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# **Denali Commercial Management, Inc.**

## *Office Tenant Manual*



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## Mission Statement

*Denali Commercial Management's goal is to provide the best possible service to our tenants. We are committed to excellence in everything we do, as we work to maintain our properties at the highest level, and to treat each tenant with respect, trust and fairness. We appreciate any and all feedback from you, our tenants, as your comments will only help us to serve you better!*

## Moving and Delivery Guidelines

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself, and cause the least amount of disruption to fellow tenants as possible. These guidelines are designed to provide safeguards. Please let us know how we can be of assistance with your move. We would be happy to answer any further questions that you may have.



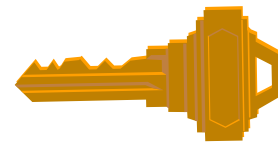
1. Please notify us at least 48 hours in advance as to the date and time of your scheduled move or large delivery.
2. Moving of all furniture, fixtures and equipment may only be scheduled after 6:00 p.m. Monday through Friday and anytime on the weekends. Large deliveries, which can be accommodated by a dolly, may be taken by elevator from 9:30 a.m. to 11:30 a.m. and 1:30 p.m. to 4:00 p.m.
3. Upon notification, DCM personnel will install moving pads inside the passenger elevator(s).
4. The main entry doors should be used for all moves and deliveries. Use of side or garage entrances is prohibited, unless specifically approved by DCM in advance. All delivery vehicles will unload at curbside. Parking on the front sidewalk is strictly prohibited due to the potential damage of the sidewalk heating system.
5. The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single



- limit, property damage, worker's compensation and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
6. Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage, we suggest you pad or otherwise protect all entrances, doorways, walls and floors affected by the move.
  7. Your moving contractor must report any electrical problems or equipment breakdowns that occur during your move. They are also responsible for removing all trash and bulky packing cartons
  8. DCM does not permit smoking in the lobbies or any common areas of the building. Individual tenants who allow smoking in their office suites may decide as to whether the moving crews may smoke in their designated areas within their suite.
  9. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving or delivery vehicles in marked fire lanes.

## Keys and Signage:

**Keys:** All locks are on a master keyed system. If you should wish to change the locks on your suite, please call DCM. If you choose to use an alternate service, make sure proper access codes and key copies are provided to the Building Manager and that the locksmith meets with DCM personnel to ensure that the new locks remain on the building's master keyed system. This allows appropriate personnel entry into your suite in the event of an emergency.



**Signage:** Your initial move-in provides for "building standard" signage that includes the Building Directory, elevator lobby and main suite door. This is the only signage allowed within the common areas of the building. Taping temporary standard signs to the building walls, suite doors, building or elevator doors or elevator walls is not permitted. DCM reserves the right to remove any non-standard signage at the tenant's expense. Should you require additional signage or changes to existing signs, please contact our office and we will be happy to provide you with an estimate of the cost to perform the work.



## Heating/Air Conditioning:

Standard operating hours for the building's heating and ventilation system are:

- 7:00 a.m. to 6:00 p.m. Monday through Friday
- 9:00 a.m. to 5:00 p.m. on Saturday
- 9:00 a.m. to 3:00 p.m. on Sunday

The summer air conditioning equipment operates from 7:00 a.m. to 7:00 p.m. Monday through Friday. We will be happy to arrange for service beyond the standard hours at an additional charge of \$8.00 per hour during the winter months and \$22.00 during the summer months.

Keep in mind that on the weekends, when the ventilation is the only system running, it is only effective if the outside temperature is below sixty degrees. You will be billed for the service on your next monthly rental statement. Requests for additional service should be placed at least 24 hours in advance by calling DCM at 564-2400.

If you need adjustments to the temperature of your office, please call us. Individual temperature adjustments must be handled by a member of the building staff. We will make every effort to provide an even temperature and an environment as comfortable as possible.

Most electrical heaters are unsafe for use near combustibles. We generally prohibit their use. Should individuals in your office require additional heat, DCM can provide safe electric heaters for their use under their desks.

## Janitorial/Snow Removal/Handicap Access:

**Janitorial Services:** Janitorial services are provided nightly to the common areas of the building. Generally, office suites are provided with janitorial services nightly, Sunday through Thursday. Trash removal is provided daily as part of the service. Please do not place any extra trash outside or around the dumpster. If additional trash removal is necessary, please call us to make arrangements.

