



WELCOME !

Thanks for choosing The Executive Suite at Haven as your business home. We are glad to have you here. Please let us know if we can be of assistance!

In an effort to help facilitate your move-in and direct you to some of the things you will receive as a new business here at The Executive Suite at Haven (TESH), we have provided a brief description for you. Please let us know if we can be of additional assistance or answer any questions for you.

TESH STAFF:

Karen Althaus, Jeanette LaBrosciano & Kristine Perez

TESH PHONE NUMBERS:

909-912-1900

909-912-1901 (fax)

HOURS OF ADMINISTRATION AND OPERATION:

8:00am - 5:30pm Monday through Friday

PLEASE HELP US HELP YOU WITH THE FOLLOWING INFO:

In order to better serve you in an emergency situation and make sure you have access to some of the services here, please make sure you have given us the following information:

- *Emergency contact information (ie: cell phone #) for each person in your office*
- *Email addresses for each person in your office*
- *6 digit pass code, one per business. This is your company's access code for phones located in the conference rooms, the copy machines and it is also your login ID for the our website. You must reserve conference time via the website, so the login ID is critical.*

FRONT DOORS UNLOCK AT 8:00AM AND LOCK AT 5:30PM

You, as a tenant, have 24 hr access to the building, but keep in mind any clients of yours who may be at the front door at 5:30 pm or later. They will be unable to get in unless you open the door for them.

WEB SITE:

www.execsuite.net

You will have log in access to this website once you complete your information packet and return it to our office. We will assign you a user identification for access. This is a great tool and will provide you with information about TESH, the activities here and conference room(s)/day office reservation access. You should receive an information packet for the website in this folder.

CONFERENCE ROOM(S) / DAY OFFICE USE.

Conference rooms can be used only when reserved. Please use the website to reserve your time or make a cancellation. Remember there is a 24 hour cancellation policy that applies. If you need to use the conference room after hours please come see us. We do have a check out procedure for the room(s) and associated keys. An operating notebook will be located in the conference room for instruction as to how to use the equipment. This is available on our website as well.

LOUNGE:

This area is for you and your guests to enjoy. Feel free to use the television. As a courtesy to others, when you are finished please return the station to music. Ask us if you are not sure how to do this.

OFFICE TELEPHONES:

We have included some additional information on the features of your office phones in your packet. To set up your *voice mail*, press the clear button on the right with the “envelope” (which may be flashing orange) and there will be a recording that walks you through your set up. The pass code is defaulted to **1111** and the recording will prompt you to choose your own pass code. You can retrieve your voice mails remotely by dialing 909-912-1980, which is our “back door” number. As soon as you hear our main greeting press * and your extension. You will hear your greeting and be prompted to enter your pass code to retrieve your messages as usual. You can also use this telephone number to bypass reception to reach someone specific by entering just their extension once the voice recording comes on and it will ring at their desk (for example: to reach Joe Smith at XYZ Printing directly, press 600 once you hear the voice recording come on).

COPY MACHINES:

Each office will have a user ID and pass code for the machines. It is also possible to network your computer to the copy machines. Let us know if you would like more information about this. Both copy machines are available to each office.

KITCHENS:

We have 2 kitchens for your convenience. The sinks and refrigerators have filtered water. On the sinks use the arched small faucet on the left for this type of water.

There are dishes, coffee cups and silverware in the kitchens. If you are missing some of these items upstairs they may have wondered to the 1st floor kitchen. Feel free to use dishes and cups from either kitchen. We do ask that as a courtesy to other tenants you wash your dishes after use. There is a dishwashing machine on the first floor which you are welcome to use. **Please make sure the dishes find their way back to the kitchen(s).**

NOTE:

The cleaning crew removes all food except bottled beverages and condiments from the refrigerators each Friday. If you want something to stay, mark it very well or take it home with you. We don't want anyone to see "walking food" when they open those doors!

KEYS:

After signing a Lease, you will receive a Key Fob, a Suite Door key, and an Air Conditioner Card (one card per business).

