



Mira Vista Tenant Handbook

Live Oak – Gottesman Mira Vista Tenant Handbook

TABLE OF CONTENTS

| | |
|---|-----------|
| Welcome..... | 3 |
| Management Contacts..... | 3 |
| Tenant Financial Obligations..... | 4 |
| Hours of Operation..... | 4 |
| Tenant Advertising..... | 4 |
| Exterior Equipment Installation..... | 4 |
| Parking..... | 4 |
| Mailbox..... | 4 |
| Elevator..... | 4 |
| Exterior Lighting..... | 5 |
| After Hours Building Access..... | 5 |
| IMPAK Maintenance Request System..... | 5 |
| Light Bulb Replacements..... | 5 |
| Pest Control..... | 5 |
| HVAC..... | 5 |
| Moving Procedures..... | 5 |
| Dumpster Service..... | 6 |
| Keys..... | 6 |
| Insurance..... | 6 |
| Maintenance and Repairs..... | 6 |
| Improvements and Alterations..... | 6 |
| Subleasing..... | 6 |
| Emergency and Safety Procedures | |
| • <i>Accidents/Medical Emergencies.....</i> | <i>7</i> |
| • <i>Electric Power.....</i> | <i>7</i> |
| • <i>Fire.....</i> | <i>8</i> |
| • <i>Tornadoes.....</i> | <i>8</i> |
| • <i>Bomb Threat.....</i> | <i>9</i> |
| • <i>Crime and Security.....</i> | <i>10</i> |
| • <i>Riots and Public Demonstrations.....</i> | <i>10</i> |
| • <i>Housekeeping.....</i> | <i>11</i> |
| • <i>Questions / Assistance.....</i> | <i>11</i> |
| Phone Numbers | |
| • <i>Emergency /Helpful Telephone Numbers.....</i> | <i>12</i> |
| • <i>Live Oak-Gottesman Contact Information.....</i> | <i>13</i> |
| Tenant Forms: | |
| • <i>Contact Information.....</i> | <i>14</i> |
| • <i>Emergency Contact.....</i> | <i>15</i> |
| • <i>Building Rules and Regulations.....</i> | <i>16</i> |
| • <i>Key Order Form.....</i> | <i>19</i> |
| • <i>Signage / Graphics Order Form.....</i> | <i>20</i> |
| • <i>IMPAK.....</i> | <i>21</i> |
| • <i>Telecommunications and Internet Information.....</i> | <i>22</i> |
| • <i>Certificate of Insurance Requirements.....</i> | <i>23</i> |
| • <i>Moving Procedures.....</i> | <i>24</i> |

Live Oak – Gottesman Mira Vista Tenant Handbook

Welcome to Mira Vista!

This handbook is designed to emphasize areas which require the most attention and cooperation between tenant and landlord in the operation of Mira Vista. It is not intended to eliminate or change the provisions of your lease. These guidelines are in no way all-inclusive and may be expanded, altered or revised periodically.

We recommend you keep this handbook where all your employees have easy access to it. Please review it with your personnel to ensure their familiarity and cooperation with these guidelines, and to continue what we hope will be a long and profitable relationship during your tenancy.

MANAGEMENT

The property is managed by Live Oak - Gottesman. Questions or requests pertaining to the operation of the property should be directed to:

Live Oak - Gottesman
2705 Bee Cave Rd, Suite 230
Austin, Texas 78746
(512) 472-5000

Dacia Boyce, Senior Property Manager
(512) 852-7428 direct / Dacia@liveoak.com

Rhonda Jaquez, Principal, Managing Director Asset Services
(512) 852-7422 direct / Rhonda@liveoak.com

Courtney Dunlap, Assistant Property Manager
(512) 852-7509 direct / Courtney@liveoak.com

TENANT FINANCIAL OBLIGATIONS

As a tenant, you must fulfill certain financial obligations on a regular basis. All rental obligations are payable to the landlord in advance by the first day of the month. The monthly remittances should be made payable as follows:

CLPF - Mira Vista, LLC
P.O. Box 732526
Dallas, TX 75373-2526

Any questions concerning lease obligation interpretation or any explanation of special circumstances affecting your performance under the lease should be directed to the property manager at Live Oak - Gottesman.

