

WELCOME TO ROCHELLE PARK



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PARMENTER REALTY PARTNERS

Parmenter Realty Partners is a privately held real estate investment, management, and development company. Headquartered in Miami, Florida, Parmenter Realty Partners is actively involved in acquiring, repositioning, and managing real estate assets in major markets throughout the Southeast and Southwest United States on behalf of our principals and investors. Parmenter Realty Partners has real estate professionals located in Miami, Atlanta, and Dallas.

We are a "value-added" real estate investment and operating company that invests in assets through private real estate investment trusts. We seek to enhance the value of each investment through underwriting and active design, renovation, development, leasing and property management.

As evidence of the firm's ability to be an industry leader in property and asset management, several buildings under management have won the prestigious building of the year award from the Building Owners and Managers Association (BOMA).

Our principals collectively have over 150 years of experience in the real estate industry.



Goals

The Rochelle Park management group is a team of professionals dedicated to maintaining a quality office building. Our goal is to be cost efficient and cost effective while providing quick response time to your needs.

We are sincere in our objectives, but are bound by the Lease Agreement. Therefore, when you call, we will refer to the Lease Agreement to determine the best way to handle the situation. We will make every effort to assist you whenever possible.

Full Service Office Building

Rochelle Park is a full service office building. This means that Building Management consists of a staff of professionals to ensure your safety, security, comfort, and enjoyment of the premises. In general, most areas of the building are Management's responsibility to maintain. An exception to this would be any kitchen areas within a tenant's suite, including the hot water heater. The best rule of thumb is if the tenant installed the item in question, or requested the item be installed during the tenant finish-out procedure, then it is the responsibility of the tenant to maintain. In all cases, the Lease Agreement is the ruling document. If you have any questions regarding responsibility of a problem, please call the Management Office for clarification.



MANAGEMENT TEAM

Your Rochelle Park management staff includes:

- Kelly K. Smith Property Manager
- Regina McClendon Assistant Property Manager
- Burton Tyler Building Engineer

Responsibilities

As the property management team, our responsibilities include the following key services:

- Physical maintenance of the interior and exterior of the building.
- Building security.
- Lease administration.
- Interior and exterior landscaping.
- Parking.
- Janitorial service.
- Heating, ventilation, and air conditioning.
- Trash removal, including recycling.
- Roof repair.
- Collecting rent.



GENERAL BUILDING INFORMATION

Management Office

The Property Management Office is located at 225 E. John W. Carpenter Freeway on the 1st floor in Suite 100. Hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Please call security for any after-hours mechanical emergencies. Notify the officer that you have an emergency and the on-call engineer will be paged. Please remember to leave your phone number and suite number with the security officer. Any medical or security emergencies should be directed to 9-1-1.

Management Office	972-556-0078
Emergency After-Hours:	
Security	214-502-5800
Kelly Smith, Property Manager	469-682-2869
Burton Tyler, Engineer	214-502-8770

Other Important Numbers

Police – Fire – Ambulance	911
Irving Police Non-Emergency	972-721-2600
Irving Fire Department Non-Emergency	972-721-2514
Dallas Area Rapid Transit	214-979-1111

Leasing

Leasing services are provided by Cousins Properties. For renewal or expansion information, please contact Matthew Schendle.

Matthew Schendle mattschendle@cousinsproperties.com	972-432-3604
Cynthia Cowen cynthiacowen@cousinsproperties.com	972-432-3632

Security Officers

Closed circuit cameras operate 24 hours per day, seven days per week. The control station is located in the lobby of Tower II; however, it is not manned while the officer is patrolling. To contact the officers during normal business hours, please contact the management office. After hours, the Officer can be reached at the number below:

Security After-Hours	214-502-5800
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BUILDING HOURS AND ACCESS

Building hours are:

Monday through Friday	7:00 am – 6:00 pm
Saturdays	7:00 am – 1:00 pm
Sundays	Closed
Holidays	Closed

Buildings are secured on Sundays and designated holidays.

