Non-Residential

TENANT WELCOME PACKAGE

It is with a great deal of pleasure that we welcome you to the **Presidio of San Francisco** and extend our cordial wishes for continued success in your new quarters.

This guide provides important information that will help your organization get settled in the park. Should you desire additional copies or have questions concerning your occupancy or move, please feel free to contact CB Richard Ellis the Non-Residential Property Management Company. We look forward to establishing a great working relationship with you and your office staff.

Please note: The information in this package does not alter or supersede any provisions in your Lease Agreement.

(415) 561.2439

Please be advised contents are subject to change and over time updates may need to be assessed. Please contact Property Management for additional details.

CONTENTS

Tenant Contact Information ..... p. 3-5

Important Contact Information ..... p. 6

Rent Remittance ..... p. 7

Building Keys ..... p. 8

Utilities & Telecommunications ..... p. 8

Signage ..... p. 8

Refuse & Recycling ..... p. 9

Mail Services ..... p. 10

Work Orders / Maintenance Requests ..... p. 11

Emergency Contact Information ..... p. 12

Security Alarms ..... p. 13

Life Safety Information ..... p. 13

U.S. Park Police Courtesy Checkup ..... p. 14

Additional Inserts:

Rules for Non-Residential use and occupancy

Authorized Fire Life Safety Contractors

TENANT CONTACT INFORMATION

Please assign a *Main Contact* to be the preferred liaison between your office and CB Richard Ellis.

This person will have the following authority:

- Order lock changes and additional keys for your space.
- Order services for billable operations time (i.e. minor work repairs).
  - *Work order requests are authorized via the Tenant Contact information provided.*
- Change, add and delete names of additional authorized personnel.

GENERAL INFORMATION

Please submit to the Property Management Office

Name of Business _____

Building # _____

Suite # _____

Subtenant of _____
(If Applicable)

Number of Employees

Full-Time _____

Part-Time _____

Total _____

Mailing Address

Street _____

P.O. Box _____

City _____

State _____

Zip _____

WEBSITE _____

TENTANT CONTACT INFORMATION

Please submit to the Property Management Office
PO Box 29546 SF CA 94129

Tenant Name: _____ Building #: ___ Suite#: ___

Contact 1

Contact Type: ☐ Main ☐ Lease ☐ Office ☐ Emergency
☐ Bill ☐ Public ☐ Work Order

Title: ☐ Home Phone: ☐

First Name: ☐ Email 1: ☐

Last Name: ☐ Alternate email: ☐

Work Phone: ☐ Ext: ☐ Address: ☐

Fax: ☐ City: ☐

Cell: ☐ State: ☐

Zip: ☐

Contact 2

Contact Type: ☐ Main ☐ Lease ☐ Office ☐ Emergency
☐ Bill ☐ Public ☐ Work Orders

Title: ☐ Home Phone: ☐

First Name: ☐ Email 1: ☐

Last Name: ☐ Alternate email: ☐

Work Phone: ☐ Ext: ☐ Address: ☐

Fax: ☐ City: ☐

Cell: ☐ State: ☐

Zip: ☐

Tenant Name: _____ Building #: _____

Contact 3

Contact Type: ☐ Main ☐ Lease ☐ Office ☐ Emergency
☐ Bill ☐ Public ☐ Work Orders

Title: _____ Home Phone: _____

First Name: _____ Email 1: _____

Last Name: _____ Alternate email: _____

Work Phone: _____ Ext: _____ Address: _____

Fax: _____ City: _____

Cell: _____ State: _____

Zip: _____

Contact 4

Contact Type: ☐ Main ☐ Lease ☐ Office ☐ Emergency
☐ Bill ☐ Public ☐ Work Orders

Title: _____ Home Phone: _____

First Name: _____ Email 1: _____

Last Name: _____ Alternate email: _____

Work Phone: _____ Ext: _____ Address: _____

Fax: _____ City: _____

Cell: _____ State: _____

Zip: _____

IMPORATANT CONTACT INFORMATION

CB Richard Ellis (Non-Residential Property Management)

Administrative Assistant
T: (415) 561.2439
F: (415) 561.2443

Assistant Real Estate Manager
T: (415) 561.2449
F: (415) 561.2443

Senior Real Estate Manager
T: (415) 561.2440
F: (415) 561.2443

Presidio Trust Services

The Presidio Trust Office
T: (415) 561.5300

Work Orders & Maintenance
T: (415) 561.4270 Regular Business Hours
T: (415) 677.2267 After-Hour Emergencies
E: wodesk@presidiotrust.gov

Presidio Trust Transportation Department
T: (415) 561.5474

Presidio Trust Utilities Department
T: (415) 561.2124

Presidio Trust Telecommunications Office
T: (415) 561.2741

RENT REMITTANCE

As a courtesy, CB Richard Ellis mails statements to your business monthly. Statements include a reflection of account history prior to the 18th of each month: Rent, Service District Charges, and additional sundries as they apply to your lease terms.

