

[PO1]



# TENANT HANDBOOK

## A Guide for the Tenants of:

*Oliva Development, LLC*

*Oliva Holding, LLC*

*Oliva Management, LLC*

*Oliva Properties, LLC*

*Gateway Park, LLC*

*Alsted Development, LLC*

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## **INTRODUCTION**

### 101 Welcome

Oliva Companies welcomes you as a Tenant.

We are proud of our company's integrity and quality. We strive to provide quality services for all of our Tenants by giving them a clean, functioning and safe work environment to conduct their daily operations. Each Tenant is an important member of our Company and our success depends on your successes.

### 102 Who Should Receive this Handbook

Tenants of Oliva Holding, LLC, Oliva Properties, LLC, Oliva Development, LLC, Oliva Management, LLC, Gateway Park, LLC, and Alsted Development, LLC. For the purpose of this Handbook, all of the above companies (Landlord) will be referred to as the Oliva Companies.

### 103 The Purpose of This Handbook

The purpose of this Handbook is to communicate the policies and practices of the Oliva Companies. It is extremely important that our Tenants understand the policies relative to leasing space from the Oliva Companies including but not limited to, rules and regulations, maintenance procedures, grounds maintenance, lease expiration, safety, and security. Do not hesitate to contact the Oliva Companies if you have any questions or comments after you have read this Handbook.

### 104 Where Should This Handbook Be Kept

This Handbook should be kept at the Tenants local office, with an office manager, or the like, as well as a copy sent to their home or out of town office, if applicable.

## **LANDLORD – GENERAL INFORMATION**

### 201 History

Antonio Oliva founded the Oliva Companies in 1937. Oliva Construction Company was the first company formed. Oliva Construction Company is a general contracting firm that contract commercial construction jobs all over Central New York.

The Oliva Construction Company constructed most of the buildings and manages them as well.

The real estate companies were formed in the 1950's. There are presently seven (7) real estate partnerships that have in total approximately 50 commercial buildings with 225 Tenants.

The Oliva Real Estate Company was formed in the 1970's and is a full-scale real estate brokerage firm, which specializes in selling and leasing commercial property.

The owners are Anthony Oliva - President and Stephen Oliva - Vice President. Other personnel include Paul Oliva - Comptroller, Mike Episcopo - Building Services Manager, Kevin Skurpski – Senior Project Manager, Dave Wassel - Project Manager, Pam Oliva – Lease Administrator & Accounts Receivable, Ed Rogers - Real Estate, Marianne Oliva - Receptionist

### 202 Office Location

Oliva Companies main office is located at 6724 Thompson Road, Syracuse, NY 13211. The mailing address is P.O. Box 400, East Syracuse, NY 13057.

### 203 Contact Information

Oliva Companies main phone number is 315-463-8684. The fax number is 315-463-4761. You can email the office at [olivareception@olivaco.com](mailto:olivareception@olivaco.com) or contact us via our web site at [www.olivaco.com](http://www.olivaco.com). For a list of individuals and departments please call the main phone number.

### 204 After Hour Emergency Numbers

Emergency contact names/numbers:

**The Oliva Companies' main line (315) 463-8684 should be dialed for all emergency maintenance calls UNLESS an emergency occurs between the hours of 5PM and 8AM.**

Mike Episcopo, Building Services Manager      315-569-0875 cell

Please call the Oliva Companies main phone number for any changes in the emergency names and numbers or for additional [information](#)<sup>[PO2]</sup>.

## **RULES AND REGULATIONS**

### 301 Parking

All Tenants are expected to park within the pavement line markings and to obey no parking and loading zones. Handicap parking spaces are for persons with valid handicap passes or license plates. Parking in the rear of buildings, although not encouraged, is acceptable as long as the areas are clear for easy access to the loading areas. However, during the winter months parking in the rear of the buildings is discouraged due to possible damage from snow removal vehicles.

### 302 Trash

All warehouse Tenant's, unless other wise noted, are responsible for their own trash, recycling, and janitorial services. Buildings where the Landlord provides trash and recycling dumpsters are for the exclusive use of the Tenants in the building. The exterior for the premises must be kept free of all debris not customarily removed by Landlord's janitorial services. This includes pallets, drums, cardboard etc. Paper shall be placed in clear, plastic bags and put in the dumpster labeled Cardboard.

### 303 Animals (Pets)

With the *exception* of service dogs (for handicapped persons), animals and/or pets are not permitted in the buildings or on the grounds.

### 304 Smoking

Smoking is not permitted within the buildings. Smoking is permitted on the grounds (outside) and proper disposal of smoking material (butts, wrappers, etc.) *into tenant supplied urns* or trash containers is encouraged and expected.

### 305 Loud Music

Music, via radio, TV, or other forms, is permitted within each Tenant space at low levels as not to disrupt neighboring Tenants.