Live Oak – Gottesman Mira Vista Tenant Handbook

HOURS OF OPERATION

Normal business hours for Live Oak Gottesman are 8:30 a.m. to 5:00 p.m., Monday through Friday. After hours maintenance emergencies should be reported to the answering service at 512-472-5000 so the on-call maintenance engineer can be paged.

TENANT ADVERTISING

Other than building standard directory strips and door graphics, no advertising medium is to be kept on walls, standards, sidewalks, parking lot areas, light poles, tenant windows, car windshields or any common area property.

A pleasant and attractive atmosphere for your customers, business invitees and employees has been created by the fine treatment of storefronts, furnishings, decor and landscaping. To maintain this atmosphere, cooperation is cordially solicited and constantly needed.

EXTERIOR EQUIPMENT INSTALLATION

Unless granted by lease, no other radio, television or other communication antenna equipment or device is to be mounted, attached or secured to any part of the roof, exterior surface or anywhere outside the tenant's demised premises without prior written consent of Live Oak Gottesman. The type of equipment and method of installation must be detailed to management for owner consideration and approval.

PARKING

Tenant parking is free in all parking spaces adjacent to the building. Please do not park along curbs. Your lease agreement provides for a pro-rata share of parking in the lot designated for your building. While Landlord shall not be responsible for enforcing Tenant's parking rights against any third parties, and Tenant expressly does not have the right to tow or obstruct improperly parked vehicles, please contact Live Oak - Gottesman if there is a persistent problem. We will make every attempt to help remedy the situation in an acceptable manner to all parties involved. If a car is illegally parked or abandoned, Live Oak-Gottesman will request the vehicle be towed.

MAIL BOX

You will be assigned a mailbox and a key will be provided to you by management. Tenants will be charged for lost or duplicate keys.

ELEVATOR

The elevator is maintained and monitored by ThyssenKrupp Elevator. If you should have a problem on the elevator, press the elevator phone button which will put you in contact with the elevator monitoring station. The monitoring station will dispatch a technician to assist you. If you notice anything abnormal about the function of the elevator, notify the management office immediately.

Live Oak – Gottesman Mira Vista Tenant Handbook

EXTERIOR LIGHTING

The exterior lighting in common areas is set on a time system to turn on at dusk. Report any lighting problems to the management office.

AFTER HOURS BUILDING ACCESS

A building access card will be required to enter the building after standard building hours which are 7 AM – 7 PM Monday through Friday and 8 AM – 1 PM on Saturdays. Please submit a Building Access Card Form (attached) for new cards, cancellations, etc.

MAINTENANCE REQUEST SYSTEM

Please use the Angus AnyWhere system for all maintenance and janitorial related requests. By using this system, your request will be immediately dispatched via email to the building maintenance engineer, property manager and assistant property manager. To access the Angus login page, click on the “Maintenance Requests” link on our website at www.liveoak.com. Included in the Welcome Packet is a contact information form. Please fill this out so an Angus login can be created for you.

LIGHT BULB REPLACEMENT

Please use IMPAK to report all light bulb replacement requests. Building standard bulbs will be stocked and replaced by building management. Bulbs for specialty fixtures should be stocked by the tenant and can be replaced by building maintenance upon request.

PEST CONTROL

The building is treated for pest control on a quarterly basis. If you experience problems with bugs in your space, please call the management office.

HVAC

The air conditioning and heating systems are programmed to run Monday through Friday from 7:00 a.m. to 7:00 p.m. and 8:00 a.m. to 1:00 p.m. on Saturdays. Tenants will be charged for any overtime heating or air conditioning requests.

