

TENANT SERVICES

Welcome to 715 5th Avenue Building

We are pleased to welcome you to our building and look forward to serving you.

In order to help familiarize you with the operations of the building, security, emergency procedures and many other services available, we have developed the Tillyard Calgary Website. We encourage you to take a few minutes to become familiar with it and we invite you to share this information throughout your company.

Tillyard Management Inc. is responsible for the efficient running of this building and our goal is to provide quality service and responsive attention to our tenants. Please assist us to achieve our goal by sharing your concerns with us.

Management Office

Suite 310, 715 5th Avenue SW
Calgary, AB T2P 2X6

Telephone: 403-531-3666
Fax: 403-264-8966

Building Access

6:00am – 6:00pm Monday to Friday (includes lobby entrance doors and Plus 15 entrance doors)

Elevators operate from 6:00am to 6:00pm Monday to Friday.

An access card is required for all other times outside of the above-mentioned.

Tenant Requests & Tenant Request System

Maintenance Requests are submitted through the Tenant Request Management program which can be accessed by visiting www.tillyardcalgary.com, from the menu, click on Tenant Requests Login. From here you enter your User ID and Password. Once in, select the type of problem (lights, plumbing, other) add the details in the comment section and submit. This will be sent directly to our Building Operations personnel's blackberry. We prioritize requests, but regardless will have your issue addressed within 24 hours of submission.

Please note that this system is for **NON-emergencies only**. If you have an emergency (ie: such as a leak) call our office direct. If unable to reach Tillyard Management Inc.'s office please contact security at 403-531-3665.

After completion of a tenant request, you will receive an email notification.

Keys and Access Cards

For new tenants moving in or current tenants who require changes in access, please provide your access card and/or key request in writing to calgary_reception@tillyardgroup.com or call 403-531-3666 to make arrangements.

Signage

New Head Lease Tenants are provided with a listing on our directory board located at the Main level by the security desk in the lobby. There will be no charge for the initial listing, however there will be a \$25 charge to any additional change. Suite entrance and directional signage in the lobbies are the responsibility of the Tenant. Tillyard Management Inc. is required to approve all signage prior to installation.

Please note that temporary signs are not permitted without the approval of Tillyard Management Inc. No temporary signage is to be taped to building corridor walls, suite entrance doors, building entrances or lobby walls.

Regulations for Large Deliveries and Moving

Tillyard Management Inc. has developed a set of regulations for moving and/or for the delivery of large items to ensure minimal inconvenience and to prevent damage to the building.

Please review the below list with your movers and/or deliverers in advance.

1. All moves and large deliveries will be made through the loading dock accessible from 6th and 7th Street SW. Deliveries are not permitted through the main floor doors.
2. Freight elevators ONLY are to be used for moving and/or large deliveries.
3. After *moves* Tillyard Management Inc. may inspect walls, doors elevator cabs and other areas around the route to be used during a move for damage. After any move, the Tenant is fully responsible for repair of damages.
4. If damages are realized due to a move or the delivery of large items, Tillyard Management Inc. will repair the damage caused by the move and costs will be charged to the Tenant with a 15% administration fee.
5. Freight elevator reservations between the hours of 6:00am – 6:00pm can be done through security in writing at 715security@tillyardgroup.com or by calling 403-531-3665.
6. After hours reservations must go through Tillyard Management Inc. Inc. in writing at calgary_reception@tillyardgroup.com or by calling 403-531-3666.
7. All additional costs associated with after hour and weekend moves, such as requiring extra staff coverage or call-ins due to door or fire alarms, will be charged back to the Tenant plus a 15% administration fee.

Tenant Contacts

Tenants are required to provide us with several contacts for several different events. *Emergency Contacts* ideally are officers or administrators of your company with the authority to make decisions in emergency situations such as, power/water interruptions, HVAC failures, floods, etc. or planned interruptions. Tillyard Management Inc. can access this list off-site and/or after-hours, please provide detailed contact information

Fire Warden and Assistant Fire Warden are persons that will liaison between Tillyard Management Inc. and the tenant in the case of meetings, evacuation process and emergency preparedness. Fire Wardens should be able to function effectively in a supervisory capacity during emergencies.

The *Initial Contact* designate is the liaison between Tillyard Management Inc. and the tenant regarding general information. This contact will be required to forward information to individuals within your company and/or post information within your space.

Please ensure that any changes to these contacts be made with Tillyard Management Inc.

Smoke-Free Environment

Tillyard Management Inc. provides a safe and comfortable environment for all tenants. There is a smoke-free policy throughout the building including all premises, common areas, lobbies, washrooms, stairwells, parking garage, elevators and within 3 meters of any building entrance.

Housekeeping Services

Quality janitorial day cleaning service from 7am – 3pm. Standard housekeeping services for tenants are provided five days a week, excluding holidays. Services include:

- Emptying garbage and replacing plastic liners;
- Removing collected garbage to designated areas;
- Dusting and spot cleaning furniture, fixtures and accessories;
- Dusting and spot cleaning of horizontal surfaces such as tops of desks (only if cleared), window ledges, tables, chairs and partition ledges;
- Finger marks will be removed from door glass, partition wall glass, walls and office partitions;
- Dust/wet mopping all hard surface floors;
- Inside premise, wall to wall vacuuming, is performed one evening per week. Elevator lobbies are completed nightly.

Various other daily, nightly and periodic cleaning is performed on building exterior, lobbies, entrances and suites.

Additional cleaning requests outside of standard housekeeping services, should be made in writing to Tillyard Management Inc.

Tillyard Management Inc. makes frequent inspections to monitor the quality of our janitorial service as well as meet regularly with our contractor and supervisors to assess performance. Tenant contacts are encouraged to notify Tillyard Management Inc. immediately with any comments or concerns with cleaning, so we may address these issues as soon as possible.

Parking Facilities

Tillyard Management Inc. has parking facilities consisting of 389 parking stalls located in an above-ground and underground parkade. All parking is reserved 24/7 and entry to the parkade can be accessed only through the use of a programmed security access card.

The maximum clearance in the above-ground parkade is 6'3" and the underground parkade is 6'5". Tillyard Management Inc. is not liable for lost or stolen items, damages nor vandalism occurring in the parkade.