### 306 Signage

All buildings are subject to strict rules and regulations as governed by each municipality regarding signage. *Please see attachment A for the signage regulations specific to your building.*

## **MAINTENANCE PROCEDURES**

The Tenant is responsible for obtaining a copy of the Lease Agreement from his home office. Upon request, the Oliva Companies will provide faxed or pdf copies only.

Should the Tenant discover any maintenance needs upon occupancy, please provide the Oliva Companies with a checklist within five (5) business days of the commencement of the Lease.

The Building Service Manager at the Oliva Companies will prioritize maintenance calls. There will be additional charges for maintenance calls that can reasonably be addressed by the Tenant. By following this basic guideline, time and expense for both the Tenant and the Oliva Companies will be greatly reduced. We suggest that this is conspicuously posted for Tenant referral.

### **Reporting Maintenance Issues**

**The Oliva Companies' main line (315) 463-8684 should be dialed for all emergency maintenance calls UNLESS an emergency occurs between the hours of 5PM and 8AM, then call Mike Episcipo, Building Services Manager, at 315-569-0875 to report the issue.**

**It is preferred that non-emergency maintenance issues be reported via our web site at [www.olivaco.com](http://www.olivaco.com). Click "Tenant Maintenance" on the main menu, complete the form with your name and company information along with an explanation of your current issue or work request and then click submit. Your form will be sent to 5 people within the company to ensure it is handled immediately in the event the receptionist is away from his/her desk. An email response will follow to confirm that we received your request.**

**The labor rate for maintenance calls is \$52.50/hour. We always charge for the first hour, then will charge in ½ hour increments. This fee is subject to change without notice and is taxable.**

### 401 Heating and Air Conditioning

Heating and air conditioning units are located either on the roof of the building or above the acoustical ceilings. In either case, please refer to your Lease to determine who is responsible for repairs. We recommend that the Tenant contract an HVAC contractor and schedule preventative maintenance on the equipment four times a year. We also recommend that the Landlord be informed of any repairs or service work to its equipment. Be familiar with the proper operation of the thermostat. As the seasons change, remember to replace the air filter and to be sure that the heat or air conditioning is switched to the proper position. Note: spring/summer operation: When leaving the office for the evening, please either turn the A/C unit off **or** raise the thermostat (if on air conditioning) to approximately 77° to insure that the unit will not "ice-up" and therefore function properly when you return the next day. When the unit "ices-up" the unit must be shut off to thaw out to resume normal operation. This means you will be without air conditioning. The shut off period can require up to 8 hours. There may also be leaking of water in the ceiling because the pan to catch the normal condensation is full with ice. In any situation of abnormal operation of heating/air

conditioning units please turn the unit off (at the thermostat) unless otherwise instructed by the Oliva Companies representatives or their subcontractors. By doing so this can speed up the unit recovery and/or repair time.

#### 402 Electrical

If you encounter any electrical problems, i.e., smoking or sparking outlets, unsecured wires, please contact our office immediately. If you require additional electrical work please contact our office and someone will point you in the right direction.

#### 403 Plumbing

It is expected that non-biodegradable materials will not be flushed in toilets or put through sink drainpipes. However, it is recommended that a plunger be kept on the premises in the event that a toilet or sink becomes clogged. Address "running" toilets immediately to keep water bills minimal. In the event of a sink or toilet leak, turn off the water supply to prevent damage to the area and place a container under the site to collect residual leakage. Call the Oliva Companies to report the problem.

#### 404 Roof Leak

In the event of a roof leak, remove or cover furnishings and equipment from the area and place a container under the leak; then call the Oliva Companies. This type of maintenance call will be handled in a timely manner, but be aware that roofers cannot make repairs in inclement weather.

#### 405 Building Damage

Any and all building damage inflicted by Tenant, its employees, agents or vendors should be reported immediately to Landlord. If Landlord discovers damage to the building, Landlord will conduct an investigation to seek out the responsible party or parties and take appropriate actions thereafter.

#### 406 Acts of Nature

Acts of nature refers to damaging winds, heavy rain, sleet, ice and excessive snow. Landlord will deal with any and all building damage as a result of an act of nature as Landlord deems its priority and /or urgency.

#### 407 Gas Odors

If Tenant, its employees or agents smells any gas odors please contact our gas service provider, National Grid, immediately and then our office. In all cases, evacuation of the office should occur if gas odors are strong. National Grid's toll free emergency line is: 1-800-892-2345.

#### 408 Insects

It is normal for bees and other insects to gather near dumpsters during the warm weather. To reduce a potential problem, make sure that garbage is properly bagged and bottles and cans are thoroughly rinsed. During the summer months, it is suggested that trash and recyclables be taken to the dumpsters during the cooler morning or evening hours when insects are less active.