MOVING PROCEDURES

Moving must be coordinated with the Management office. Moving furnishings of any kind during the week (Monday-Friday) must be done after 5:30 p.m. or before 7:30 a.m. There are no restrictions on timing for weekend moves (Saturdays or Sundays). The elevator is not a freight elevator and is designed for passengers; however, some furniture can be moved via the elevator. Please notify the property manager of your move and indicate whether you will use the elevator. The manager will ensure that protective padding is installed before your move date. Insurance must be provided by the moving company per the vendor insurance requirements prior to your move date. The Tenant will be responsible for any damages incurred during his/her move. Scratches, dents, tears in wall paper, holes in walls and carpet tears, chips in door jambs and broken light fixtures are all considered damages. A moving procedures form has been provided in the Welcome Packet to help with your upcoming move. Chips in door jambs and broken light fixtures are all considered damages. A moving procedures form has been provided in the Welcome Packet to help with your upcoming move.

Live Oak – Gottesman Mira Vista Tenant Handbook

DUMPSTER SERVICE

The Landlord is responsible for contracting directly for dumpster service. We work hard to keep operating costs down and schedule dumpster pulls based on building occupancy levels. In the event you may have a significant amount of additional waste for the night cleaning crew, please inform our office in advance so that the dumpster doesn't become overloaded. With prior notice, we can schedule for additional pulls.

KEYS

You are provided with keys to your lease space upon occupancy. If you need additional keys, please let us know. We can provide you with an authorization letter to have additional keys cut on your own or we can perform this service for you for a small fee. You are not allowed to change any locks within your lease space.

INSURANCE

Tenant shall, at Tenant's expense, obtain and keep in force during the term of this lease a policy of comprehensive general liability insurance insuring CLPF - Mira Vista, LLC (Landlord) & Live Oak-Gottesman, LLC (Landlord's property manager), and Tenant against any liability arising out of the ownership, use, occupancy, or maintenance of the Premises and all areas pertinent thereto. The limits or amounts of said insurance coverage shall not; however, limit the liability of the Tenant hereunder. Tenant may carry said insurance coverage under a blanket policy; provided, however, said insurance by Tenant shall have a Landlord's protective liability endorsement attached thereto. If Tenant shall fail to procure and maintain said insurance, Landlord may, but shall not be required to, procure and maintain same, and in such event, premiums and costs therefore shall be reimbursed and paid by Tenant to Landlord on demand by Landlord. Insurance required hereunder shall be with companies rated AAAA or better in "Best's Insurance Guide". Tenant shall deliver to Landlord prior to occupancy of the Premises, copies of policies of liability insurance required per the lease or certificates evidencing the existence and amounts of such insurance with loss payable clauses satisfactory to Landlord, but in no event shall the limits of such policy or policies be in an amount less than Two Million Dollars (\$2,000,000) combined single limit per occurrence and not less than Two Million Dollars (\$2,000,000) in aggregate for bodily injury, sickness or death, and property damage. No policy shall be cancelable or subject to reduction of coverage except after thirty (30) days prior written notice to Landlord. Tenant shall also obtain and keep in force Causes of Loss-Special Form Property Insurance for one hundred percent (100%) replacement cost as to all of Tenant's furniture, fixtures and equipment and any leasehold improvements made to the Premises by or on behalf of Tenant, the cost of which exceeds any improvement allowance provided by Landlord under the terms of this Lease. Landlord shall be named as "insured as its interest may appear". Tenant's insurance shall be primary and non-contributory to that carried by Landlord, its agents or lenders. All insurance policies shall contain a waiver of subrogation in favor of Landlord, its officers, directors, members and employees.

Additional Insured should read exactly as in the following:

“Additional insured provided in favor of CLPF - Mira Vista, LLC, Live Oak-Gottesman, LLC, and their affiliates.”

