

# TENANT HANDBOOK

## CARLSON TECH CENTER

**Building A -13700 First Avenue North  
Building B -13805 First Avenue North  
Building C -13755 First Avenue North  
Building D -13705 First Avenue North  
Plymouth, Minnesota**

*Managed by:*



---

**UNITED PROPERTIES**

## TABLE OF CONTENTS

Introduction	1
Landlord/Management Information	2
Move-in Procedures and Building Operations	3-4
Vendor Contacts	5
Emergency Procedures	6-14
2002 Operating Expense Information	15

## **INTRODUCTION**

Welcome to Carlson Tech Center. We have prepared this Tenant Property Introduction Booklet for your convenience to assist you in making a smooth and efficient move into your new premises.

This booklet will help acquaint you with the policies, practices and procedures of Carlson Tech Center and serve as a future reference for questions and services pertaining to your Leased space in the center.

Should you have any questions, which are not answered here, or need assistance with regard to your premises, please feel free to call United Properties. We look forward to working with you in the future.

United Properties, LLC  
(952) 831-1000

**LANDLORD/MANAGEMENT INFORMATION**

LANDLORD: The owner of the property is The Estate of James Campbell, and they have contracted with United Properties as their contract manager for the property.

CONTACT: United Properties  
(Contract 3500 West 80th Street  
Manager) Suite 200  
Bloomington, MN 55431  
(952) 831-1000

Property Manager: Kristin Harmes  
3500 West 80<sup>th</sup> Street, Suite 200  
Bloomington, MN 55431  
(612) 237-8102 - direct line  
(952) 820-8750 - fax

Property Management Assistant: Angie Guenther  
(952) 893-8898 - direct line  
(952) 820-8750 - fax

Property Management Accounting: Scott Joki  
(952) 893-8892 - direct line  
(952) 893-8841 - fax

Leasing Agents: Jason Meyer  
(952) 820-8735 - direct line  
(952) 893-8293 - fax

Jon Yanta  
(952) 820-8734 - direct line  
(952) 893-8293 - fax

## **MOVE-IN PROCEDURES and BUILDING OPERATIONS**

### **ELECTRICITY:** Xcel Energy, 651-282-1010

Excel Energy requires you make arrangements with them to transfer the utility service to your company's name effective on your move-in date. You should know that we are not allowed to do this on your behalf.

### **GAS SERVICE:** Reliant Energy/Minnegasco, 612-372-4727

Minnegasco requires you to make arrangements with them to transfer the gas utility service serving your company effective on your move-in date. Again, you should know that we are not allowed to do this on your behalf.

### **TELEPHONE:**

The Tenant is responsible to have phone lines distributed from the phone room of the building to the Tenant's individual space (outlets). A vendor of your choice can provide this service to you. It is the Tenant's responsibility to coordinate with the vendor of your choice to connect the phone service and assign the phone number for your business. It is also imperative that you or your phone installer representative make arrangements in advance to pick-up and secure a key from our offices to gain entry to the main telephone equipment panels. United Properties is not in the position to personally deliver keys for the telephone or mechanical room access; however, we can make them available to check out for installation.

### **KEYS:**

Two keys for each door of the premises will be made available to you upon acceptance of your premises. Arrangements for additional keys, rekeying of locks or miscellaneous repair to the locks or related systems are a Tenant responsibility. For fire protection reasons, the building is keyed to a master key, which is retained by the City of Plymouth Fire Department. Therefore, all exterior keying requirements must be completed by the buildings lock company, TransAlarm. Please give them a call at 952-895-3574 with your keying needs.

### **SECURITY:**

Each building Tenant is responsible for their own individual security and locking of their individual premises. United Properties does not retain a master key nor do we require a duplicate key for your premises.

### **SIGNAGE:**

Each Tenant has the right to identify their individual Leased premises in accordance to your Section 11, Signs/Window Coverings, of your Lease Agreement. Your sign contractor is required to follow the established building sign criteria guidelines if you wish to identify your premises.

### **NOTICES:**

Any notice as required by Lease shall be given by the Tenant must be forwarded in writing to the following address:

United Properties  
3500 W. 80th Street  
Suite 200  
Bloomington, MN 55431

RENTAL PAYMENTS:

All monthly rental payments or additional rents are to be made payable on or before the first day of each month to:

The Estate of James Campbell  
CM-9628  
St. Paul, MN 55170-9628

We want to emphasize the importance of your rental payments being made on or before the first day of each month and we appreciate your cooperation in this matter.