Holidays:	New Years Day
	Memorial Day
	Independent Day
	Labor Day
	Thanksgiving Day
	Day after Thanksgiving
	Christmas Day

Certain services are not provided on weekends and the holidays listed above.

Access cards are needed to enter the building after-hours and on weekends.

After hours access to the building is provided by a card key entry system at any doors with a card reader, including the front entry and garage. Prior to move-in, the Property Management Office should be notified of those individuals needing an access card. An access card request form can be found in the Forms section of this manual. Push buttons for exiting after business hours are located on all doors.

In order for the system to work effectively, it is imperative that the Property Management Office be updated on all employee changes that would affect the security access system, such as terminations and additions. An access card deactivation form can be found in the Forms section of this manual.



MOVING PROCEDURES

The City of Irving requires that all tenants apply for a Certificate of Occupancy. This should be done four to five days prior to your move-in date. The Building Development Department is located at 825 W. Irving Blvd, Irving, TX, 75060.

The Management Office requests that you engage a reputable moving company, provide us with your sales representative's name and company address, and coordinate your move with the Property Management Office. Please note the following when scheduling your move:

1. Any moving in or out of the building anytime during your tenancy must be done before 7:00 a.m. or after 6:00 p.m. Monday through Friday, or any time on the weekends when scheduled.
2. A Certificate of Insurance from the moving company showing general liability and workers' compensation coverage at a minimum of \$1,000,000 and \$500,000 respectively must be received by the Property Management Office prior to any moving in or out. Additional Insured on the insurance certificate should be shown exactly as follows:

Listed as additional **insureds**:

Parmenter Realty Partners, Parmenter Rochelle Park, LP,
Parmenter RP, LLC, and Parmenter Realty & Investment Co.
600 E. John Carpenter Freeway
Irving, Texas 75062

Listed as **Certificate Holder**:

Parmenter Realty Partners
225 E. John Carpenter Freeway, Suite 100
Irving, Texas 75062

3. All moves as mentioned above will be coordinated with the Property Management Office (972-556-0078), and must have the approval of same. Moving requests must be submitted to the Property Management Office at least 24 hours prior to scheduled moving.
4. All moving is via the loading dock. The loading area is striped off and located in the back of the building. Items can not be brought into the building through the main entrances of the building.
5. All moving equipment (dollies, shelf carts, etc.) must have rubber wheels. Movers must provide Landlord approved plywood and/or masonite protection for all flooring accessed during the move. Movers must also provide protection of hallway corners and elevator door casings.

MOVING PROCEDURES CONTINUED

6. The janitorial crew is not equipped to handle the volume of trash created during a move; therefore, please make arrangements to breakdown your own moving boxes and have your moving company remove them from the premises. Most boxes are reusable and moving companies are willing to take them back. However, should the building dumpster be used and the volume of refuse require an additional haul, the \$35.00 pick-up charge will be passed on to the tenant.

7. If an item is too large to be carried in the freight elevator, the moving company must make arrangements with Management and the elevator company to move the item on top of the elevator car. The move must be scheduled well in advance and pricing is based on the current elevator company labor rates. Please be sure your moving company evaluates all your furniture and is aware of the elevator measurements below.

8. The freight elevator must be reserved for any move. There is one freight elevator and you will want to ensure that it is available for your use.

Dimensions and limitations of the freight elevator are listed below:

Passenger Elevator Used For Freight

Weight limit capacity	3,000 lbs
Cab Door Height	90"
Cab Door Width	42"
Cab Width	78.5"
Cab Depth	69"
Cab Ceiling Height	110"

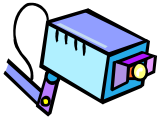


SUITE REPRESENTATIVE

Please appoint one person per floor with your firm to be responsible as a contact for reporting problems to the Management Office and to whom the office can direct any building correspondence. Please let the Property Management Office know the name of the Suite Representative person as soon as assigned.

