



Southdale Place Tenant Manual

August 2010

PERSONNEL AND TELEPHONE NUMBERS

NORTHMARQ REAL ESTATE SERVICES **952.831.1000**

Property Management **952.831.1000**

Bill Zimmerman, Vice President	952.893.8880
Stacey Paulbeck, Property Manager	952.893.8810
Suzan Carpenter, Senior Operations Assistant	952.893.8886
Laurie Simmons, Property Protection	952.893.8761
Phil Moe, Building Engineer	952.831.1001

Marketing

	952.831.1000
John McCarthy, Leasing Representative	952.893.7591
Dan Nechanicky, Leasing Representative	952.820.8765
Chris Jacobson, Leasing Representative	952.893.8845

Security

Guard Phone Number: **952.831.1001**

Edina Police Department	952.826.1600 / 911
Edina Fire Department	852.826.0330 / 911
Emergency Medical Assistance	911

MOVE-IN PROCEDURES

Moving and all necessary arrangements are the responsibility of the tenant. NorthMarq Real Estate Services will assist in every way possible to make your move into your new office as easy and convenient as possible.

- ◆ Please inform us of your moving contractor and have your agent call to set up a meeting with us as soon as possible to discuss the proper move-in procedures.
- ◆ An insurance certificate naming NorthMarq Real Estate Service LLC and NorthMarq Real Estate Services Investment LLC as additional insureds is required of all tenant's vendors.
- ◆ Please schedule all move-ins with Suzan Carpenter at 952.893.8886 at least one week in advance. The elevator can be scheduled after 5:00 p.m. Monday through Friday, or anytime on Saturday or Sunday.
- ◆ All moves must take place in a padded elevator.
- ◆ Please have at least one representative from your company supervise your move and the moving company's activities throughout the entire move.

DELIVERIES

In order to provide the highest possible level of service for tenants of Southdale Place, a reservation system for the freight elevator is outlined below.

Daytime deliveries are limited to one half-hour maximum. Any deliveries over one half-hour must be scheduled with NorthMarq Real Estate Services. Deliveries can be made from 5:00 p.m. until 8:00 a.m. Monday through Friday and anytime on Saturday or Sunday. For reservations, please call NorthMarq Real Estate Services at least 48 hours in advance of your delivery at 952.831.1001.

SUITE SIGNS AND DIRECTORY STRIPS

Tenant suite signs and company identification strips for the building directory are ordered from NorthMarq Real Estate Services prior to your move-in. We furnish the original suite sign and one directory strip at no cost to you.

To place an order for directory strips or suite sign changes, you should submit the following information and camera-ready artwork if using a logo to Suzan Carpenter at NorthMarq Real Estate Services. The order should be on company stationary and must be signed by an authorized representative. It is important to indicate exactly how the company or individual names and abbreviations should appear. Please furnish this information as soon as possible, as production lead time is 4-6 weeks.

Suite Sign: Company Name
 Suite Number

Directory Strip: Company Name
 Suite Number

KEYS

Each tenant receives keys to their suite at move-in.

All dispersed keys are the responsibility of the tenant. In the event keys are lost or misplaced or if you desire to have suite entry changed, please contact NorthMarq Real Estate Services at 952.831.1001 to make arrangements. All locksets must be keyed to the building master key system to permit access to all areas of the building by the property management or other officials in the event of a fire or other emergency.

All costs associated with keys, re-keying, or additional locksets will be billed separately to each tenant.

ELECTRONIC CARD ACCESS

For the protection and safety of our tenants in Southdale Place, we have installed a "state of the art" electronic card access security system which controls and monitors off-hour access to the building. Access is by a cardkey during the following hours:

Building

Monday - Friday 8:30 p.m. – 5:30 a.m.

Saturday – 5:00 p.m. – 7:00 a.m.

Sunday - 24 Hours

NorthMarq Real Estate Services provides each tenant with cardkeys which are then assigned by the tenant to specific employees. Each employee is responsible for his/her own cardkey. Transfer of cardkeys among employees is prohibited.