Oliva Companies are not responsible for insect control and prevention in non-common areas, i.e., Tenant suites. However, insects that are found in common areas that Oliva maintains will be sprayed on a need-by-need basis.

#### 409 VCT Floors

Vinyl composite tile need to be kept clean as frequently as the carpets. A coat of proper finish should be applied at least every (6) months – depending on the volume of traffic. These floors are designed to last for at least (20) years if properly cared for.

### **GROUNDS MAINTENANCE**

#### 501 Snow Plowing

In most cases Landlord contracts snow plowing of its Buildings to independent contractors. If snow plowing is included in your Lease then any and all complaints should be addressed to the office of the Landlord. Tenants' with vehicles parked overnight should have those vehicles moved as early as possible the morning after an accumulation. However, please consider that we work in an area of the country that receives significant accumulations of snow during the winter months. We monitor our contractors during these months to ensure that each and every Tenant has a clean and safe work environment free from snow and ice. However, some abrupt accumulations of snow and ice make it difficult for us and our contractors to do our job most effectively, so please be patient.

#### 502 Lawn Maintenance

In most cases Landlord contracts lawn maintenance of its Buildings to independent contractors. If lawn maintenance is included in your Lease then any and all complaints should be addressed to the office of the Landlord. No vehicle(s) may be parked on the lawn with the exception of prior permission given by the Landlord. Any vehicle(s) seen on the lawn area without prior permission will be towed at the owner's expense and any lawn damage resulting from the vehicle(s) on the lawn will be fixed by Landlord and billed to the responsible party or parties.

#### 503 Other

The Tenant is expected to be responsible for the general appearance of property. Please be aware of the proper procedure for disposal of trash, use of outdoor smoking area ashtrays, etc.

### **SAFETY**

#### 601 Safety Policy Statement

It shall be the policy of the Oliva Companies to assure to the highest degree possible, a safe and healthful working environment for all its Tenants. In order to achieve the company's goal of a hazard free working environment, employees and non-employees who use company facilities are required to obey the rules set forth in the company safety program, or be subject to disciplinary action.

#### 602 Safety Program and Procedures

To be successful, a safety program must have awareness toward injury-and illness prevention on the part of all Employees. It also requires cooperation in all safety and health matters. The safety of our employees is of primary consideration in the operation of the Company. Only through such a cooperative effort can a safety program be administered. Our objective is to reduce the number of injuries and illnesses to an absolute minimum. Our goal is zero accidents and injuries. The Company believes it is the responsibility of each Employee to contribute to the safe operation of its Company. Therefore, horseplay is dangerous and will not be tolerated.



All O.S.H.A. or Department of Health Regulations must be followed. Our safety program includes but is not limited to the following:

- Providing mechanical and physical safeguards to the maximum extent possible.
- Conducting inspections to find and eliminate unsafe working conditions or practices, to control health hazards, and to comply fully with the safety and health standards for every job.
- Training all Employees in good safety and health practices.
- Providing necessary personal protective equipment and instructions for its use and care.
- Developing and enforcing safety and health rules and requiring that Employees cooperate with these rules as a condition of employment.
- Investigating promptly and thoroughly, every accident to find out what caused it and to correct the problem so that it won't happen again.

Recommendations for safety equipment, practices or procedures should be brought to the attention of your Supervisor, in writing. You are encouraged to detect hazardous conditions and to report any of these to your Supervisor. First Aid kits and fire extinguishers are the responsibility of the Tenant. All Employees must be familiar with the following Accident Plan and safety information:

#### 603 Accident Plan

In case of an accident, STOP WORK, and take the following steps:

1. Eliminate the cause of the accident.
2. Provide aid to the injured person.
3. Call your Supervisor immediately. If the accident appears serious, dial "911".
4. Take steps to prevent a second accident.
5. Prepare a written accident report with the full details of the accident and submit it to the office on the day of the accident.

#### 604 Work Area Maintenance

A Tenants' work environment must be clean to ensure safety for all. Therefore, every Employee should allow time to clean up their work area before leaving for the day. This reduces chances of accidents, injury, and fire, while increasing your ability to perform quality work. Your Supervisor will set housekeeping standards for particular work assignments.

### **SECURITY**

#### 701 Building Security

In Buildings with common areas, i.e., hallways and bathrooms, Landlord contracts out the cleaning to an independent janitorial company. They receive specific instructions requiring locking all common doorways after their cleaning is done for the evening. Cleaning can be scheduled as early as 5:00 pm. Tenant should instruct their employees of this policy and distribute keys, if necessary during times when an employee is working past 5:00 pm. In this way, the employee can lock or relock the common area doorways on their way in or out. Any damages created through unauthorized entries shall be the responsibility of the tenant.