A Suite Representative Form can be found in the Forms section of this handbook. The form should be completed by the Leaseholder. The Suite Representative and the Leaseholder should be the only persons to contact the Management Office about building issues. This method has been successfully used to avoid confusion for both parties.

One alternate should be chosen in case of absence.



SECURITY

The building is equipped with monitored surveillance cameras. A Security Officer patrols the perimeter of the building during the evenings.

We would like to take this opportunity to make you aware of the following rules enforced by Parmenter Realty Partners after-hours and on weekends:

1. The after-hours move-in or move-out of any equipment, furniture, etc. must be approved through the Property Management prior to 5:00 p.m. of the day it is to take place. Approval by the Property Management Office will only take place after we receive a memo from the Tenant stating clearly that authorization is to be allowed.
2. Special access to building equipment rooms will be admitted only if Tenant makes a request to the Property Management Office at 972-556-0078 prior to their expected arrival (during work hours only).
3. A Tenant Representative must be present with their guests or contractors after-hours during their entire visit. Access to building equipment rooms is only allowed during work hours.
4. Employees who lock themselves out of a suite will only be admitted by verbal authorization of the leaseholder or by written permission. The tenant may supply management with a listing of employees who are always allowed access to the suite.
5. The Patrol Officers are on-site to deter crime. They cannot physically stop a crime or forcibly remove persons from the property. If you witness a crime, please contact the police immediately by dialing 9-1-1. Then contact the Property Management Office and Security.
6. If a client or employee becomes violent or unruly and you would like them to leave the building, please notify the Property Management Office immediately and call 9-1-1 to have the police escort them from the premises.



CRIME PREVENTION

Building Management takes a serious stand on crime prevention. We want to encourage our tenants to practice these crime prevention reminders:

1. Solicitation is not permitted anywhere in or on the premises. Please notify the Management Office immediately if you notice a solicitor in your area.
2. Report all thefts, no matter how small, to the Police and the Management Office so that the proper reports can be filed. Personal property recovery and insurance is the responsibility of the tenant.
3. Secure your premises at the end of the business day. We recommend locking your suite entry door after hours even if people are working late.
4. Do not leave attaches, brief cases, or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money.
5. Notify the Police immediately if you notice a suspicious person loitering in or about your premises. After contacting the police, contact the Property Management Office and the Security Officer. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
6. Put serial numbers on all business equipment to aid police in locating stolen equipment.
7. If an employee is terminated for any reason, consider re-keying your space, resetting any security access codes. Also, contact the Property Management Office to deactivate any key cards.
8. Never leave your reception area unattended when your suite entry door is unlocked.
9. For your protection, office equipment, typewriters, calculators, computers, etc. may not be removed from the property unless the Management Office has been previously notified.



There are two parking areas available for tenant use, in the front of the building and in the parking garage. Access to the parking garage is controlled by the use of an access card. This card controls the garage and/or building access. All card requests must be submitted by the Suite Representative. Only the submitting Suite Representative may sign for access cards.

600 E. John Carpenter Freeway Garage

- To use your card, position it slowly in front of the proximity reader.
- There will be a short delay [about two (2) seconds] and the gate will open. It is important that you do not wave the card too fast in front of the reader as this may cause the reader to malfunction.
- It is also important that when entering or exiting, allow the gate to start down from the car in front of you before using your card. This allows the system to reset itself for each car.

If your card fails or you have forgotten your card, please contact the Management Office at 972-556-0078 during normal business hours.

Please note that cards are issued for your use only. Utilizing a card for more than one person will result in permanent termination of parking privileges. There may be a charge for replacement of broken or damaged cards. However, there will be a \$25 charge for replacement of lost cards.

If an access card is lost or an employee is terminated, immediately notify the Management Office so that use of the card can be terminated to prohibit unauthorized persons from gaining entry to the garage or building.

