

TENANT HANDBOOK

407 – 3rd Street SW

Calgary, AB

Phone: 403•216•2660
Fax: 403•216•2661
www.aspenproperties.ca



TO OUR TENANTS:

Aspen Property Management Ltd. would like to welcome you to Northland Place.

We offer this Tenant Information and Life Safety & Emergency Procedures Manual as a reference tool and an introduction to Aspen Property Management Ltd.

We hope you find the information contained in this manual helpful and informative. If you require assistance in any area please contact us.

Tenant Information & Request Forms

Please return the attached Tenant Contact list at your earliest convenience, having this information on record allows us to deal with emergencies in a prompt manner and provides our staff with regular contact information.

If this information changes at any point please contact us at 403•216•2660 to update your information.

ASPEN PROPERTY MANAGEMENT LTD.

Table of Contents

Tenant Information & Request Forms	1
Table of Contents.....	1
KEY CONTACT NAMES	1
Aspen Service.....	2
<i>Building Entrance Hours.....</i>	<i>2</i>
<i>Security Access Cards.....</i>	<i>2</i>
Building Amenities	2
<i>Parking.....</i>	<i>2</i>
<i>Storage.....</i>	<i>2</i>
Recycling	3
Concierge.....	5
Elevators	6
<i>Freight Elevator.....</i>	<i>6</i>
Employee or Public Accident	7

KEY CONTACT NAMES

The property management office is located within 444-5th Avenue and our standard hours of operation are from 8:30 a.m. to 5:00 p.m., Monday to Friday.

Management Office

Aspen Property Management Ltd.
2100, 444 – 5th Avenue SW
Calgary, Alberta T2P 2T8

Tel: 403•216•2660 Fax: 403•216•2661

www.aspenproperties.ca

Tenant Services

Tel: 310•GoAP

Email: service@goaspen.ca

www.goaspen.ca

Dale Zawyrucha – *Senior Property Manager*

Tel: 403•216•5493

Email: dzawyrucha@aspenproperties.ca

Erasmus Gutierrez – *Building Operator*

Tel: 403•310•GoAP

Email: service@goaspen.ca

Tel: 403•310•4627

Magan Karmali – *Assistant Property Manager*

Tel: 403•216•2247

Email: mkarmali@aspenproperties.ca

Caroline Caines – *Property Accountant*

Tel: 403•216•2669

Email: ccaines@aspenproperties.ca

Rob Blackwell – *Vice President, Leasing & Acquisitions*

Tel: 403•216•2242

Email: rblackwell@aspenproperties.ca

Vern Boon – *Project Manager*

Tel: 403•216•3851

Email: vboon@aspenproperties.ca

Aspen Service

All building maintenance issues should be reported through Aspen Service.

Aspen Service is an innovative service hub where customer service agents will take ownership of each call, manage requests, dispatch work orders, escalate emergency situations and handle comments and questions.

By Telephone: 310•GoAP (310•4627)
By Fax: 604•628•5971
By Email: service@goaspen.ca
Online: www.goaspen.ca

Building Entrance Hours

Monday to Friday: 6:30 am to 6:00 pm

After hours access can be gained to the building by Security Access Card. **Please note: Building staff will not unlock or provide access to tenant premises.**

Security Access Cards

Security access cards are required to access the building after hours and to access the parkade.

Access cards are provided without additional charge at the time of move-in. Additional cards must be requested in writing via email to service@goaspen.ca. One card per employee will be provided. \$25 will be charged for replacement cards.

Building Amenities

Parking

The building has 92 indoor parking stalls. Please contact the Property Manager or Property Administrator to inquire about availability of month-to-month parking.

Storage

There are a limited amount of storage units available for lease within the building for tenant use. Please contact the Property Manager or Property Administrator to inquire about availability, size, location and fee.

Recycling

Aspen Property Management Ltd. wants to encourage tenants to reduce, reuse, recycle and recover where possible. We can make a positive impact by managing our waste stream effectively.