INSURANCE REQUIREMENTS:

Section 18 of your Lease describes the insurance requirements for your Leased premises. Please take this opportunity to review these requirements with your insurance agent and provide the necessary Certificates of Insurance to United Properties at least ten days prior to occupancy. Please be sure and name **United Properties and The Trustees Under the Will and The Estate of James Campbell** as additional insureds.

REPAIRS AND MAINTENANCE:

Section 8, Tenant's Maintenance Responsibilities, highlights your responsibility as Tenants to maintain, clean and keep in good repair throughout the term of the Lease, the entire premises and appurtenances including without limitation the maintenance, replacement and repair of any interior walls, floors, store front, doors, window casements, glazing, heating and air conditioning systems, plumbing, pipes, electrical wiring and conduits and any equipment of the Landlord used or utilized by the Tenant. The Landlord is required to repair the roof, exterior walls, foundation, and areas provided by Landlord for the common benefit and use of all Tenants on the project. We will be happy to recommend contractors that could assist you with the necessary repairs or maintenance items that you are responsible for within you Leased premises.

PARKING:

The parking lot is a common area available to all tenants, and there is no reserved or dedicated parking with the exception of designated stalls for handicapped parking only. As a common courtesy, we ask that you please advise employees and staff to refrain from parking their vehicles directly in front of adjacent or other tenant's leased premises.

ALTERATIONS PROCEDURES:

Should you wish to make or contract to have alterations made to your premises, you must do so in accordance with Section 10 of your Lease Agreement. Plans and specifications must be submitted to United Properties for review and approval prior to any work commencing. We are also able to provide you with a list of reputable building contractors who are competitively priced and familiar with the building. However, should you wish to use your own contractor, please include you request in the plan and specification package. We shall also need to receive final mechanic lien waivers from the contractor you employ to work on your behalf.

We also want you to know that during the course of your tenancy, there may be questions or concerns that may arise with regard to your leased premises. We recommend that you refer to your Lease Agreement in the event of questions concerning obligations and responsibilities. In the event you cannot obtain the desired information, we are happy to answer any questions you may have. We wish you success in your new locations.

**SUGGESTED VENDOR CONTACTS**

**\*Heating/Air Conditioning:**

United Operations ..... 763-551-0101  
Metropolitan Mechanical ..... 952-941-7010

**Electrical:**

Mid Northern Electric ..... 651-452-3996  
United Operations ..... 952-551-0101  
Xcel Energy - Business Office /Emergency ..... 800-895-4999

**Gas Service:**

Reliant Energy/Minnegasco Trouble ..... 612-372-5050  
Reliant Energy/Minnegasco Billing ..... 612-321-4939

**Plumbing:**

United Operations ..... 763-551-0101

**Windows, Doors, Glass:**

Brin Northwestern Glass (24 hours) ..... 612-529-9671  
Glewwe Doors ..... 651-456-9194

**\*\*Locksmith:**

TransAlarm ..... 952-895-3574

**Dock & Leveler Repairs & Parts:**

Pugleasa ..... 651-636-6442

**Overhead Warehouse Doors:**

Automatic Garage Door ..... 763-571-2525  
Twin City Garage Door ..... 763-541-5633

**\*\*\*Signage:**

Commercial Signs (Rick Fox) ..... 763-784-7742  
Sign Source (Jim Abrahamson) ..... 952-975-4940 x206

\*An HVAC contract is required to be held by Tenant under the Lease.

\*\*New locks and rekeying must be completed by Trans Alarm

\*\*\*All signs need prior written approval by Landlord.

**EMERGENCY PROCEDURES**

Emergencies and disasters are unpredictable and strike without warning. It is for this reason that United Properties has implemented pre-planning for effective emergency action.