Rules & Regulations

The following rules and regulations are designed to enhance the efficiency of the parking garage system as well as protect our tenants from accidents or damage to cars. Please observe these rules for your convenience and safety as well as other individuals:

- Any unauthorized or improperly parked vehicles are subject to be towed at the owner's expense.
- The garage has a speed limit of 5 miles per hour. Please follow this for your safety and the safety of others.

PARKING CONTINUED

- Only compact cars are to be parked in spaces designated as compact. No car should occupy more than one space. All others are subject to towing at the owner's expense.
- For your protection, please advise the Management Office if there is a change in your license plate. This will enable us to notify you if there is a problem with your car (for example: flat tire, lights left on, doors unlocked, etc.)

Handicapped parking is located in the surface parking and parking garage. If you need a temporary handicapped parking permit, please contact the Management Office at 972-556-0078.

Use of the parking facility for vehicle storage is prohibited without Management authorization and will result in the towing of the stored vehicle at the owner's expense.

If you have any questions regarding parking, access cards or facilities, please call the Management Office at 972-556-0078.

Handicap Parking

Please do not park in areas reserved for handicapped drivers and passengers. Also, please inform messengers and other short term visitors to your suite not to park in the handicapped parking spaces. Cars parked in these areas that are not equipped with a handicapped license plate or hanging tag will be cited, booted and/or towed. Thank you for adhering to these guidelines.

No speeding!

For your safety and the safety of all of our tenants, please remember to adhere to the posted speed limits in the building's driveway and parking areas. Thank you in advance for your cooperation!

FITNESS CENTER



The state-of-the-art Fitness Center is located on the third floor of Las Colinas Tower II. It is fully equipped with free weights, circuit training machines, aerobic equipment, resistance bands, and exercise balls. Additionally, there is a men's and women's locker room with showers and two LCD televisions with cable for tenant use. The Fitness Center is open 7 days a week from 5:30 a.m. to 10:00 p.m.

CONFERENCE ROOM



Rochelle Park offers an executive conference room for use by all tenants. The conference room is located at 225 E. John Carpenter Freeway, Irving, TX 75062 in Suite 350. The room provides excellent meeting space and accommodates up to 70 people and is equipped with a projection screen, podium, dry erase boards, tables and chairs. The conference center is available on a first-come, first-served basis. Tenants must leave the space in its original condition. There is a charge of \$50 if additional cleaning is required.

Please reserve the conference room by completing the Conference Room Reservation Form and Use Agreement and sending it to the office for approval at least 72 hours prior to the desired meeting time. Reservations will be accepted no more than a month in advance.

NOTARY



Notary services are available free of charge in the Property Management Office during business hours Monday through Friday. Please call first to set up an appointment with the Notary.

SMOKING AREAS



Rochelle Park is a non-smoking building. The City of Irving prohibits smoking within 40 feet of all building entrances. Please refrain from disposing of cigarettes in building planters, landscaping or walkways.

Smoking is prohibited in all tenant suites, public areas, common areas, parking garage, building entrances, lobbies, restrooms, and stairwells. We appreciate your cooperation in adhering to these guidelines and in using the designated smoking areas. Thank you.



PAYMENTS

Please be aware that your rent is due on the **first of every month**. Per your Lease Agreement, late charges **will** be assessed on delinquent payments.

Checks should be made payable to Parmenter Rochelle Park, LP and all payments should be mailed to the following lockbox remittance address:

Parmenter Rochelle Park, LP
P.O. Box 122228
Dallas, TX 75312-2228

Please mail your checks with enough time to reach the lock box by the first of the month.



MAINTENANCE CALL PROCEDURES

Rochelle Park uses an online based maintenance request system, called iTendant, which provides quick and direct communication of your needs with our engineering staff.

iTendant is accessed through the property website: **www.lascolinasandrochellepark.info**.

A login must be created by the management staff prior to access. This information will be provided to your Suite Representative via e-mail upon move in. Tutorial can be performed by phone or in person upon appointment.

