

TENANT INFORMATION PACKAGE

This guide provides important information that will help your organization get settled in the building. Please complete and return pages two and three, but keep this booklet on hand as you will need to refer to it frequently while you are a tenant here.

An electronic version of the Tenant Information Package is online at www.efhrealtyadvisors.com.

If you have any questions, please contact EFH Realty Advisors, Inc., Property Manager, at (952) 890-6450.

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GETTING STARTED: TENANT CONTACT INFORMATION

Please complete the Tenant Contact Form and return to EFH Realty Advisors, Inc.

Fax: (952) 890-5476

Email: info@efhco.com

Please assign a Representative as the person authorized by your organization to be the liaison between you and EFH Realty Advisors, Inc., the Property Management Office. This person has the authority to do the following:

1. Order lock changes, installations and additional keys for your space.
2. Order work services for billable engineering time (i.e. minor work repairs and any construction related work). When a work order is placed, our work order desk will check this Tenant Contact Information form to ensure that the work order is from a person authorized by your organization per above.
3. Change, add and delete names of additional authorized personnel.

GENERAL INFORMATION

Name of Business _____

Building # _____

Suite # _____

(if applicable) Subtenant of _____

of Employees

Full-time _____

Part-time _____

Mailing Address

Street _____

PO Box _____

City _____

State _____

Zip _____

WEBSITE _____

Tenant Contact Information, cont.

List Representative to Receive General Email Announcements

Name	Position	Phone	Fax	Email

List Emergency Contacts Including Contacts for After Hour Emergencies

Name	Position	Work Phone	Cell and/or Home Phone	Email

List Main Contact for Lease Issues

Name	Position	Phone	Fax	Email

List Main Contact for Billing Issues

Name	Position	Phone	Fax	Email

IMPORTANT CONTACT INFORMATION

EFH Realty Advisors, Inc.

Dana Haugh, Administrative Assistant

T: (952) 890-6450

F: (952) 890-5476

E: dhaugh@efhco.com

Susan Moy, Accounts Payable / Receivable

T: (952) 890-6450

F: (952) 890-5476

E: smoy@efhco.com

Mike Whalen, Real Estate Manager

T: (952) 890-6450

F: (952) 890-5476

E: mwhalen@efhco.com

Work Orders and Maintenance

During Regular Business Hours: (952) 890-6450

After Hours **Emergencies**: (952) 890-5317

Online maintenance request forms are available at: <http://www.efhra.com/MaintenanceRequest.html>

Larry Haugh, Property Maintenance Manager

T: (952) 890-6450

C: (612) 363-4534

E: lhaugh@efhco.com

BUILDING KEYS

EFH Realty Advisors, Inc. will provide tenants with one key to each exterior door lock on the premises upon completion of lease and receiving security deposit. Please contact EFH Realty Advisors, Inc. at (952) 890-6450 or info@efhco.com for duplicate keys, change of locks, or additional locks.

Upon move out, please return all keys to EFH Realty Advisors, Inc.

For safety and emergency reasons, it is important that tenants do not alter any lock or install any new or additional lock or bolt on any door.

UTILITIES AND TELECOMMUNICATIONS

Utilities

If you occupy a multi-tenant building, utilities may be billed to you by the related property and charges will appear on your monthly rental statements, based either on direct usage or your percentage share of the building. Please familiarize yourself with the utility section of your lease to clarify how this will affect your particular space.

Tenants that occupy single tenant buildings should contact EFH Realty Advisors, Inc. for direction on how to set up their individual service.

Telecommunications

Please contact the service provider of your choice to arrange for your telecommunications needs. Please note that depending upon the historic nature of your leased space, you may need permission to install new jacks, drill for new wiring etc. Please contact EFH Realty Advisors, Inc. for direction.

SIGNAGE

To ensure that all signage is in compliance, EFH Realty Advisors, Inc. must approve any changes to tenant identification signage in each building. Please forward all requests for signage changes or additions to EFH Realty Advisors, Inc. at (952) 890-6450 or info@efhco.com.

SECURITY ALARMS

Each tenant will receive a security alarm code which allows entrance into the building after hours. For safety reasons, please keep the security code confidential as we do not want unauthorized persons entering the building.

MAIL SERVICE AND EXPRESS SHIPPING

General Mail Service

Most tenants have two options for general mail delivery:

Post Office Box

The United States Postal Service (USPS) operates local offices in the following cities:

Apple Valley	7287 153 rd Street W.	952-957-3031
Burnsville	13800 Nicollet Blvd.	952-890-2274
Eagan	1964 Rahnclyff Ct. Ste. 200	651-405-9581
	3145 Lexington Ave. S.	651-405-3068
Eden Prairie	8725 Columbine Rd.	952-944-7186
	9625 Anderson Lakes Pkwy	952-941-9680
Lakeville	20711 Holt Ave.	952-469-1463
Prior Lake	445 Village Lake Dr. S.E.	952-447-1062

Tenants may set up a post office box for mail at their local location. To open a post office box, visit the local post office and bring a copy of your executed lease. The hours of operation may vary; please contact the local post office for hours.