This section contains quick reference information and checklist procedures on how to report an emergency and what to do. The following is a list of emergency service numbers:

**EMERGENCY SERVICE AND  
IMPORTANT TELEPHONE NUMBERS**

Fire .....	911
Medical Aid .....	911
Police Emergency .....	911
City of Plymouth Police/Fire (M-F 8:00 am to 4:30 pm) .....	763-525-6210
City of Plymouth Police/Fire (After 4:30 pm and Weekends) ....	763-509-5160
United Properties .....	952- 831-1000
Property Management (24 hours) .....	952- 831-1001

## MEDICAL EMERGENCY

### THIS IS WHAT YOU DO:

In the event an accident or illness of any employee or visitor takes place in your office area:

1. Call Police/Fire Department at **9-1-1**.
2. Give the following information to them:
  - A. Building name and address
  - B. Location of building and suite number of emergency
  - C. Any details available of accident or illness
3. Do **not** move an injured or ill person. Try to make them comfortable.
4. Stay with the person injured and get all the necessary information: name, where they work, their business phone number, etc. If the person is a visitor, get their home address and phone number.
5. If possible, have someone meet the emergency unit at the front entry door of suite.
6. Call the United Properties' office (952/831-1001); report the information above. Inform them you have called the Police/Fire Department.
7. Ascertain what the injury is and how the accident occurred. Please note if the area was dry, wet, and/or icy.
8. Use your discretion as to when you leave the injured party. However, make sure you have gathered important facts and know that the person is not badly injured.
9. A written report on the accident must be submitted to your supervisor. Do not give it to anyone else. This should be done the same day, while all information is fresh in your mind.

### THIS IS WHAT HAPPENS:

1. Fire emergency unit will be with you shortly and administer necessary medical assistance.
2. Ambulance will arrive and take injured or ill person to hospital, if necessary.
3. United Properties' personnel will contact you to assist with any information, reports, etc.

## **TORNADO/SEVERE WEATHER EMERGENCY**

### **TORNADO WATCH:**

This means that weather conditions in the area are such that a tornado could develop.

### **TORNADO WARNING:**

This means that a tornado has actually been spotted in the area and there may be danger to life and property if protective measures are not taken by people who are in its path. Civil Defense sirens will sound an alert when the National Weather Service gives a **tornado warning**. The Weather Service will announce the approximate time of detection and direction of movement. Wind is anticipated at 75 MPH or greater.

Take precautions when any severe weather is sighted.

### **ACTION TO TAKE:**

1. Stay away from the perimeter of the building and exterior glass.
2. Leave your exterior office - close door.
3. Go to an inside room or corridor without windows in your suite.
4. Sit down in the corridor and protect yourself by putting your head as close to your lap as possible or kneel, protecting your head.
5. Do not go outside the building or stay in lobby areas with windows or skylights.
6. If you need further public information, tune your radio to WCCO at 830 AM.

### **IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:**

Seek protection under heavy furniture such as a table or desk.

## **BUILDING EVACUATION**

It is the responsibility of each employee to be familiar with evacuation plans. It is also the responsibility of each employee to know their company emergency leader, as well as their alternates.

### **DO'S**

1. Follow instructions in this emergency manual.
2. Follow the predetermined procedures for evacuating any handicapped personnel.
3. Close the door of your office as you leave.
4. Form evacuation line - two abreast.
5. Keep talking to a minimum.
6. No smoking.
7. Listen for instructions and follow them.
8. Be ready to merge with other people evacuating the building.
9. Once out of the building, keep moving away from the building to perimeter of building site.
10. **Keep calm.**

### **DON'TS**

1. Once you have left your area, do not return for coats, purses, etc.
2. Do not run or create panic.
3. Do not return to the office until an "all clear" is given by the Fire Department or United Properties.

## **POWER FAILURE**

In the event of a power failure, please contact Excell Energy at 800-895-4999 to inform them of the power outage. Also, please inform the United Properties' management office at 952-831-1001.

### **TENANT PROCEDURES:**

1. Open draperies and raise blinds to let in outside light.
2. Use a portable flashlight.
3. Your supervisor will contact you with additional information and instructions.
4. If you are instructed to evacuate, lock all areas.
5. Do not congregate in lobby areas or in the street.
6. Go to the designated area and remain with your group.
7. Return to your building when instructed by the proper authorities.