Recycle and Minimize Waste

Our expanded recycling program is a user friendly way to give you more opportunities to become effective recyclers.

All you need to do is place all recyclable materials in the appropriate containers. This simple act will help all of us achieve the goal of eliminating recyclable paper fibre from the landfill.

Reduce, Re-use, Recycle

- Use both sides of paper before recycling.
- Bind waste paper into scratch pads.
- Reduce the number and size of waste baskets.
- Re-use packaging materials.
- Use email whenever possible.
- Always photocopy on both sides.
- Ensure that everyone knows how to use the printer and photocopier to avoid waste.
- Donate items to charities, e.g. furniture, computer hardware, cell phones.

Paper Recycling

All “mixed fibre”, including all office paper, newspaper, magazines and boxboard can be placed in your desk side or zone containers (large box). Please see list of recyclable materials.

Acceptable Recyclable Materials

- All coloured and white paper
- Bond or photocopy paper
- Boxboard (flattened), e.g. cereal boxes, shoe boxes
- Glossy paper
- Cardboard
- Cash register tape
- Computer paper
- Envelopes with or without windows
- Flyers & junk mail
- Forms
- Newspapers & magazines
- Paper packaging material
- Post-It™
- Staples and paper clips (on documents)
- Facsimile/Shredded paper

NON Acceptable Materials

- Garbage
- Plastics, plastic wrap or wax paper
- Carbon paper
- Paper cups & plates
- Tissue paper
- Paper towels, napkins or Kleenex™
- Paper food wrapping material
- Styrofoam
- Rubber bands
- Courier envelopes
- Waxed cardboard

Cardboard Recycling

Our program will include the recycling of boxboard and cardboard. Small pieces should be flattened and deposited into the zone bins. All waxed cardboard must be deposited into the waste stream since it is non-recyclable.

Beverage Containers

We encourage all tenants to implement their own beverage container recycling program. Over 90% of beverage containers have a value-attached deposit which will be beneficial to recover.

Specialty Waste

Please contact Clean Calgary's Calgary Materials Exchange at 403-230-1443 for specialty waste disposal needs you may have, such as electronic waste, computers, desktop printers, fax machines, laptops, keyboards, televisions and cell phones.

Concierge

Aspen Property Management Ltd. has partnered with eservus Online Concierge Services to allow our tenants to save on tickets to popular events, attractions and services and take advantage of access to great seats.

Look for updated monthly newsletters in elevators and on our website or contact eservus at 403•269•0744 or www.eservus.com for current offers.



Elevators

Elevators are one of our safest modes of transportation. However, they do occasionally malfunction. We advise any tenant who becomes trapped in an elevator to sit on the floor of the car. Use the telephone for communication with the 24 hour contact.

WHAT TO DO IN SUCH AN EMERGENCY

- Open the telephone panel.
- Push emergency button and await response from the constantly supervised telephone service.
- Give the operator your name and the building location.
- Do not try to force open the elevator doors or leave the elevator if it is not level with the floor.

THIS IS WHAT HAPPENS

- The emergency line will be answered by the Elevator Company who will dispatch a technician to release you from the elevator.

Freight Elevator

Freight elevators **must be booked one full day in advance**, if security is required please provide one week notice.

The freight elevator is available for **delivery use/Move in or out** during the following hours:

Monday to Friday: 8:00 am to 4:30 pm

Weekends: Any time

Should you be using the freight elevator after regular building hours, security will need to be arranged. This will be at the sole expense of the tenant. Elevator pads must be installed prior to use. Contact your Building Operator to arrange for security.

Employee or Public Accident

1. Call Ambulance immediately at 911.
2. Give the operator:
 - Your name and telephone number
 - Building address (**407-3rd Street SW**)
 - Floor of building and location of the emergency on floor and any details available of accident or illness.
3. Inform your supervisor.
4. Call the Aspen Property Management Ltd. office at 403•216•2660 and advise them of the situation.
5. If possible, have someone meet the emergency unit at the elevators and/or at the main entrance to your premises.
6. Do not move injured or ill persons. Try to make them comfortable.