If an employee loses his/her cardkey, please report it to NorthMarq Real Estate Services at 952.831.1000 immediately to ensure the security of the building and all tenants. When a cardkey is reported lost or stolen, it is immediately deleted from the computer memory, rendering it useless for future access. Replacements may be obtained from NorthMarq Real Estate Services at a nominal fee per card. A printed record of each card's use detailing times, doors opened, dates, etc. may be obtained from NorthMarq Real Estate Services upon request.

It is your responsibility as a tenant to notify us of necessary name changes, additions or deletions to and from the system. Building security is as good as our tenants allow us to keep it. All changes must be accompanied by a letter of authorization. Please allow 24 hours notice for any changes.

CARDKEY OPERATION

1. Printed side of card must be facing you.
2. Slide card through from right to left at a normal speed. You will receive a green light if access is authorized; if denied, a red light will appear.

PARKING

Southdale Place has free surface parking for employees and guests. Parking is available on a first come first serve basis. In order to provide ample parking for the buildings visitors, we ask that all employees park towards the back of the parking lot.

Lock Your Car

NorthMarq Real Estate Services cannot be held responsible for theft, loss or damage to vehicles or their contents. We encourage you to remove radar detectors and other items of value from your vehicle.

Overnight and Long Term Parking

Overnight and long term parking at the building is prohibited.

SOLICITING

For the convenience and protection of our tenants, soliciting, selling, petitioning and posting of signs is strictly prohibited. If a tenant observes any of these activities in the building, please inform the solicitor that such activities are not permitted in the building and notify NorthMarq Real Estate Services at 952.831.1001 immediately. We will send a staff member to escort the individual from the premises.

SMOKING

The Freedom to Breathe Act provisions were signed into law in May of 2007. As a result, smoking will be prohibited in all indoor places of employment. Southdale Place has adopted a smoking policy that complies with these provisions and protects the rights of all of its tenants. Please take a minute to review this policy:

- There is absolutely no smoking in the interior of the building.
- There is no smoking within 40 feet of all exits and entrances. This includes the main entrance.
- The designated smoking area outside is on the west side of the parking lot near the picnic table and ash receptacle.

Smoking is prohibited throughout the Southdale Place property with the exception of the outdoor smoking area mentioned above.

Please be advised the Minnesota Department of Health's enforcement strategy allows local law enforcement the authority to issue petty misdemeanor citations to individuals who knowingly fail to comply and continue to smoke indoors or in non-designated areas. Please be considerate of others and use the designated smoking area only.

For more information, please visit the Minnesota Department of Health website at: www.health.state.mn.us/freedomtobreathe

IN AN EMERGENCY

FIRST, CALL 911

This number provides direct access to police, fire, ambulance, and rescue assistance. If one of the following emergencies occurs in the Building, FIRST call 911, then call NorthMarq Real Estate Services at 952.831.1001 to assist in the emergency team response:

- * To report a medical emergency
- * To save a life
- * To report a fire
- * To report or prevent a crime that is occurring, has just occurred, or is about to occur.

ACCIDENT OR ILLNESS OF AN EMPLOYEE OR VISITOR

1. Call 911 and state the following information:
 - a. You need medical assistance
 - b. Location:
 - Building name: Southdale Place
3400 West 66th Street
 - Floor number and suite number
 - c. Type of illness or injury
 - d. Individual's present condition
2. Call NorthMarq Real Estate Services at 952.831.1001 and state the following information:
 - a. You have called 911 and requested medical assistance
 - b. Location:
 - Building and floor number
 - Suite number
 - Your name and individual's name, if known
 - c. Try to make the individual comfortable, but do not move them.

