

## TENANT SERVICE REQUESTS

If you need the following procedures for requesting building services we can provide you with a speedy response.

We request the following:

Call the Management Office between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. After normal business hours, calls to this number will be answered by the on-duty Lobby Attendant.

### **Give the following information:**

- Tenant name and suite number
- Name of the individual calling
- Nature of request or problem
- Location on floor
- Contact number

Building management staff or Lobby Attendant will dispatch the proper personnel to service your requests. Responses to most calls are made within 30 minutes to one (1) hour.

If you have an emergency (water leak, chemical spill, etc.) the response will be immediate.

Some services provided by our engineer and janitorial departments may have associated charges.

**Please check with your main tenant contact before requesting special services.**

## TENANT AND LOBBY DIRECTORY SIGNAGE

To add or change names and/or headings on the lobby directory and/or suite and floor signage, please contact the Building Management office. Signage orders usually take 2 to 3 weeks to process, and in some cases, there may be a fee.

## TENANT SERVICE REQUESTS (cont.)

### KEYS

All keys at 303 Second Street are keyed to a Building Master Key System. This key system is necessary so that the Fire Department and Building Emergency Staff have access to all areas in the event of an emergency.

For this reason, we require that no locks be changed or additional locks/bolts be added to any door within your suite without receiving permission from the Management office. If additional lock work for your suite is necessary, the building staff can provide new locks and keys. Please contact the Management office as required.

There is a \$15.00 charge for a new key and a \$10.00 charge thereafter.