**Snow Removal:** Snow removal in the parking lots is done when the accumulation reaches two inches or more. Sanding is done on a discretionary basis. Snow and ice removal on the sidewalks is a priority for the building engineering staff. Please contact DCM if you notice any unsafe conditions on the sidewalks or in the parking lots.



**Handicap Access:** The building is handicap accessible. It is equipped with ramps, handicapped stalls in the restrooms and handicapped parking spaces. Should you need any additional help, please call us.

## Parking:

Building parking lots and/or garages are assigned parking only. Your lease may provide for specific parking assignments. Should you require additional parking, please contact us. We will coordinate month-to-month parking spaces for you in the building lot, other surface lots, as well as the Captain Cook Parking Garage on a space available basis at our group rates. Charges for parking will be billed on your monthly statement.

All unauthorized vehicles in the parking areas will have a violation sticker placed on the driver's window and are subject to being towed at the owner's expense, without prior notification. If you encounter an illegally parked vehicle, please do not block the parking space by parking behind the vehicle. Call our office to report the violation. Note the make, color, and license number of the vehicle. You will be directed to a temporary parking space while we get yours cleared. Your cooperation will allow us the opportunity to promptly correct parking violations.

**Someone in your space?** First, be ready to provide the license number, make, and color of the illegally parked vehicle. Then call Bobby Simmons at the DCM office 564-2418.

Once contacted, DCM will call for a tow truck and direct you to a temporary parking place. Please do not to park in any other space or behind the illegally parked vehicle as this creates a "domino effect" and impacts other tenant parking.

**Need to add or delete a parking permit?** Because of the paperwork involved, requests for changes in parking must be received no later than the 15th of the month prior to the month the change is to take effect. Simply call Kathy Carino at 564-2418 and supply the following information:

- Tenant name and Suite no.
- No. of spaces adding/deleting
- Parking lot requested
- Date change is to take effect



## Building Policies:

**Consult Your Lease:** As all leases vary from one tenant to another, please take a moment to familiarize yourself with the sections of your lease as they pertain to the building's policies. We have listed a few of the significant items you should make sure you are familiar with.

- Tenant Insurance Requirements: Indicates the type and the amount of coverage you will need to provide as a tenant. A current Certificate of Insurance is required to be on file in our main office at all times during your tenancy.
- Altering the building: This includes painting, drilling, marking or in any other way altering the building's shell or core and requires prior approval by our Construction Management Department at 564-2400.

## Making changes to your space:

Most businesses are constantly evolving and sometimes that means your space has to also. If you're thinking about making any changes or improvements to your space, here are a few things you need to do:

- First, check your lease. It's important that you realize that according to state law, any improvements that are attached to the wall, floor or ceiling become part of the real property and as a result, need to stay in the space if you leave.
- Second, to protect the safety, integrity and value of our buildings it is important that DCM be able to review all plans, and that all contractors be licensed and insured. To get a list of the specific requirements for making improvements to your space (requirements vary by building) contact DCM's tenant improvement department.
- And finally, there's no one who knows your building better than our people. By including DCM's tenant improvement department in the planning stages, we may be able to save you money or avoid problems later on. In addition, we have the ability to act as general contractor for many projects, saving our tenants considerable time and effort. Before you begin any kind of improvement to your space, it's important that you keep us informed and involved. And the sooner you do that, the sooner you can get the benefit of our building and construction knowledge.

A sample of TCR guidelines is available at

[http://www.denalicommercial.com/forms/dcm\\_tcr\\_moa.pdf](http://www.denalicommercial.com/forms/dcm_tcr_moa.pdf)



Pre-approval is necessary for several items pertaining to the operation and policies of the building. Contact the Building Manager at 564-2400 for approval and answers to any questions you might have as to the operation of the building.