FIRE PROCEDURE

1. Close the door leading to the source of the fire.
2. Call 911 and state the following information:
 - a. There is a fire emergency
 - b. Location:
 - Building name: Southdale Place
3400 West 66th Street
 - Floor number
 - Suite number
3. Call NorthMarq Real Estate Services at 831-1001 and state the following information:
 - a. You have called 911 and reported a fire emergency
 - b. Location:
 - Building name
 - Floor number
 - Suite number
4. Evacuate out of the building. **DO NOT** TAKE THE ELEVATORS!! (Elevators will be available only to firefighters in an emergency.) In the event of a fire, the fire floor and the floor above and below will hear the fire alarm. Those floors should evacuate when the alarm is sounded.

SEVERE WEATHER

Hennepin County Civil Defense will issue the severe weather warning by radio or civil defense sirens.

1. Move away from the perimeter of the building and external glass.
2. Leave the exterior offices and close the door behind you.
3. Seek shelter in the stairways as they are the safest areas, followed by the corridors and interior offices.

POWER FAILURE

In the event of a power failure in your space or in the building, call NorthMarq Real Estate Services at 952.831.1001 immediately. The buildings' emergency generator is automatically activated during a power failure and the NorthMarq Real Estate Services Engineering staff will investigate the problem immediately. Open draperies and raise blinds to let in all available ambient light. If you are trapped in an elevator during a power failure, DO NOT PANIC. Pick up the phone; it will automatically call the elevator service company and report to them that you are trapped. The elevators will cease normal operation, but will in sequence, slowly make their way down to the first floor where the doors will open. The elevator cab WILL NOT FALL. Do not force open elevator doors or try to escape through the roof hatch.

BOMB THREAT

1. Keep caller on the phone as long as possible, finding out and recording as much information as you can, i.e.:
 - a. Caller's intent, timing of bomb, location
 - b. Age
 - c. Sex
 - d. Accent or slang used
 - e. Background noise

2. Call 911 and state the following information:
 - a. You have received a bomb threat
 - b. Location:
 - Building name: Southdale Place
3400 West 66th Street
 - Your company's name
 - Floor number
 - Suite number
 - Your name

3. Call NorthMarq Real Estate Services at 952.831-1001 and state the following information:
 - a. You have received a bomb threat
 - b. Your floor number and suite number
 - c. Your name

CONFERENCE ROOMS

Southdale Place offers a conference room for your usage. Reservations for conference room use are scheduled on a first-come, first-serve basis at 952.831.1000 or at www.NorthMarqdirect.com

You can also reserve conference rooms online at www.NorthMarqdirect.com. If you do not have a user name and password, please contact Suzan Carpenter at suzan.carpenter@NorthMarq.com. We will need your first and last name, e-mail address and phone number. You will receive an e-mail confirming that you are signed up.

MAIL SERVICES

Mail Pick-up

The building's central mail station is located on the lower level of the building. Please contact the Post Office at 952.944.7186 for information regarding mail.

Outgoing Mail

An outgoing mail drop is also located on the first floor and lower levels of the building. Daily pick-up times are scheduled for 3:00 p.m. and 4:00 p.m., Monday through Friday.

Mailing Address

For proper identification, incoming mail should be address as follows:

3400 West 66th Street, Suite XXX
Edina, Minnesota 55435

Post Office Locations

Byerly's
7171 France Avenue South
Minneapolis, MN 55435
952.831.3601

Normandale Branch
5108 West 74th Street
Minneapolis, MN 55439
952.897.0464

BUILDING SECURITY

Building Hours

The building is open to the public between the hours of 5:30 a.m. and 8:30 p.m. Monday through Friday, 7:00 a.m. to 5:00 p.m. on Saturday and locked on Sunday. The building is accessible after hours by cardkey.

Emergency Notification Names

We request that each tenant provide NorthMarq Real Estate Services with names and home telephone numbers of the tenant's employees who should be notified in case of an after-hours emergency in your office. All telephone numbers will be held in strict confidence.

Security Guard

Security guards will be on duty Monday through Friday from 5:00 p.m. – 9:00 p.m. and on Sunday from 12:00 p.m. – 8:00 p.m. In the event of an emergency, please call 952.831.1001 and someone will be dispatched to assist you.

