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*Customer Service Commitment*

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### *Our Promise to you*

We are committed to providing our tenants with an exceptional customer experience.

### *Management*

- We will be accessible 24 hours a day, 7 days a week, and 365 days a year.
- We will respond to all non-emergency requests within 24 hours.
- We will be courteous and professional at all times.

### *Communication*

We will proactively maintain an open line of communication and provide:

- Annual Town Hall Meetings conducted by senior property manager.
- Routine announcements sent to you through online Work speed.
- Formal in-person meetings at least once per year in addition to other non-formal check-ins.
- Annual Tenant Survey to solicit your feedback.

### *Maintenance*

All maintenance will be performed by trained and certified staff.

- When you make a service request we will have someone confirm your request within 24 hours.
- Our maintenance engineers will be courteous and professional.
- We will confirm your satisfaction before closing out all service requests.

### *Elevators*

- Notifications will be provided for scheduled elevator outages when we perform regular maintenance.
- When elevators do go out of service unexpectedly, we will inform you. We will limit these to 10 times per year, per car.

### *Cleaning*

We are committed to providing a clean working environment for you and your employees.

- Office cleaning will be performed consistent with your lease specification.
- Restrooms will be fully cleaned nightly during weekdays.
- Restrooms will be inspected and partially cleaned twice each day during weekdays.
- Cleaning staff will be courteous and professional.

### *Security*

Our policy is to maintain a safe and secure environment in a first class manner for all building occupants.

- Your space and building will be accessible 24 hours a day, 7 days a week, and 365 days a year.
- Lobby staff will be courteous and professional.

### *Accounting*

We are committed to providing accurate and timely billing.

- We will respond to all inquiries within 24 hours.
- We will be cooperative, courteous and professional.
- Billings will be accurate and sent out timely.