## **MAIL EMERGENCIES (BIOLOGICAL HAZARD)**

### What To Look For:

1. A misspelled or unusually-worded address
2. No return address
3. Piece has an odd shape, an odor/stain, or a powdery feel
4. Item is marked confidential
5. The postmark does not match return address

### What To Do If You Find Suspicious Mail

1. Do not open or handle
2. Place piece in plastic bag and isolate area.
3. Ensure that all persons who have touched the mail wash their hands with soap and water.
4. Dial 911 and inform operator of suspicious mail piece, and who has touched it. Give your company name and location. Contact your Property Manager during business hours, or (952) 831-1001 after business hours.
5. As soon as practical, shower with soap and water, and place clothing items in plastic bags.

Anthrax spores are stable and may remain viable for many years. Treatment with antibiotics one day after exposure has been shown to provide significant protection. Effective decontamination of inanimate objects can be accomplished by boiling articles in water for 3 minutes and using common disinfectants.

Skin Anthrax is characterized by a small elevation of the skin, progressing to a blister, and a black scab. With treatment, this is rarely fatal. Inhaled Anthrax is characterized by fever, malaise, fatigue, cough, and mild chest discomfort, followed by respiratory distress. It has an initial incubation period of 1-7 days.

## **FIRE EMERGENCY**

### **In the Event of a Fire:**

1. Call Fire/Police Department at 911.
  - Give building name and address.
  - Give company name and suite number.
  - Give details of fire emergency.
  - Remove persons in immediate danger.
  - Confine fire—close doors.
2. Call the building Property Manager and report the above information. Inform them that you have called 911.
3. If evacuation is necessary, see evacuation procedures included herein. Do not evacuate unless you are in danger of flames or smoke or authorized by the fire department.
4. Do not attempt to fight the fire and if caught in heavy smoke, take short breathes, breathe through your nose, then crawl to escape. The air is better near the floor.

### **This Is What Happens:**

1. Fire department and United Properties staff will respond.
2. A building evacuation may take place, as authorized by the Fire Department.
3. An “All Clear” will be given on the building when authorized by the Fire Department.

## **BOMB THREAT**

In the event a bomb threat is received:

1. Keep Calm. Have a prearranged signal to alert manager or supervisory personnel to listen, too, and if possible, record the call. Advise the caller if you can, that the detonation of the bomb may kill or injure innocent people. Obtain as much of the following information as possible:
  - Where is the bomb?
  - What time is it set to go off?
  - What kind of bomb is it? If dynamite, how many sticks?
  - Method of activation: mechanical, movement of clock, chemical action?
  - What kind of package or box?
  - Method of deactivation?
  - What is the caller's name, address and phone number?
  - Is this call a hoax or legitimate?
  - Have there been or will there be other calls?
  - How old are you?
  - Why did you set the bomb?
  - Judge the voice: male or female? Age? Intoxication? Other?
  - Listen for background noise such as music, people talking, cars or trucks, airplanes, children, machine noise, typing, other
2. Immediately call Police/Fire Department...911
  - State "I have received a bomb threat.
  - Give company name.
  - Give building name, address and floor.
  - Give name of person receiving the call.
3. After you have notified Police/Fire, notify the United Properties Property Manager or call the after-hours service line.
4. If directed by the police, commence search of your area to determine if any strange objects are present. Do not touch suspicious object if found. Report to police the results of your search.
5. If evacuation of the building is authorized by the police, see evacuation procedures included herein.

### THIS IS WHAT HAPPENS:

- Police and United Properties will respond.
- Building search is made by Police.
- Police or bomb squad contacts and questions the person who received the bomb threat.
- An "All Clear" will be given on the building when authorized by the police.

**GENERAL AND AFTER-HOURS EMERGENCY CONTACTS**

Please update your company's contact information with United Properties when you have changes of staff or phone numbers, etc.

TENANT: \_\_\_\_\_ SUITE #: \_\_\_\_\_

GENERAL CONTACT(S):

- 1. \_\_\_\_\_ OFFICE PHONE #: \_\_\_\_\_
- 2. \_\_\_\_\_ OFFICE PHONE #: \_\_\_\_\_

AFTER HOURS EMERGENCY CONTACT(S):

- 1. \_\_\_\_\_ HOME PHONE #: \_\_\_\_\_
- 2. \_\_\_\_\_ HOME PHONE #: \_\_\_\_\_

Please mail or fax the completed form to the United Properties Management Office at:

United Properties  
Attn: Kristin Harmes  
3500 W. 80<sup>th</sup> Street, Suite 200  
Bloomington, MN 55431

Fax: 952-820-8750