Dependent on your lease some tenants may receive separate Utility billing from the Presidio Trust.

All payments are due on the **first** day of each month. You will note in your Lease "Rent shall be paid without any prior demand or notice". In the event a statement is not received, please refer to your lease agreement for payment details. You may also call the Property Management Office for assistance.

Each statement has an Occupant number detailed in the upper right hand corner, please included this number with your payment to ensure proper application.

CBRE Property Management Statements

Checks payable to:	**The Presidio Trust**
Address:	P.O. Box 29546 San Francisco CA 94129-0546
Subtenants	Payments are due to your Landlord, not the Trust.

Presidio Trust Statements / Invoices (Utilities)

Checks Payable to:	**The Presidio Trust**
Address:	P.O. Box 29052 San Francisco CA 94129-0052

Notice to check paying customers:
All checks are converted to an EFT "electronic fund transfer" Any transfer of funds that is initiated by electronic means, such as an electronic terminal, telephone, computer, ATM or magnetic tape. By sending your completed, signed check you authorize us to use the account information for payment or to process a copy of your check if necessary.

Insufficient Funds: EFT transactions typically occur within 24hours, if the electronic transfer cannot be completed because of insufficient funds, a fee of $25 will be applied to each NSF finding. Transfers can be requested 2-3 additional times before insufficient funds is determined.

BUILDING KEYS

New Tenants will receive a predetermined initial set of complimentary keys to their leased space and building entrance door. Keys are distributed by CB Richard Ellis upon move-in. Additional keys may be purchased through the Work Order Desk, upon approval from CBRE.

CBRE **(415) 561.2449**
WO Desk **(415) 561.4270**

All keys must be returned to the Management Office upon move-out.

Due to code regulations, safety concerns, and preservation of Historic property, it is important that doors / locks are not tampered with. Please contact the Management Office for all lock related requests.

In no case shall Tenant re-key the Premises without first obtaining Landlord's written approval. All re-keying must be completed by the Presidio Trust lock shop. After any such re-keying, Tenant shall provide Landlord with copies of all keys at Tenant's cost.

SIGNAGE

All signage must be in compliance with the Presidio Trust Signage Policy. Please forward all signage related requests / changes to the Property Management Office.

UTILITIES & TELECOMMUNICATIONS

Utilities

Multi-tenant buildings: utilities are billed by CBRE and charges will appear on your monthly rental statement. Please refer to your Lease for specific details regarding these charges.

Buildings with single tenants will need to contact P G & E directly to have this service transferred and will be billed given the meter number for the gas meter. Electric, water and refuse will be billed to you directly by Trust Utilities and will appear on a separate billing statement. CBRE asks that you make payment to the Trust directly with a separate check as the accounting systems are not linked.

Telecommunications

Please contact a service provider of your choice to arrange your telecommunication needs. Depending on the historic nature of your space, permission may be needed for items such as: installation of jacks, drilling for new wiring etc. Please contact Property Management for direction.

REFUSE & RECYCLING

Refuse collection is provided to all tenants by Golden Gate Disposal and Recycling. Some Non-Residential tenants will need to fill out a utility request form for services through CB Richard Ellis. 415.561.2439.

Golden Gate Disposal and Recycling
900 7th St
San Francisco, CA 94107
(415) 626-4000

Recycling collection is required for all tenants in the Presidio.
Available options:

- The San Francisco Conservation Corps (SFCC) offers weekly recycling collection to Presidio organizations at no cost. A recycling drop off site can also be accessed –

  1243 Appleton Street (Fort Scott)
  San Francisco CA, 94129

  8:00am – 5:00pm 7 days a week

- Recycling / food waste and **compost** collection services are also available. Please contact CB Richard Ellis for more details.

Tenants who operate restaurants or facilities with cooking oil waste are required to dispose waste accordingly.

Available Vendors:

- Got Grease: San Francisco 94110, (415) 728-8766, www.gotgrease.net
- Darling International: San Francisco 94124, (415) 647-4890, www.darlingii.com
- SF Greasecycle: San Francisco 94134, (415) 695-7366, www.sfgreasecycle.org

MAIL SERVICES

General Mail Services

A United States Postal Services (USPS) branch is conveniently located in the Presidio on the Main Post.

