

EXAMPLE

WELCOME LETTER AND TENANT INFORMATION

WELCOME TO ACME COMMERCIAL BUILDING! We are pleased that you have chosen Acme Commercial Project for your business location. We are proud of Acme Commercial Project and we want to ensure its continued success, as well as prosperity for your business, through quality management services, mutual communication, and tenant involvement and participation.

Although courtesy and consideration of one's neighbors is always a good substitute for rules, we have established general policies we have found helpful in maintaining the satisfaction of all tenants. With your comfort and safety in mind, the following policies will assist our efforts to create a successful and productive relationship during your tenancy.

OFFICE HOURS

The office is located in Suite #218 on the second floor of Acme Commercial Building. It is open Monday through Friday from _____ a.m. to _____ p.m.. The office is closed on Saturdays, Sundays and holidays.

The telephone number for reaching the office is _____. During the hours when the office is closed, a 24 hour answering service will take all calls and relay the message to persons on duty.

MONTHLY RENT

Your monthly rent is due on the first of the month. Cash cannot be accepted for any tenant payments, and rent should be paid by check or money order. Payments may be brought to the office during regular office hours, or may be mailed to: Acme CDC, 1234 Smith Street, San Francisco, California.

KEYS

Two sets of keys are issued to each tenant. A separate key opens your front door, your mailbox, and the building entrance (in the case of office tenants).

Extra keys will be provided upon written request and a deposit of \$10 per key. Charges for lost keys will be made at the rate of \$2 per key.

There shall be no alterations or replacement of locks without prior written consent from the Landlord. You may request permission for alteration or replacement by contacting the Facilities Manager. **The Landlord must retain a master pass key for all leased spaces to be used in case of emergency.**

PARKING

There is no on-site parking available for tenants of Acme Commercial Building. Tenants may park in the City Parking Garage by purchasing a permit from the City of San Francisco, or on the street in appropriately marked spaces. Short term parking for customers and business owners is available in the City parking lot adjacent to the project. The parking lot directly behind the project is privately owned, and should not be used for parking

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without obtaining permission from the owner of the parking lot.

BATHROOMS

Common bathrooms are available for use by all tenants and their employees. Use by the general public and customers is allowed in some circumstances. Access to restrooms by the general public is only available with a key provided by a business tenant.

Toilets must have nothing put in them except human waste and toilet paper. If there is a blockage caused by foreign material being thrown or dropped into the toilet and a plumber needs to be called, the tenant will be charged for the call. Foreign objects removed from plumbing and/or appliances is not considered normal maintenance, and service and/or damage charges will be assessed.

WINDOWS

Exterior window cleaning is the responsibility of the Landlord and will be performed on a regular schedule. Interior window cleaning is the responsibility of each tenant, and should also be performed on a regular basis.

Please close all windows and doors when necessary to avoid possible damage from storm, rain or other elements. Tenants shall be responsible for all damage resulting from failure to do so.

SMOKING

Smoking is not permitted inside the building, or on any exterior walkways or decks.

MAINTENANCE REQUESTS

All needed maintenance work is to be reported to the office in person, and a work request signed. Please report all problems as soon as possible.

ANNUAL MAINTENANCE INSPECTION

Acme Commercial Project requires an annual maintenance inspection of all leased space. The purpose is to determine the repairs needed and review the general care of the facilities. Reasonable advance notice will be given.

ADDITIONAL RULES AND REGULATIONS GOVERNING THE OPERATION OF ACME COMMERCIAL PROJECT ARE ATTACHED. THESE WERE A PART OF YOUR LEASE AGREEMENT.

