenities.** 2425 Wilson Boulevard is located within two blocks of the Court House stop on the Orange and Silver Metro lines. The building also offers Clients easy access to restaurants and hotels in the immediate area.