210 Lincoln Boulevard
San Francisco CA 94129

(415) 563.4976
Monday-Friday 8:30a.m. – 5:00 p.m.

Post Office Box

Tenants may set up a PO Box at the Presidio location. A copy of your executed lease will be required and monthly fees typically apply.

Express Shipping

FedEx (Federal Express) and UPS drop-off boxes are located in the Main Post area, at the end of the ADA ramp leading to the front doors of the Post Office building 210.

WORK ORDERS & MAINTENANCE REQUESTS

*Please refer to your lease for billing responsibility. Property Management is also available to answer your questions.

(415) 561.4270 Business Hours
(415) 677.2267 After-hour Emergencies

wodesk@presidiotrust.gov

Request Examples:

- Building repair or maintenance
- Estimates
- Pest Control

Payment: Prior notification and approval through the Property Management office is required for any and all projects.

Building Inspections: Annual Condition Assessments are conducted through all Commercial buildings by the Presidio Trust. Trust Operations will coordinate with tenants for annual scheduling.

Maintenance Contracts: Please provide copies of all maintenance contracts for internally maintained systems to Property Management.

Janitorial: Please contact Property Management for services.

Building and Landscape Alterations: due to the Presidio's historic nature, **all** construction, landscaping and alterations (**minor and major**) must be reviewed, authorized, and monitored by the Trust. Please contact Property Management for specific procedure of requests. Any work undertaken without prior approval is considered a violation of your Lease.

Please note: Approval time may vary as it includes review of several Trust departments and may also require Environmental and Historical review as well as permitting.

EMERGENCY CONTACT INFORMATION

EMERGENCY – *Calling from a Land Line within the Presidio*
911

EMERGENCY –
CALLING FROM A CELL PHONE ***(415) 561-5656***
Please add this number to your cell phone

NON – EMERGENCY DISPATCH (415) 561.5505
General Police Department Inquiries

When calling-in an emergency, please identify the building number where you are located. The Presidio of San Francisco is deemed a Federal jurisdiction, and is ***separate* from the city of San Francisco.**

This information is critical as street names in the Presidio also reside in the city of San Francisco.

SECURITY ALARMS

Tenants are responsible for providing and maintaining intrusion alarms for their premises. All systems must be fully compatible with the Presidio's Communication Equipment Systems; therefore designs must be submitted to Property Management for review and distribution to the Presidio Trust for approval **prior** to installation. During this review, installation in historic buildings will also be considered.

For specific information concerning intrusion systems, please refer to the Tenant Handbook received during your lease negotiations.

LIFE SAFETY INFORMATION

Please review the list of Life Safety items below. These items require regular inspection and or updates. You may contact Property Management for additional details and scheduling.

Please supply updated Inspection forms to Property Management for record keeping.

Fire Extinguishers: Must be serviced, inspected and certified annually by a licensed Fire Extinguisher Contractor. Tags are located on your Extinguisher identifying the date of the last annual service.

Fire Alarm Systems: Must be tested, inspected and certified annually by a licensed Fire Alarm Contractor. Contractor's License must be a California C-7, and contractor must possess manufacture's Technician Certification for the equipment they will work on. All maintenance, testing and service requires a permit from the PFD; please call (415) 561.4220.

Fire Sprinkler Systems: Must be tested annually as part of the Fire Alarm System test. Additionally, visual inspection and certification must be conducted every five years by a licensed (California C-16) Fire Sprinkler Contractor. All Fire Sprinkler System maintenance, testing and service require PFD permitting. This service depends on the length of occupation in your current space.

Life Safety Contractors: A list of PFD approved Fire Alarm System Contractors can be requested from the Property Management Department. These vendors have been preapproved to work in the park and have Licenses on file.

Life Safety Contractors that do not fall under the list provided must submit the following information to the PFD for review & approval **prior to work commencement**:

- CA State Contractors License
- Company background description
- Design experience, Installation & Maintenance of FLS
- Years of operation
- Authorized distributor / technician certification for equipment being worked on

U.S. PARK POLICE COURTESY CHECKUP

The United States Park Police can conduct “courtesy checks” for Presidio residents and Business’s upon request.

A courtesy check can be defined as an extra patrol and extension of normal patrol duties. As time permits a patrol officer(s) will visit your location, physically inspecting the exterior and grounds. If suspicious activity is assumed, the Officer will contact you immediately.

This program is available to those who are away for 3 or more days. Please register at the U.S. Park Police headquarters:

1217 Ralston Ave
Fort Scott
San Francisco CA 94129

(415) 561.5173