Please email Regina McClendon at rmclendon@parmco.com and should you have any question or problems with the system.

If it is an emergency work order, such as a water leak, please call the management office immediately at 972-556-0078 and follow up by submitting a work order.

All tenant requests should be submitted by your company's Suite Representative(s).



TENANT MAINTENANCE ITEMS

PLUMBING



Plumbing located inside a tenant's suite, including restrooms and sinks are the tenant's responsibility. Management will make every effort to assist in repairs for interior plumbing; however, repairs are made at tenant's expense. Please help maintain your interior plumbing by not disposing of the following items in sinks or commodes:

paper towels
sanitary napkins
cooking fats or oils
petroleum products

plastic products or bags
coffee grounds
duplicating toner or
powder

paint products
straws or cups
tea bags

SPECIALTY LIGHTING



Only building standard lights are provided by the Landlord. Down lights, spotlights, cubicle lighting, etc. is the tenant's responsibility. The Management Office will purchase and replace any non-standard lighting at the tenant's expense.

ADDITIONAL LOCKS / KEYS



Upon occupancy, all lock and/or key change requests must be made in writing to the Property Management Office and will be at the Tenant's expense. In order to ensure consistency in our key/lock system, all requests for lock changes must be routed through the management office.



PRICING

Upon tenant's request, tenant maintenance items can be completed by building engineers and billed back.

The following is a breakdown of pricing for common tenant requests. These prices include labor and material. All prices are subject to change as our costs change.

Replacement Access Cards:	\$ 25.00 each
Additional Door Keys	\$ 3.00 each
Building Standard Lock Re-key:	\$ 10.00 per cylinder
Building Standard Lock:	\$ 78.00 each
Building Standard Passage Lever:	\$ 68.00 each



HEATING AND AIR CONDITIONING PROCEDURE

Heating and Air Conditioning services are provided during the buildings normal business hours:

Monday through Friday	7:00 am – 6:00 pm
Saturdays	7:00 am – 1:00 pm
Sundays	Closed
Holidays	Closed

Anytime other than those listed above is determined to be “after-hours”. Currently, the rate for after-hours HVAC service is \$50* per hour, with a two hour minimum. After-hours HVAC requests require 24 hours written notice to the Management Office. This request is to be signed by a designated contact within your company. For weekend requests, please submit your request no later than 12:00 pm (noon) on Friday. Charges for additional air services are billed in one-month cycles.

Should you need adjustments to the temperature of your suite, please submit a work order request through the Electronic Tenant® Service Request System (refer to the Maintenance Call Procedures section of this manual). The building’s engineering staff must make individual temperature adjustments. We will make every effort to provide an even temperature and maintain as comfortable an environment as economically possible. The industry standard temperature maintained is 72°.

**Management reserves the right to change this cost in the future with adequate notice.*



FIRE AND LIFE SAFETY

What do you do if you discover a fire or smoke in the building?

- A. **Rescue-** remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises.
- B. **Confine-**close the door to the room of origin. This will act to contain the fire and smoke to that one room for a longer period of time.
- C. **Alert-**
- a. Call the **Irving Fire Department at 911** and give the following information:
 1. Nature of emergency: fire, medical, etc.
 2. Your name
 3. Complete street address (**600 E. John Carpenter**)
 4. Building Name (**Rochelle Park**)
 5. Floor number and suite number
 6. Closest street intersection (**114 and Rochelle**)
 7. Call-back number (**DO NOT stay at the phone if you are in danger**)
 - b. Call the Building Management Office at 972-556-0078 and give the following information:
 1. Your name
 2. Nature of the problem: fire, medical, etc.
 3. Floor number
 4. Room or suite number
 5. Telephone number you are calling from
- D. **Fight** - if the fire is small and confined to one object (such as a trash can), locate the fire extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless:
1. You know how to operate the fire extinguishing equipment.
 2. You have the appropriate type of extinguisher.
 3. The fire is small.
 4. You have access to an exit if you fail to put the fire out.