Live Oak – Gottesman Mira Vista Tenant Handbook

Certificate Holder should read exactly as in the following:

**CLPF - Mira Vista, LLC
Live Oak – Gottesman, LLC
2705 Bee Cave Rd, Suite 230
Austin, Texas 78746**

MAINTENANCE/REPAIRS

The Landlord maintains the property, including repairs to common area plumbing, HVAC and electrical. If you have any problems within your space, please contact our office.

IMPROVEMENTS/ALTERATIONS

Tenants must receive written approval prior to making any improvements, alterations, or additions to the premises. To expedite such requests, please submit a plan of the proposed alterations for approval. An approved contractor, in accordance with Live Oak - Gottesman specifications, must perform all work. Live Oak - Gottesman reserves the right to prohibit the use of any contractor deemed unqualified. Improvements creating loud, interruptive noise shall not commence prior to 6:00 p.m. or as approved by property management depending on the level of noise created.

SUBLEASING

Subleasing is prohibited without prior written consent from the Landlord.

Live Oak – Gottesman Mira Vista Tenant Handbook

EMERGENCY AND SAFETY PROCEDURES

Emergencies can occur at any time and being prepared to handle such situations will minimize injury and damage. The following information is designed to assist you in preparing for and handling an emergency.

Also included are some safety tips to help avoid hazardous and potentially dangerous situations. With this in mind, we strongly recommend you read this thoroughly, distribute it to all your employees (current and future), and post a copy in a highly visible area. Additionally, a good rule to follow is take as many precautionary measures as possible to avoid emergency and dangerous situations. Therefore, we also strongly recommend such steps as installing a fire extinguisher and an alarm system that is monitored by the local police department and/or a reputable security company. Also, have these items checked regularly.

Finally, always keep in mind that staying alert and remaining calm has saved many situations from becoming emergencies and has saved many lives in emergency situations.

Emergency Procedures

In the event of an emergency at the property or within your space, please follow the below procedures:

Accidents/Medical Emergencies

CALL 911 and request medical aid and give them the following information:

- Property name
- Business name
- Street address and store or suite number
- Describe the emergency and known sequence of events leading up to the emergency
- Report any known medical history (i.e. allergies, doctor's name, etc.)
- Ask if there is any minor emergency attention you/others present can administer until professional help arrives (i.e., CPR, pressure on bleeding wounds, etc.)

If possible, the individual making the call should have seen the injured person(s) and have as many details as possible.

Electric Power

In the event of a power outage, please contact our office. If the situation is a full building power failure, turn off any delicate equipment that might be affected by a power surge when the power is re-energized. Turn off all coffee makers and appliances so they are not forgotten or left unattended. They may overheat when power is restored.

If your power outage is expected to be of long duration, it is suggested that security be arranged for your office to prevent potential looting or vandalism.

Fire

Evacuation of customers and employees is the highest priority.

Live Oak – Gottesman Mira Vista Tenant Handbook

In order to minimize property damage and possible loss of life, familiarize yourself with the property's fire prevention devices. Know the location of the property's fire sprinklers, extinguishers, roof ladders, alarm systems, the telephone number of the local fire department, and the telephone number of the management company. Follow these suggested guidelines:

1. If the fire is minor (wastebasket, ashtray, etc.) extinguish if possible by turning it completely upside down.
2. If the fire cannot be immediately brought under control without personal risk, isolate or contain it by closing doors to the fire area or get out of the building.
3. Immediately evacuate personnel to parking lot away from the building.
4. Call the fire department at **911** and give them the following information:
 - a. The Property Name
 - b. The street address and suite number
 - c. The major street intersections
 - d. Describe the location, cause, and extent of the fire
 - e. Your store/telephone number
5. Call Live Oak - Gottesman and report the incident at (512) 472-5000, as soon as is safely possible.
6. If trapped by flame, smoke, or heat:
 - a. If possible, telephone fire department at **911** and request immediate assistance
 - b. Close doors separating you from the source of heat and flame
 - c. Break windows, if necessary, for ventilation or escape
 - d. Remember that both smoke and heat rise; air near the floor will be cleaner and cooler so crouch down or crawl to exits.

