

BUILDING SERVICES AND OPERATIONS

Providing excellent service to you is our primary goal. Through frequent inspection of the property and careful management of the building's resources and personnel, our intent is to promptly and courteously respond to your needs and operate the building in a manner that exceeds your expectations. Therefore, we request your assistance by notifying us of any situation or condition that you feel requires attention. As a helpful tool, we have also placed general information on our website at www.presidentsplaza.com for your daily use regarding day to day events happening at the building.

BUILDING MAINTENANCE

A service request may be submitted through either of the following channels:
Submit an electronic request through "Tenant Workorders" located at the web page for the building (accessible through www.presidentsplaza.com).

Contact the Management Office at 773-444-0780.

Note: Submitting a request on-line is the most efficient method, and will allow self-service work order entry, status checking and the ability to review work order history on-line. We strongly encourage you to submit requests electronically. If you would like to learn more about how to make and manage your service requests electronically, please contact the management office at 773-444-0780 for details.

Once a service request has been received, the management staff will address the problem as soon as possible and, if applicable, send an invoice for the completed service request. If the situation warrants external assistance, the management staff will obtain pricing approval prior to performing the work.

Please direct all service requests to the management office rather than maintenance personnel. This procedure helps the management staff keep track of your requests and ensure that they are resolved in a timely fashion.

HVAC

Heating, Ventilation and Air Conditioning (HVAC) systems in the building typically operate Monday through Friday during normal business hours. If at any time during working hours you desire adjustment to the temperature within your suite, electronically submit a work order or contact the management office for assistance. To avoid damage and minimize delays, please do not adjust thermostats. In addition, we suggest that you keep blinds closed when in direct sunlight. Keeping blinds closed at night and over the weekend will help maintain a more constant temperature in your suite.

HVAC services after business hours are available upon request and can be scheduled by submitting a service request on-line or by contacting management office. There will be a charge for after-hours HVAC service.

TRASH REMOVAL

Normal building trash removal is provided as a standard building service. Large-scale debris, such as that following construction or minor renovations is your responsibility as the tenant. For disposal of debris and boxes, please contact the management office. In addition, you as the tenant are responsible for the removal of all medical, infectious or hazardous waste from the premises, including any needles, syringes and other articles or substances classified as medical, infectious or hazardous waste by law. Any such removal must be approved by GlenStar and performed in compliance with applicable law.

SIGNS, LETTERING AND NOTICES

All signage being displayed outside your suite must be coordinated through the management office. If you wish to display a sign or notice in any public area of the building, prior written approval from the management office is required.

TENANT FUNCTIONS AND GUIDELINES

If you are planning a function (e.g., party, reception), please notify the management office at least two weeks in advance. The management office maintains certain policies and procedures that assist in coordinating events and limiting liability of the building. The management office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificates of insurance. A function may not be held in the common areas or on the building grounds without prior management approval.

LOST AND FOUND

Please report any lost or found items to the management office at 8600 W Bryn Mawr suite 400N by phone, email or in person.

STAIRWAYS

All exit stairways are for EMERGENCY USE ONLY. Please notify all employees of this security restriction and ask that they cooperate fully so that we may help keep the building secure.

ENERGY CONSERVATION

Tenants can assist in reducing their electrical costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely.

Following are examples of how your employees can help in our efforts to reduce energy costs: Window treatments should be closed during those times when there is direct sun (including weekends).

Employees should be reminded to turn off all lights, computers, copiers, etc., when not in use or before leaving for the evening or weekend.

SMOKING AREAS

The designated smoking areas for each building are as follows:

8600 Presidents Plaza Northeast lot by picnic tables

8700 Presidents Plaza Northwest lot by picnic tables

All other areas on the property are strictly prohibited. Please encourage your employees to use the proper areas. Use of the dock, underground garage and front picnic areas for smoking can be subject to penalties and fines by the City of Chicago.

STORAGE

If you require additional storage space, please contact the Property Manager at 773-444-0782.

JANITORIAL SERVICES

Janitorial services are typically provided 5 days a week. If you have any special cleaning requests, please contact the management office at 773-444-0780.