The fire extinguishers in Rochelle Park are located in the hallways in each floor and are ABC type extinguishers, which means that they can be used on all three types of fires- ordinary combustible material, flammable liquid fires, and fire involving electrical equipment.



TORNADO WARNINGS & MEDICAL EMERGENCIES

What do you if the tornado warning sirens are heard?

- A. **Evacuate Office into Stairwells** – Safety Warden should direct everyone to calmly enter the stairwells, line up in a single file along the stairwell so that others may pass, and to not block the stairwell door.
- B. **Confirm the Office is Clear** – Safety Warden should do a quick sweep of the office to confirm that everyone has exited to stairwells.
- C. **Secure Office** – Close all doors to outer offices to contain broken glass in the event of the tornado. Close and lock doors into your office space.
- D. **Do Not Go Outside.**
- E. **Wait** – Remain in the stairwells until Management Staff announces an all clear.

What do you do in case of a medical emergency?

- A. **Alert-**
 - a. Call for an ambulance at **911** and give the following information:
 1. Nature of emergency: medical
 2. Your name
 3. Complete street address (**600 E. John Carpenter**)
 4. Building Name (**Rochelle Park**)
 5. Floor number and suite number
 6. Closest street intersection (**114 and Rochelle**)
 7. Call-back number
 - b. Call the Building Management Office at 972-556-0078 and give the following information:
 1. Your name
 2. Nature of the problem: fire, medical, etc.
 3. Floor number
 4. Room or suite number
 5. Telephone number you are calling from
- B. **Assist** – Depending on the nature of the medical emergency, please assist the injured party to the best of your capabilities (i.e. give CPR).



BOMB THREAT PROCEDURES

In the event a bomb threat is received:

1. Immediately call The Building Management (972-556-0078)
2. Building Management will respond and make cursory search of the area with Floor Wardens
3. **IMPORTANT: DO NOT TOUCH ANY SUSPECTED BOMBS. DO NOT SMOKE OR USE RADIO EQUIPMENT**
4. Keep all phone lines clear. Make only necessary phone calls
5. Decision to evacuate the building will be made by Building Management, Tenant's Executive Management, and the City of Irving Police Department
6. Upon decision to evacuate, Building Management and Floor Wardens will proceed with evacuation procedures. All building tenants will evacuate to corner of 114 and Rochelle. Please stay as far away from the building's glass as possible.
7. When the 'all clear' signal is given, Building Management shall immediately prepare a brief written report regarding the incident or any special problems encountered.
8. The Fire Safety Director shall prepare a brief written report of the efforts and actions taken in response to the Bomb Threat, including any problems incurred.

In the event a bomb threat call comes to you:

9. **REMAIN CALM! LISTEN! REMEMBER! TAKE NOTES IF POSSIBLE!**
10. Try to get as much information as possible.
 - Record time: _____ a.m./p.m.
 - Try to keep the caller talking by asking for the following:
 - Repeat the message
 - Describe the location of the bomb
 - Describe bomb size, wrapping, and color
 - Tell how it is constructed
 - Tell time the bomb is supposed to explode
 - Tell how and why it was brought into the building

BOMB THREAT PROCEDURES CONTINUED

11. Record a description of the caller's voice
 - Male or female
 - Juvenile or adult
 - Fast, slow, moderate, or high
 - Impediment, Slurred, nasal
 - Local or foreign
 - Southern or other
 - Sounded intoxicated, or use special slang
 - Sounded angry, excited, calm, or quiet
 - Sounded educated or illiterate
 - Listen for background noises
 - Aircraft
 - Street noise
 - Railroad
 - Animals
 - Other
12. Immediately report the call to Building Management (972-556-0078)
13. Notify your supervisor and have all written records or notes of the Bomb Threat call available for Building Management