Tornadoes

Tornadoes can appear any place in the United States at any time of the year. They happen most frequently in the mid-western, southern, and central states from March through September. Tornadoes cause destruction with violent winds, which create a serious hazard from objects blown through the air. They occur mostly between the hours of 3:00 p.m. and 7:00 p.m., but have occurred at all hours. If a tornado occurs, please follow the below instructions:

1. **KEEP CALM** and stay tuned to media broadcasts for the latest tornado and severe weather advisory information.
2. If outdoors, seek shelter indoors. If there is not enough time to find shelter indoors, get into a ditch or low lying areas. Do not remain in a vehicle, because it offers no protection from a tornado.

Live Oak – Gottesman Mira Vista Tenant Handbook

3. If you are already indoors, stay away from glass and move to an interior area close to interior walls. Close all doors leading to exterior offices and sit, crouch, or lay down around or under supportive or padded furniture/items to avoid flying debris.

Bomb Threat

In event of a bomb threat, evacuating customers and employees from the potential danger area is the highest priority. Upon actual receipt of a bomb threat, try and remember as many of the following items listed below as possible:

1. What time the call/notice was received
2. What time the call/notice was terminated
3. Exact words of caller
4. Time indicated that explosion will occur
5. Location of the explosive device
6. Description of the explosive device
7. Explanation of why the device was placed
8. Description of caller's voice:
 - a. Male, female, distorted (synthesized/masked/muffled), calm, frightened, young, old, stutter, accent, slang, vocabulary (educated or not), or background noise (adults/children/masses of people's voices, cars, airplanes, train, quiet, etc.)
9. Additional information available
10. Then immediately call the Police or Fire Department at 911.

The police department will not search for bombs. Please remind employees to maintain familiarity with their work areas as they may be asked to identify objects in and around their workspace.

Explosives can be concealed in any type of container and in any location. Many explosives used in bombings are commercial dynamite and/or black powder. Dynamite is generally encased in cylinders about one-inch in diameter and eight inches long; black powder is generally encased in a section of pipe. Any suspicious items must not be touched and should be considered dangerous. Alert the police to anything out of the ordinary. Do not turn or adjust anything electrical in nature (i.e. thermostats, light switches, etc.).

Evacuate staff to the parking areas; restrict movement of unauthorized people into your store/business.

Crime and Security

There is always the possibility of theft, burglary, shoplifting, credit card fraud, and other misdemeanors, even robberies or crimes of a more serious nature. Observance of the following suggestions could be most beneficial:

Live Oak – Gottesman Mira Vista Tenant Handbook

1. In case of theft or routine burglary, call the city of Rollingwood police at **(512) 328-1900** and report the incident.
2. In case of robbery, molestation, assault, or serious crimes, immediately call the city of Rollingwood police at **(512) 328-1900**.
3. After reporting to the police dept., please report all cases to your Property Manager at Live Oak - Gottesman at (512) 472-5000 and advise them of the crime committed and the action taken after making a report.
4. In the event of suspicious actions from anyone or observance of the presence of unsavory characters or solicitors, call police and Property Manager and report description and location.
5. Handbags, coats, and other articles of value should not be left unguarded, in plain view, near cash registers, or in storerooms in the rear of your shop location, even for a few minutes. Portable articles, when left in these areas, are easy for an expert thief to steal. Keep personal items and petty cash in the office to a minimum. Keep cash registers locked up and signs posted advising of security precautions.
6. It is important to collect keys from all terminating employees, or if necessary, change locks.
7. Ensure that combinations or keys for secured areas or files are kept locked. Do not leave vault, safe, or file combinations in the shop location.
8. Parking lots present conditions for vandalism and crime; therefore, report all incidents of lights out or abandoned automobiles to the Property Manager. For your safety, if it is necessary to leave your store/suite in the evening, arrange to leave with a fellow employee, friend, neighboring tenant, or security personnel.