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RULES AND REGULATIONS

- 1) Tenant and Tenant's representatives, agents, and employees (which are collectively included in the term "Tenant" as used herein) shall not in any way obstruct the sidewalks, entry passages, pedestrian passageways, entrances and exits, or other common areas, and shall use the same only as passageways to and from Tenant's Leased Premises. This restriction does not apply to sidewalk areas and passageways which are included as a portion of Tenant's space. All public entrances and exits to the Leased Premises shall be kept unobstructed and open to the public at all times during established business hours.
- 2) All loading and unloading of goods shall be done only at such times, in the areas, and through the entrances designated for such purposes by Landlord. The delivery or shipping of merchandise, supplies and fixtures to and from the Leased Premises shall be subject to such rules and regulations as in the judgment of the Landlord are necessary for the proper operation of the Leased Premises or the Project.
- 3) All wet garbage, waste, rubbish, and trash ("refuse") shall be stored in proper containers within Tenant's Leased Premises until it is placed in the appropriate refuse collection receptacles designated by the Landlord. Removal of refuse from the Tenant's Leased Premises shall occur at such times and in a manner as may be prescribed by Landlord.
- 4) Tenant shall not erect, install, place, paint or attach materials (including but not limited to signs, posters, equipment, or fixtures) to the exterior of the building nor in Common Areas of the Project without the prior written consent of Landlord. Tenant shall not in any way deface the exterior of the building or common areas.
- 5) No awning or shade shall be affixed or installed over or in the show windows or exterior of the Leased Premises except with the written consent of Landlord. No signs shall be affixed to the exterior of the building or in the common areas of the Project without prior written consent of Landlord.
- 6) Tenant shall not do anything in the Leased Premises, or bring or keep anything therein, which will in any way increase or tend to increase the risk of fire or the rate of fire insurance, or which shall conflict with the regulations of any government agency or administrative body having jurisdiction, or the law or with any insurance policy on the Leased Premises.
- 7) Tenant shall not install, maintain or use any equipment or machinery, which causes unreasonable noise, vibration, or which by its weight may endanger or by its use harm any portion of the building or Leased Premises; this shall be enforced even though its original installation or presence may have been permitted.
- 8) Tenant shall not make, nor permit to be generated within the Leased Premises, any loud or improper noises, nor interfere in any way with other tenants' and the public's quiet enjoyment of the Project. No loudspeakers, televisions, phonographs, radios, CD players, or other devices shall be used in a manner so as to be

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heard or seen outside of the Leased Premises without prior written consent of Landlord. Such consent shall be at the sole discretion of Landlord. Tenant shall conduct its business in a quiet and orderly manner so as not to create unreasonable or unrelated noise.

- 9) Tenant shall not cause or permit any obnoxious or foul odors that disturb the public or other tenants. Should such odors be evident, Tenant shall be required to take immediate steps to remedy same upon written notice from Owner.
- 10) Plumbing facilities and fixtures shall not be used for any other purpose than that for which they are constructed, and no foreign substances of any kind shall be placed therein. The expense of any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant who caused the same, or whose employees, agents or invitees caused same.
- 11) Tenant shall use, at Tenant's cost, such pest extermination contractor as Landlord may direct and at such intervals as Landlord may require.
- 12) Tenant is required to observe all security regulations issued by the Landlord.
- 13) Landlord reserves the right to exclude or expel from the Project, any persons who, in the judgment of Landlord, is intoxicated or poses a risk to the enjoyment of the Leased Premises or the safety of the public, other tenants and their employees.
- 14) Tenant shall maintain business hours established by Landlord, or by the Merchant's Association of the Project.
- 15) Tenant agrees to use, to the greatest extent possible, materials which are reusable or recyclable for the service of its customers.
- 16) Landlord reserves the right from time to time, for public welfare or tenant benefit, to amend or supplement the foregoing rules and regulations, and to adopt the promulgated additional rules and regulations applicable to the Leased Premises. Reasonable notice of such rules and regulations and amendments and supplements thereto, if any, shall be given to Tenant.
- 17) Tenant agrees to comply with all rules and regulations and amendments and supplements thereto, upon reasonable notice to Tenant from Landlord.