- **Exterior signage:** Placement of any fixture or signage on the outside walls of the building is prohibited unless specifically approved by DCM.
- **Interior signage:** We have established a building standard for all interior common area signs. To order new signs, or for changes to existing signs, please fax your request to 561-7860, attn: Bobby.
- **Hazardous materials:** The use and storage of ANY hazardous materials or flammable liquids needs to be in accordance with local, state and federal laws.
- **Antennas and satellite dishes:** the placement of any antennas and satellite dishes on the building.
- **Heavy objects:** The placement of heavy objects in violation of the acceptable floor load per square foot.
- **Electricity and water:** Tying into the building's electrical or water supply is done only on a pre-approval basis.

## General Policies:

- **Bicycles:** Bicycles ridden to work may be secured outside of the building at the bike racks either in front of the building or in the parking garage.
- **Solicitors:** DCM has a strict no soliciting policy. If you encounter any solicitors, please contact the Building Manager.
- **Water coolers:** the installation of water coolers within your suite is permitted.
- **Animals:** The possession of pets, birds, fish etc., in your suite is prohibited.
- **Sleeping in the building:** There is to be no overnight sleeping in your suite of the building.
- **Theft:** Report any theft, no matter how small, to Building Management. You may also call the Anchorage Police Department if the theft is large enough to investigate.



# Denali Commercial Management, Inc.

www.denalicommercial.com ▪ (907) 564-2400

## Maintenance Requests:

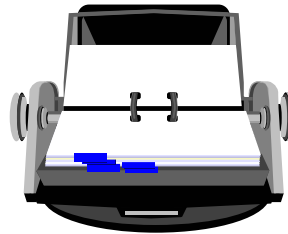
Please call DCM for maintenance and service requests. We have a database system that tracks and logs every request. Our “Quality Assurance Program” will follow up every service request to ensure that the job was performed to your satisfaction. DCM’s maintenance office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. If there is an emergency maintenance situation after office hours, a building staff person will be paged through our answering service by calling our main office at 564-2400.

Maintenance requests can also be made online at [http://www.denalicommercial.com/maintenance\\_request.shtml](http://www.denalicommercial.com/maintenance_request.shtml)

## DCM Contact Info:

**Denali Commercial Management**  
400 W. Dimond Blvd. Suite 240  
Anchorage, AK 99502

Phone (907) 564-2400  
Fax (907) 561-7860



The Denali Commercial Management office is located at the west end of the Jewel Lake Carrs Center located at Jewel Lake and Dimond Blvd. The office hours are from 8:00AM to 5:30PM Monday through Saturday.

Cycelia Gumennik	<b>Slip &amp; Fall Reporting</b>	564-2496	<a href="mailto:CyceliaG@cgprop.com">CyceliaG@cgprop.com</a>
Laura Corbett	<b>Non-profit programs</b>	564-2479	<a href="mailto:LauraC@cgprop.com">LauraC@cgprop.com</a>
Bobby Simmons	<b>Parking questions</b>	564-2418	<a href="mailto:BobbyS@cgprop.com">BobbyS@cgprop.com</a>
Brian Swartzentrueber	<b>Facilities Manager</b>	564-2451	<a href="mailto:Swartz@cgprop.com">Swartz@cgprop.com</a>
Kathy Cantrell	<b>Maintenance</b>	564-2408	<a href="mailto:KathyC@cgprop.com">KathyC@cgprop.com</a>
Darlene Stier	<b>Maintenance</b>	564-2439	<a href="mailto:DarleneS@cgprop.com">DarleneS@cgprop.com</a>
Julie Levitt	<b>Signage Questions</b>	564-2464	<a href="mailto:JulieL@cgprop.com">JulieL@cgprop.com</a>
Steve Phillips	<b>Tenant Improvements</b>	564-2453	<a href="mailto:SteveP@cgprop.com">SteveP@cgprop.com</a>
Dave LeClair	<b>Chief Financial Officer</b>	564-2462	<a href="mailto:DaveL@cgprop.com">DaveL@cgprop.com</a>
Jennifer Clark	<b>Tenant Billings</b>	564-2459	<a href="mailto:JenniferC@cgprop.com">JenniferC@cgprop.com</a>
Marsha Weatherford	<b>Credit &amp; Collections</b>	564-2442	<a href="mailto:Marshas@cgprop.com">Marshas@cgprop.com</a>
Linda Boggs	<b>Mall at Sears Marketing</b>	696-0646	<a href="mailto:LindaB@cgprop.com">LindaB@cgprop.com</a>