Riots and Public Demonstrations

In the event of a civil disturbance, such as a demonstrations or a riot near your center, please do the following:

1. Lock your door, close all window coverings and stay away from the windows.
2. Vacate your offices at your discretion.
3. Immediately advise city of Rollingwood police at the number above. The civil authorities will relay instructions as to general procedures.
4. Stay away from storefront windows unless it is necessary for a member of your staff to leave the location. Flying debris could shatter the glass causing damage or injury.
5. Request assistance from police when leaving the property.
6. For your protection, all exterior doors to your location should be locked during the disturbance and, if necessary, police and/or security personnel should be called.

Live Oak – Gottesman Mira Vista Tenant Handbook

Housekeeping

1. Please inspect your space regularly and remove any items that can start or contribute to a fire or be a safety hazard. Items such as old rags, newspapers, or other combustibles should be removed.
2. Electric space heaters are not allowed. Coffee pots and oven units are potential sources for fire; ensure that they are off when not in use or unattended. A timer is also recommended for all coffee pots.
3. Please be sure that your front and rear exits are kept free of any boxes or debris that could hinder exit in the event of a fire.
4. Be sure that your employees know where the fire extinguishers are located and how to use them.

Questions/Assistance

We urge you to contact your local police department, fire ambulance department, security companies, and Management Company if you have any questions, comments, or need assistance with any of the statements, precautions, or instructions listed in this manual.

Live Oak – Gottesman Mira Vista Tenant Handbook

Phone Numbers

Tenant Emergency or After Hours Contact

Please notice the Emergency Contact List located in the forms section of this manual. This form provides the names telephone numbers of people you need us to contact should there be an after-hours occurrence and you need to be notified. Examples of occurrences are water pipes leaking or bursting, flooding, break-ins, security alarms going off, and doors being left unlocked to name a few.

Emergency/Helpful Telephone Numbers

| | |
|---|----------------------------------|
| City of Rollingwood Police Department | 512-328-1900 |
| Fire Department | 911 |
| Westlake Fire Department Non-Emergency | 512-327-9424 |
| Medical Emergencies/Ambulance Service | 911 |
| Poison Control Center | 1-800-POISON 1 or 1-800-764-7661 |
| Spills-Dumping Complaints (Citizen Pollution Complaints) | (512) 974-2550 |
| National Response Center To Report Toxic, Oil, & Chemical Spills & Terrorist Threats (Voice/TDD) | 1-800-424-8802 |
| Live Oak - Gottesman | (512) 472-5000 |
| Gas Lines/Odors Texas Gas Services-Customer Service Texas Gas Services- 24-hour Emergency | 1-800-700-2443 (512) 370-8609 |
| Electrical/Power City of Austin City of Austin 24-hour Emergency | (512) 322-9500 (512) 322-9100 |
| Water/Wastewater City of Rollingwood | (512) 327-1838 |
| Animal Control City of Rollingwood | (512) 327-1838 |

Live Oak - Gottesman Contact Information

As a tenant of Live Oak - Gottesman you will be in contact with various individuals concerning different functions. Up to now, your primary contact with Live Oak - Gottesman has been your leasing representative. Your leasing representative will continue to contact you throughout the term of your lease to insure that your needs are being met regarding the space.

For after-hour emergencies, dial (512) 472-5000 and follow the prompts. The answering service will call the on-call engineer immediately. In any event of an emergency, do not hesitate to call the police department, fire, or emergency medical unit for assistance.

Live Oak – Gottesman Mira Vista Tenant Handbook

Live Oak - Gottesman Property Management

- General Number (Monday-Friday 8:30 a.m. – 5:00 p.m.) – **(512) 472-5000**
- After Hours – **(512) 472-5000 Follow the prompts.** Identify yourself as a Mira Vista tenant at 2705 Bee Caves Road.