Direct Delivery to your Building

The U.S. Postal Service can deliver mail directly to your location provided there is a receptionist or USPS approved mailbox installed and accessible to the carriers. To find out if direct delivery is available at your location, please contact the EFH Realty Advisors, Inc. office at (952) 890-6450. If it is determined that you are able to have direct mail delivered, you will need to go to your local branch office or the USPS website (<https://www.usps.com/>) and submit a Change of Address form.

Express Shipping Service

Federal Express and USP have several stores and drop-off locations throughout the Twin City Metro Area. To locate a store or drop-off site, visit their websites at:

http://www.fedex.com/Dropoff/start?locale=en_us

www.ups.com

You may want to set up an account to schedule pick-ups at your place of business.

*Southcross Commerce Center, LLP Building ONLY: If you are out of the building when a package is delivered, we are happy to sign for delivery. You will find a delivery notice on your door indicating that a package was delivered to our office.

PAYING RENT

Rent and utilities are due and payable on the first day of the month. Please return a copy of your statement with your check. Please note that these monthly statements are issued for your convenience. If the invoice is lost or misplaced, timely payment of rent and any additional costs are still due per the terms in your lease.

Make checks payable to:

(Your Building Name)
c/o EFH Realty Advisors, Inc.
2999 West County Road 42, Ste. 206
Burnsville, MN 55306

Questions: (952) 890-6450

Late Payments: If the rent payment is received after the 10th of the month, a late payment fee will be added to your statement. Please consult your lease for exact terms of the late fee under Article 3.

Insufficient Funds: Generally, checks are processed the day received in our office. Therefore, make sure there are sufficient funds available in your checking account when you send us your check. If sufficient funds are not available at the time we process your check, we will charge you a one-time fee of \$30, and any late fees associated with your rent payment.

WORK ORDERS AND MAINTENANCE REQUESTS

During Regular Business Hours: (952) 890-6450

After Hours Emergencies: (952) 890-5317

E: info@efhco.com

Please call the EFH Realty Advisors, Inc. for the following requests:

- building repairs or maintenance
- estimates for building repairs or maintenance
- to report building-wide maintenance emergency repairs (ie: water breaks, clogged storm sewers, downed trees)
- Pest Control/Extermination Services: To ensure that the services used are in compliance with environmental guidelines, it is important that all work is coordinated with the EFH Realty Advisors, Inc.

Payment: If you have any questions regarding who is responsible for work, please refer to your lease agreement or contact EFH Realty Advisors, Inc. Per your lease agreement, if you are responsible for maintaining the building, please call the EFH Realty Advisors, Inc. for work estimates or pre-notification and approval of work.

Building Inspections: EFH Realty Advisors, Inc. will perform an annual condition assessment report for all occupied commercial suites in the Building. EFH Realty Advisors, Inc. will work with each tenant to schedule times for these inspections.

Janitorial: Please contact EFH Realty Advisors, Inc. at (952)890-6450 with questions about this service.

Building and Landscape Alterations: All construction, landscaping and alterations (minor or major) must be reviewed and authorized in writing and monitored by EFH Realty Advisors, Inc. This includes the removal, addition or change to walls, doors, electrical outlets, carpets, and painting of the premises, as well as any additions you may want to make to exterior flowerbeds or landscape materials. Any work undertaken without prior approval will be considered a lease violation.

To request building or landscape changes, please forward any requests in writing to EFH Realty Advisors, Inc. Please allow as much time as possible for the approval process, which may include an environmental and historical review and a building permit.

RULES FOR NON-RESIDENTIAL USE AND OCCUPANCY

These *Rules for Non-Residential Use and Occupancy* (“*Rules*”) apply to non-residential use and/or occupancy of areas and buildings that are under the authority of EFH Realty Advisors, Inc.