There will be a fee for the usage of the Air Conditioner during non-business hours. The system actually turns on at 6:30am and off at 6:30pm. When you swipe your white card at the electrical device then you will be invoiced for usage time. So be careful when you use it and if you do swipe the card remember to press the green button in your office to make the air flow start up in your room.

USING THE KEYS:

FIRST FLOOR TENANTS AFTER HOURS KEY USE

If you are a first floor tenant you will wave the Key Fob at the card reader on the west side of the front glass building entrance doors. If you are here after hours and want the air conditioner activated then wave the air conditioner card at this same reader. Remember, when you wave your air conditioner card you will be assessed a fee for usage during non-business hours. After you have waved the Air Conditioner card you will need to press the green AC override button in your office. This will direct air flow to your office.

SECOND FLOOR TENANTS AFTER HOURS KEY USE

If you are a second floor tenant you will wave the key fob at the card reader on the west side of the front glass building entrance doors. If you are here after hours and want the air conditioner activated then wave the air conditioner card at this same reader by the elevator button. Remember, when you wave your air conditioner card you will be assessed a fee for usage during non-business hours. After you have waved the air conditioner card you will need to press the green AC override button in your office. This will direct air flow to your office.

LIGHTS:

There are light switches that look like timers next to the reception desk on the 1st floor and to the left of the elevator on the 2nd floor

JANITORIAL SERVICE:

Our janitorial service will be coming every Monday, Wednesday, and Friday. If you would like your desk wiped down, please make sure to clear your desk as much as possible and pick up a note card from the receptionist to put on your desk. This is how the janitorial service will know to wipe down your desk. Otherwise they will vacuum, take your trash and do some light dusting in your office.

As a courtesy to other tenants (especially after moving in) please take any used boxes you wish to dispose of to the dumpster on either side of the building. Please do not leave them in the hallway. The janitorial service will not remove these larger amounts of trash.

INSURANCE REQUIRMENTS:

As a tenant here at The Executive Suite at Haven we require each tenant to get Renter's Insurance. Evidence of insurance is required for occupancy. The Executive Suite at Haven, LLC must be listed as additional insured. Please reference your lease for specific requirements.

OFFICE ETIQUETTE:

As a courtesy to the other tenants and businesses in the building, please be mindful of the professional business environment here. Keep noise levels low and professional. Please dress professionally. We realize that everyone has unexpected quick visits to the office, but as a norm please keep in mind that others will be conducting business here with their clients and appreciate the look and feel of a professional environment and business people.

MOVING IN TIPS:

- *When hanging pictures in your office, please use regular nails. Please do not use dry wall anchors, these really ruin the walls long term and are not considered “normal wear and tear”.*
- *Do not hang anything on the outside or inside of your door. These doors are expensive to replace and damage to the doors is not considered normal wear and tear.*
- *Please do not tape anything or put signs up in your windows. We do have association rules we need to abide by in the 4 building complex here at Palmae Business Center.*
- *If you notice anything broken or damaged in the building, please let us know so we can address the issue quickly.*

PACKAGE DELIVERIES

We can accept deliveries for you. However, keep in mind that if we have to hold and store your deliveries we do reserve the right to charge a fee (reference the price list, exhibit A, in your lease). After hours we will be locking up packages in the administrative office. You will *not* have access to your package until we return. When we receive large packages that are too large for us to conveniently store in our office (ie; a file cabinet) we will not be able to accept the delivery unless we have prior authorization to allow the delivery person inside your suite. If you would like us to accept a large delivery, please make prior arrangements with reception/management so we can access your suite for the delivery.

Technology Support Service:

If you need technology support, let us know. Our IT folks are available to you for any technology support needs you may have. They will bill us per hour for the time you consult with them. We will then bill you for their time via your next month's invoice. Scheduling is done through us at the reception area.

Holiday Schedule for The Executive Suite at Haven (Building will be secure, tenants can use FOB keys to enter the building)

1-New Years Day

2-Memorial Day

3-July 4

4-Labor Day

5-Thanksgiving

6-Thanksgiving Friday

7-Christmas Eve

8-Christmas Day

9-New Years Eve

- Subject to change. Notification of changes will be provided.