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

Please email this form to the attention of your property manager.

CONTACT INFORMATION

Company Name:

Suite #: _____ **Number of Employees:** _____ **Office
Hours:** _____

Main Contact:

Phone #: _____ **Fax #:**

Email:

Secondary Contact:

Phone #: _____ **Fax #:**

Email:

BILLING CONTACT

Name:

Billing Address:

Phone #: _____ **Fax #:**

Email:

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

Please email this form to the attention of your property manager.

EMERGENCY CONTACT

Emergency Contact (after hours):

Home Ph: _____ Cell: _____

2nd Emergency Contact (after hours): _____

Home Ph: _____ Cell: _____

ANGUS ANYWHERE CONTACT (Tenant maintenance requests)

Name: _____ Email: _____

Name: _____ Email: _____

FIRE WARDEN ASSIGNMENT & CONTACT

FIRE WARDEN: Name: _____

Email: _____

ALTERNATE FIRE WARDEN: Name: _____

Email: _____

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

BUILDING RULES AND REGULATIONS

1. Sidewalks, doorways, vestibules, halls, stairways and similar areas shall not be obstructed by tenants or their officers, agents, servants, and employees, or used for any purpose other than ingress and egress to and from the leased premises and for going from one part of the Building to another part of the Building.

2. Plumbing fixtures and appliances shall be used only for the purposes for which constructed, and no sweeping, rubbish, rags or other unsuitable material shall be thrown or placed therein. Any stoppage or damage resulting to any such fixtures or appliances from misuse on the part of a tenant or such tenant's officers, agents, servants, and employees shall be paid by such tenant.

3. No signs, posters, advertisements, or notices shall be painted or affixed on any of the windows or doors, or other part of the Building, except of such color, size and style and in such places, as shall be first approved in writing by the Building Manager. No nails, hooks or screws shall be driven into or inserted in any part of the Building, except by building maintenance personnel.

4. Directories will be placed by the Landlord, at Landlord's own expense, in conspicuous places in the Building. No other directories shall be permitted.

5. Tenant shall not do anything, or permit anything to be done, in or about the Building, or bring or keep anything therein, that will in any way increase the possibility of fire or other casualty, or obstruct or interfere with the rights of, or otherwise injure or annoy, other tenants, or do anything in conflict with the valid pertinent laws, rules, ordinances or regulations of any governmental authority.

6. Tenant shall notify the Building Manager when safes or other heavy equipment or furniture are to be taken into or out of the building. Moving of such items shall be done under the supervision of the Building Manager after receiving written permission. Landlord shall have the power to prescribe the weight and position of safes or other heavy equipment which may overstress any portion of the floor. All damage done to the Building by the improper placing of heavy items which overstress the floor will be repaired at the sole expense of the Tenant.

7. Corridor doors, when not in use, shall be kept closed.

8. All deliveries must be made via the service entrance and service elevator during normal working hours which hours will be determined by Landlord from time to time. Prior approval must be obtained from the Landlord for any deliveries that must be received after normal working hours.

9. Each tenant shall cooperate with Building employees in keeping the premises neat and clean.

10. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. No birds, animals or reptiles, or any other creatures, shall be brought into or kept in or about the Building without the prior written consent of Landlord.

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

11. Tenant shall refer all contractors, contractor's representatives and installation technicians rendering any service to Tenant, to Landlord for Landlord's supervision, approval and control before performance of any contractual service. This provision shall apply to all work performed in the Building, including, without limitation, installation of telephone, telegraph equipment, electrical devices and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment or any other physical portion of the Building.

12. Tenants shall not make or permit any unseemly, disturbing or improper noises in the Building, or otherwise interfere in any way with other tenants, or persons having business with them.

13. No machinery of any kind, other than ordinary office machines such as typewriters and calculators, shall be operated on the lease premises without the prior written consent of Landlord. No equipment of any kind shall be operated on the leased premises that could in any way annoy any other tenant in the Building. No space heaters or fans shall be operated in the Building, without landlord's prior written consent.