DEFINITIONS

- Agency:** Means any agency, department, commission, board, bureau, office or other governmental authority having jurisdiction.
- Applicable Laws:** Means all federal, state and local applicable laws, including, without limitation, all present and future statutes, regulations, requirements, rules, guidelines, ordinances, codes, licenses, permits, policies, orders, approvals, plans, authorizations, and similar items, and all amendments thereto, and all applicable judicial, administrative and regulatory decrees, judgments, and orders, of any agency, whether now existing or hereafter enacted, relating to or affecting Buildings, the operation of the Building’s occupant or the Owner of the Building.
- Building:** Means any non-residential structure or structures under the administrative jurisdiction of EFH Realty Advisors, Inc.
- Site:** Means the site or lands proximate to a Building that is associated with the Tenant’s occupancy under their agreement with the Owner of the Building.
- Tenant:** Means persons or entities that have signed a lease, permit, cooperative agreement, concessions contract, interagency agreement, license or other occupancy agreement with the Owner of the Building. Use of the term “Tenant” shall not be construed to confer any rights or benefits not granted under its agreement with the Owner of the Building.

PROMULGATION OF RULES

1. Tenants are responsible for ensuring that all of their employees, representatives, invitees, contractors, visitors, agents, sub-lessees, sub-permittees and other individuals or entities under their control are informed of and fully comply with these Rules.

BUILDING MAINTENANCE AND OPERATIONS

2. **Building and Site Modification:** All Building and Site alterations, modifications, and/or improvements must receive the prior written approval of the Owner, and shall be in conformity with the Owner's submittal and construction standards, requirements, procedures and related documents.
3. **Building Maintenance:** All Building floor areas (including vestibules, entrances, vertical shafts and air returns), doors, fixtures, windows and plate glass shall be maintained in a safe and good condition. Common halls, elevators, stairways, exits, passages and entrances to Building shall not be obstructed or used for any purpose other than ingress and egress. External stairs, ladders or other architectural features or attachments provided for use as emergency exits shall be used for that purpose only, and not for convenience exiting. Only maintenance and inspection personnel authorized by the EFH Realty Advisors, Inc. are allowed on roofs.
4. **Trash Disposal:** Exterior and interior areas of each Building and Site shall be kept free from trash and debris. Tenants shall provide an effective system for the collection and disposal of trash generated within the Building. At all times Tenants shall take sufficient precautions to ensure that all trash awaiting disposal is contained adequately to prevent dispersal by wind, rain, animals or other means. Areas dedicated to storing trash for disposal shall be kept free of loose debris, standing water or unrelated equipment.
5. **Building and Site Modifications:** Buildings and Sites shall not in any way be defaced. No planting or altering of lawns, foliage or vegetation located on the property, including installation or removal of site features such as benches, trash receptacles, bike racks and path lighting are allowed without the prior written approval of the Owner. No antenna, loudspeaker, satellite dishes or other device shall be installed on the roof or exterior walls of any Building or on any Site without the prior written approval of the Owner.
6. **Disturbances:** Tenants shall not make or permit any noise, odors or vibrations that are annoying, unpleasant, distasteful or that would interfere in any way with the Owner's use or administration of the Building or the quiet enjoyment of other Building tenants or visitors.
7. **Smoking:** Smoking is prohibited in the interiors of all Buildings, as well as areas immediately adjacent to Buildings.
8. **Plumbing:** Toilet rooms, restrooms, urinals and washbowls shall not be used for any purpose other than their intended use. No toxic or foreign substance of any kind shall be thrown into these receptacles.
9. **Conservation and Safety:** Tenants shall observe strict care that all water faucets, water apparatus, and electrical and natural gas appliances have been shut off as appropriate before leaving the Building, so as to prevent waste and hazardous conditions.
10. **Health Inspections:** Kitchens or other cooking or food preparation areas, and related storage and dining areas, are subject to inspection by EFH Realty Advisors, Inc., the Minnesota Department of Agriculture and other Agencies.
11. **Cooking Waste Disposal:** Waste cooking oils, trim fat or bones shall not be flushed, drained or otherwise disposed of in drains. Disposal of such materials shall be in compliance with all Applicable Laws.