The guards patrol Southdale Place but do not enter tenant suites unless the suite doors are found unlocked or a suspicious condition is discovered.

For employees working late, a security guard is available to escort you to your vehicle. Please call 952.831.1001 and request an escort.

GENERAL SERVICES AND AMENITIES

Maintenance

In the event maintenance problems arise within your space or in the building common area, please notify NorthMarq Real Estate Services at 952.831.1001. Give your name, company name, suite number and the nature of the problem to the maintenance coordinator and maintenance personnel will be sent to assist you as soon as possible.

Maintenance personnel are equipped to maintain lighting, plumbing, electrical, cooling and heating, door and lock problems.

Lights

Please report burned out lights to NorthMarq Real Estate Services at 952.831.001. Maintenance personnel will be sent to replace the burned out bulbs. There is no charge to replace building standard light bulbs.

Please remember to turn off lights to conserve energy.

Heating, Ventilating and Air-Conditioning (HVAC)

NorthMarq Real Estate Services takes great pride in providing a comfortable environment for you and your employees. We are committed to a quick response to your heating or air-conditioning complaints. Given the state-of-the-art building automation system we employ, we are able to achieve the maximum comfort level at the lowest cost.

Once again, should you have any requests, please do not hesitate to call.

Overtime heating or air-conditioning is available at your request for an additional charge. Please make your request as far in advance as possible, but not less than 48 hours. You may call NorthMarq Real Estate Services for details.

Trash Removal

Trash from normal everyday office operations will be removed nightly by the janitorial staff. Furniture and equipment carts or crates cannot be handled by the building or janitorial staff and must be removed by the tenant's supplier. Please be sure to make the necessary arrangements with your supplier prior to the delivery of furniture and equipment.

Janitorial Service

Janitorial services are provided by Marsden Building Maintenance. Listed below is a brief overview of services that are provided routinely:

- Mop all tile flooring in office spaces as necessary, not less than twice a week.
- Vacuum carpeted areas (rugs) moving light furniture, other than desks, file cabinets, etc.
- Dust, wipe and polish clean all furniture, fixtures, desk equipment, displays, telephones, files (top front and sides), window sills and blinds with specially treated cloths.
- Sweep and wash lavatory and shower room flooring. Wash and polish mirrors, clean toilets (including seats, piping, hinges), urinals, and basins.
- Empty and clean wastepaper baskets, ash trays, receptacles, etc.
- Clean side light glass as necessary.
- Clean all sinks and countertops in kitchens, checking under sink areas for trash and cleaning as necessary.
- Spot clean all partitions and partition glass.

In the event services are not to your satisfaction, please call NorthMarq Real Estate Services so that we may respond to your needs in an efficient and effective manner.

TENANT CONTACT INFORMATION

TO: Southdale Place
FROM: Suzan Carpenter, Senior Operations Assistant
RE: TENANT CONTACT INFORMATION

As the management company, we need to maintain accurate records. Please provide the information requested below and return to my attention, by fax, mail or email at your earliest convenience.

Suzan Carpenter, Senior Operations Assistant
NorthMarq Real Estate Services
3500 American Boulevard West, Suite 200
Bloomington, MN 55431
PHONE: (952) 893-8886 FAX: (952) 820-8750
EMAIL: suzan.carpenter@NorthMarq.com

Thank you for your cooperation regarding this matter.

FRANCE PLACE OFFICE CENTER

COMPANY NAME _____

ADDRESS/SUITE # _____

General Office Contacts:

Contact #1 _____ Phone _____

Contact #2 _____ Phone _____

Office Fax Number: _____

Mailing Address- If different from above:

Contact _____ Phone _____

Address _____ Fax _____

After-hours Emergency Contacts:

Contact #1 _____ Phone _____

Contact #2 _____ Phone _____

Contact #3 _____ Phone _____

Do you have a security alarm on your suite? _____ Yes _____ No

If yes: Company Name _____

Contact Name _____

Phone _____

Phone _____