## 702 Tenant Property

Each Tenant is responsible for the security of its own property, i.e., furniture, computers, etc. Any monies left at Tenant's office should not be visible and should be put in a safe and secure place.

## **MISCELLANEOUS**

### 801 Utility Room Access

**Should the Tenant require entrance to the utility area for phone service or the like, the Oliva Companies requires a 24-hour notice.** If ample notice cannot be given, it will be the responsibility of the Tenant to obtain and return keys at the Oliva offices.

### 802 Lock Change

The Oliva Companies requires a count of keys to the premises that are distributed by the Tenant. If the Tenant must have locks changed or replaced, the Oliva Companies must be provided with a copy of the new key and the old lock must be returned.

### 803 Landlord Renovations

Renovations or repairs done to the property or individual unit by the Tenant must have prior approval from the Oliva Companies.

## **LEASE EXPIRATION**

### 901 Renewing Your Lease

Most leases with Landlord require Tenant to give at least ninety (90) days written notice to Landlord on whether Tenant would like to renew its lease or vacate the space on or before the lease expiration date. If Tenant would like to discuss Leasing options, i.e., acquiring additional space, giving up some space, upgrading its space/building or relocating to another Building owned by Landlord, please contact our office or access our website at [www.olivaco.com](http://www.olivaco.com) for a current listing of available space.

### 902 Move-Out Procedures

If the Tenant has been responsible for its own utility bills, please notify the Oliva Companies with a *vacancy date and utility account numbers* in order to have billing changed.

If the Tenant has been responsible for its own waste removal, please have trash and recycling dumpsters removed from premises within three (3) days of lease termination.

The Tenant must supply the Post Office with forwarding information. The Oliva Companies will not be held responsible for mail or packages left at a vacant unit.

***There will be no re-entry by Tenant unless authorized by the Oliva Companies.***

### 903 Deposit Refund

The Oliva Companies will have fifteen (15) business days after the Tenant has vacated to inspect the premises. Upon approval, the Oliva Companies will have fifteen (15) business days to refund security deposit to Tenant. Please be aware that the following (including but not limited to) are examples of grounds for forfeiture of security deposit:

Damages to property caused by negligence or Tenant, its employees, and/or agents.

Removal of permanent fixtures, i.e., cabinets, shelving, countertops, belonging to the Oliva Companies.

Non-return of *all* keys issued to the Tenant.

Non-removal of trash, pallets or abandoned equipment that is left on premises after lease termination date.

#### 1001 Our Website

We have implemented a new communication service through our web site to better serve your needs. Our website can be accessed at [www.olivaco.com](http://www.olivaco.com).

Our web site will give you the latest information about the Oliva Companies construction projects, developments, available space and real estate brokerage . You can also access our website to report maintenace issues and find copies of all your statements via the tenant login area.

Please refer to our contact page on our web site and direct your e-mail to our specific departments, i.e., non-emergency maintenance calls should be e-mailed to our maintenance department. When e-mailing please be specific as possible with your request so our staff can be fully prepared to service your need.

Our web site is updated daily and upgrades and additions will be added throughout the year.

#### 1200 Invoices and Statements

Invoices for tax and utility increases, work orders, renovations, etc. will be mailed to your accounting department. Monthly rent statements are emailed to the accounts payable contact person within your company. One additional person may be added. All statements are posted to our website and each tenant is given a username and password to access copies of their statements via the web site at any time.

### **CONCLUSION**

We at the Oliva Companies hope that your experience with your office and our firm will be enjoyable. We look forward to serving you and developing a strong and prosperous relationship.

Any current policies and procedures are subject to change without prior notice.

Please see the attached forms to help us serve you. The tenant information forms need to be sent back to us immediately so we can set up your contact information in our system for communication and billing purposes.

ATTACHMENT A – ACCIDENT REPORT – use upon having an accident

ATTACHMENT B – TENANT INFORMATION - **new tenants complete and return immediately**

ATTACHMENT C – UTILITY METER CHANGE FORM – **new tenants change name on utilities**

ATTACHMENT D – UTILITY METER SHUT OFF FORM – for tenants leaving their space

ATTACHMENT E – ADD’L CONSTRUCTION REQUEST FORM – for renovations and additions

***Please cut this out of your handbook and post it in your office for reporting maintenance issues. Thank you.***

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### ***Reporting Maintenance Issues to the Oliva Companies***

The Oliva Companies’ main line (315) 463-8684 should be dialed for all emergency maintenance calls UNLESS an emergency occurs between the hours of 5PM and 8AM, then call Mike Episcipo, Building Services Manager, at 315-569-0875 to report the issue.

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The labor rate for maintenance calls is \$52.50/hour. We always charge for the first hour, then will charge in ½ hour increments. This fee is subject to change without notice and is taxable.