14. Tenants, employees, or agents, or anyone else who desires to enter the Building after normal working hours will be required to sign in upon entry and sign out upon leaving, giving the location during their stay and their time of arrival and departure.

15. The Landlord has the right to evacuate the Building in event of emergency or catastrophe.

16. All electrical fixtures hung in the leased premises must be of a quality, type, design, bulb color, size and general appearance approved by Landlord.

17. All tenants, employees, agents and/or invitees of tenants shall be prohibited from carrying any weapons within the premises or common areas.

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

KEY ORDER FORM

Please email the completed form to your property manager.

Tenant / Company Name _____
Suite #

| # of keys needed | Key holder (if known) |
|-------------------------|------------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Number of access cards needed: _____

Access card holder name(s):

Replacement cards for lost, stolen or unreturned cards for any reason are \$10/card.

Requestor's Name (please print)

Signature

Date

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

SIGNAGE

Please email the completed form to your property manager.

Please type or print exactly as sign is to be fabricated. Note: All signage will be fabricated to match building standard specifications.

Tenant: _____ Contact Person: _____

Suite #: _____ Phone: _____

DOOR GRAPHICS (Letters only - No Logos):

BUILDING DIRECTORY (Letters only – no Logos):

Tenant Authorization: _____

Date: _____

For Live Oak- Gottesman Use Only

Date Ordered: _____

Live Oak – Gottesman Mira Vista Tenant Handbook

For maintenance requests, we ask that all tenants use the online maintenance system, [“ANGUS ANYWHERE”](#).

This system allows you to view, track, and follow up to any maintenance issues you may have during normal business hours. These requests are immediately dispatched to an engineer as well as the Property Manager. This is also the means for Live Oak – Gottesman to quickly broadcast building related announcements and for informing all tenants of upcoming building events, etc.

To get started you will need to provide us with the person(s) in your office who will be responsible for notifying us of your maintenance needs. Please do this on the “Contact Information” form that was provided to you. We will need their name and email address in order to assign them a user name and password.

Upon receipt of the completed form, we will enter their contact information into the system. At that time, each IMPAK user will receive an email detailing how to use the IMPAK system as well as their personal login information. There have been times when the first email sent out through the system goes to the user’s junk mail box. If you do not receive your login information in a timely manner, please call your property manager.

** For after-hours emergency maintenance requests, please call our main line:
512-472-5000.*

This emergency system is set up so that the on-call engineer can be immediately dispatched to your building if necessary.

**Live Oak – Gottesman
Mira Vista Tenant Handbook**

MOVING PROCEDURES

MOVING IN? PLEASE:

1. Contact your Property Manager as soon as possible.
2. Send your Property Manager the following:
 - a. Your move in date
 - b. The name of your moving company
 - c. A current Certificate of Insurance from your moving company that meet Landlord requirements for vendors.

MOVING OUT? PLEASE:

1. Contact your Property Manager as soon as possible.
2. Send your Property Manager the following:
 - a. Your move out date
 - b. The name of your moving company
 - c. A current Certificate of Insurance from your moving company that meet Landlord requirements for vendors.
 - d. Your forwarding address and phone number
3. Schedule a final walk through of your space with your Property Manager.

GENERAL RULES FOR MOVING-IN or MOVING-OUT

- Please consult the building rules and regulations
- Moving furnishings of any kind must be done after 5:30 p.m. or before 7:30 a.m. if scheduled during the regular work week Monday through Friday. There are no specified times for weekend moves.
- The Tenant will be responsible for any damages incurred during his/her move. Scratches, dents, tears in wall paper, holes in walls and carpet tears, chips in door jambs and broken light fixtures are all considered damages. This is why it is important that your moving company provides the management office with a certificate of insurance.
- The tenant is responsible for scheduling all telephone and/or internet installs with the property manager 24 hours in advance of the service company's installation window.