12. **Signage:** All interior and exterior signage must go through the EFH Realty Advisors, Inc. and be in compliance with City sign standards. Tenants are responsible for cost of the installation, maintenance and replacement of all interior and exterior signage related to their operations and services unless otherwise stated in lease.
13. **Pets:** Pets are not allowed to roam unattended or off leash within the Building or on the Buildings grounds. Except for licensed service animals (seeing or hearing dogs), pets are not allowed in the Building.
14. **Safety and Security:** Tenants shall properly secure Building to ensure the safety of occupants and visitors, and shall appoint an authorized representative to coordinate security procedures with the appropriate EFH Realty Advisors, Inc. staff. Any security personnel employed or contracted by Tenants may act as private citizens but have no authority to take law enforcement action or carry firearms.
15. **Parking Violations:** Violations of parking permits shall be reported to EFH Realty Advisors, Inc. at (952) 890-6450 or info@efhco.com. Overnight parking is not allowed.
16. **Fire Safety:** Fire sprinklers, smoke detectors, fire extinguishers and monitored and unmonitored intrusion and fire alarm systems shall be maintained by Tenants in good working order at all times. Testing and servicing of alarm, fire extinguishers and sprinkler systems must be performed by licensed alarm, extinguisher or sprinkler contractors at intervals specified in fire codes.
17. **Cooking and Fire Safety:** No gas or electric stoves, range tops, toaster ovens, hot plates or space heaters are allowed in the Building without prior written approval by the Owner. Fires are prohibited within the Building, including fireplaces, wood or coal stoves, welding torches and asphalt kettles, without the prior written approval of the Owner.
18. **Hazardous Materials Management Plan:** No storage of flammable or combustible liquids is allowed without the prior written approval of the Owner. The quantity of liquids, the Listed Flammable Liquids Cabinet used for storing the liquids, and the location of such cabinets must be approved in writing in advance by the Owner. A Hazardous Materials Management Plan (“HMMP”), Hazardous Materials Inventory Statement (“HMIS”), and Material Safety Data Sheets (“MSDS”) for all chemicals, flammable/combustible liquids, oils, lubricants, fuels and gases shall be maintained by Tenants, and submitted to the Owner and EFH Realty Advisors, in within 90 days of occupancy. The HMMP, HMIS, and MSDS shall be regularly reviewed and updated by the Tenant in consultation with EFH Realty Advisor’s Hazardous Materials Coordinator.
19. **Hazardous Materials:** Each Tenant that generates hazardous wastes shall develop and submit to the Owner and EFH Realty Advisors, Inc. Hazardous Materials Coordinator within sixty (60) days of Building use and/or occupancy. A copy of the Tenant’s hazardous waste standard operating procedure (“Hazardous Waste SOP”) which shall include, but shall not be limited to, the following: (i) the identification of all hazardous wastes, (ii) the hazardous waste accumulation area locations, (iii) the requirements applicable to the hazardous waste storage, including but not limited to accumulation areas, safety, segregation of hazardous waste, appropriate hazardous waste containers, proper hazardous waste labeling and marking, and inspections, (iv) the requirements applicable to transportation of hazardous waste, including but not limited to manifesting requirements, (v) the procedures for proper disposal of hazardous waste, (vi) the procedures for hazardous waste minimization, (vii) the spill response and emergency procedures and the spill contingency plans, (viii) the hazardous waste training requirements, (ix) the maintenance of hazardous waste records, (x) appointment and identification of a responsible Tenant staff member and phone number for information regarding hazardous waste. Such Hazardous Waste SOP shall be updated annually and submitted to EFH Realty Advisors, Inc.’s Hazardous Materials Coordinator. Any questions regarding the preparation of the Hazardous Materials SOP shall be directed to the EFH Realty Advisors, Inc.’s Hazardous Materials Coordinator at (952) 890-6450.

21. Hazardous Waste: Tenants that generate hazardous waste are prohibited from using EFH Realty Advisors, Inc.'s hazardous waste accumulation areas. Tenants are responsible for providing and managing their own accumulation areas in compliance with all Applicable Laws.
22. Hazardous Waste: Tenants that generate hazardous waste must obtain and use their own independent Environmental Protection Agency Identification Number for any hazardous waste generated on the premises.
23. Hazardous Waste: Tenants that handle, manage or otherwise use hazardous materials in or around the Building must designate a Hazardous Materials Coordinator/Emergency Coordinator and an Alternate Coordinator. The names and contact information for the Emergency Coordinator and Alternate shall be submitted to EFH Realty Advisors, Inc.

MISCELLANEOUS

23. Street Addresses: The Owner shall have the right, exercisable without notice, to change the identifying name and street address of any Building.
24. Residing and Overnight use of Non-residential Buildings: Residency in or overnight use and occupancy of any portion of the Building is strictly prohibited.
25. Discrimination: Tenants are prohibited from discriminating against any visitor, employee, or applicant for employment on the basis of race, color, age, religion, sex, sexual orientation, disability or national origin
26. Public Complaints: EFH Realty Advisors, Inc. will forward public complaints regarding Building and operations to the appropriate Tenant for investigation and response in a timely manner. Tenants shall provide EFH Realty Advisors, Inc. a copy of their response. Comments from Tenants about the activities or behavior of another Tenant shall be forwarded to EFH Realty Advisors, Inc. at (952) 890-6450 or info@efhco.com.
27. Vehicles: Vehicle repair or maintenance activities shall not be performed, except in the case of emergency, in any Building parking area, Building, or within other areas, and vehicles shall not be stored or left in any parking area in a non-working condition.
28. Vehicles: Washing vehicles on premises is strictly prohibited.