

TENANT HANDBOOK



Presented by:





Chasewood Technology Park

Tenant Handbook

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Introduction and Welcome

The Management and Leasing Team of Chasewood Technology Park would like to take this opportunity to welcome you to Chasewood Technology Park. We are pleased to have you join our corporate community and hope that you will enjoy this unique office environment.

Karya Property Management is proud to be your on-site management team. We are committed to providing you with a high level of professional management and leasing services throughout your tenancy at Chasewood Technology Park.

The purpose of this handbook is to provide you with specific information regarding the Rules and Regulations of the Building and to familiarize you with proper procedures for procuring various building services.

Amenities

Chasewood Technology Park is proud to offer the following amenities:

On-Site Management and Leasing Team

On-Site Maintenance Engineering staff

On-Site Day Maid

On-Site courtesy patrol

On-Site Fitness Center (open Mon-Thur 5am-8pm & Fri 5am-7pm - each employee wanting access to the fitness center needs to fill out a waiver. You can find the waiver form on the website. This will need to be e-mailed to ctpadmin@karyamanagement.com).

Tenant Lounge (open Mon-Fri 7am-6pm)

Conference Center (contact management to check the calendar for scheduling 281-320-0393 - you will then need to fill out the form on the website and e-mail it to ctpadmin@karyamanagement.com).

Close proximity to Intercontinental Airport

Close proximity to restaurants in the immediate Northwest corridor Computerized Energy Management and HVAC

Control System Computerized card-key access system

Social Events: Book Fairs
 Ice Cream Socials
 Holiday Events
 Vendor Fairs

Management / Leasing Office Contact Information

Property Manager: Ms. Yolanda Kutac - ctpmgr@karyamanagement.com

Receptionist/APM: Ms. Beth Klein - ctpadmin@karyamanagement.com

Leasing Agent: Mr. David Lee (713-270-3335)

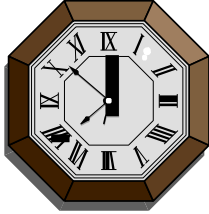
Engineer: Mr. Marlon Estrada

Engineer: Mr. Jose Morales

Address: 20445 State Highway 249, Suite 100, Houston, Tx 77070

Phone: 281-320-0393 Fax: 281-320-0186





Building Hours

Building Hours of operation are as follows:

M-F 7 am – 6 pm
Sat 7 am – 1 pm
Sun --Closed--

The buildings are open and HVAC is provided during normal standard building operating hours.

After-hours, access to the building is provided by card key access only. Authorized individuals may activate after hours HVAC by using their building access card at the Overtime air reader located on the 1st floor or by making prior arrangements with the management office.

Building Rules and Regulations

A separate list of Building Rules and Regulations is included in this booklet. Please read the rules and familiarize yourself with these rules. The rules and regulations are in place for a specific reason and they must be adhered to without exception.



Designated /Authorized & Emergency Contacts

Included in this package is a form that will need to be completed and sent to the management office within 3 days of your move-in. This information is held in strict confidence in the management office and is not released to anyone. Please provide us with an emergency contact in the event we need to contact you concerning any emergency after-hours situation.



Temperature Control

Chasewood Technology Park is equipped with a state-of-the-art computerized HVAC control system. In the event you are experiencing uncomfortable temperature fluctuations, simply call the management office. Do not attempt to alter thermostats or sensors yourself as they are highly sensitive instruments that have been calibrated to function as designed. Any attempt to adjust these instruments yourself will only exaggerate the problem. Since the system is computerized, we control most components of the system via a computer, therefore, a technician will not always physically be visiting you, but be assured that the problem is being addressed and resolved.



Keys / Locks

Please call the management office with all requests for keys. This includes key copies, key changes, lock changes, etc. Your suite is specifically keyed to a master key system and in order to maintain the integrity of this keying system it is imperative that all key requests be completed through the management office. Usually, a minimum of 24 hours prior notice must be provided in order for your keying requests to be administered properly.

Suite Entrance Locks

Upon lease commencement you will be issued a set of 2 keys for each suite entrance lock. Any additional copies will be provided at a cost of \$4.00 per key. Tenant is responsible for all costs associated with any changes made after the lease has commenced. Please see Building Rules and Regulations for additional information.

Interior Office Locks

Tenant will be responsible for all costs associated with interior locks and associated keys, however, all maintenance must be requested through the management office.

Access Cards

Please call the management office with all requests for access cards. This includes replacement cards, new cards, card deletions, changes, etc. Upon lease commencement you will be issued a set of access cards. Tenant is responsible for any additional cards and any replacements, changes, etc. after the lease has commenced. Replacement cards are provided at a cost of \$25 per card. All card requests received by 4:00 pm will be delivered the next business day.

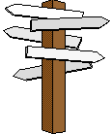
After-Hours HVAC

In the event you are in need of HVAC after normal standard building hours, either 1) use your building access card to activate the reader on the 1st floor lobby or 2) please call the management office with at least 24-hours notice. Landlord will provide after-hours HVAC at the cost that is located in your lease (OT air will run for a minimum of 3 hours when you scan your card). A form has been provided in this package that needs to be completed by an authorized tenant representative and sent to the management office. This form will provide the authorization and will provide support for the billing.



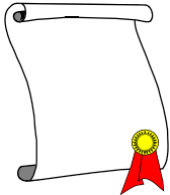
Deliveries

Please refer to the Building Rules and Regulations for specific information regarding deliveries. All outside service deliveries to the building must be arranged after 6:00 p.m. M-F. All deliveries of furniture, heavy equipment, bulky items must be arranged with the management office at least 24-hours prior to the expected delivery time. This allows us to place pad protectors inside the elevator cab. Any damage to the building will be the responsibility of tenant. It is required that the delivery service provide us with a certificate of insurance with our entities named as insured.



Signage/Graphics

Tenant suite signage must be arranged through the management office. A standard building graphics design is utilized throughout the complex and must be adhered to. Any changes or updates to your suite signage must be arranged through the management office.



Insurance certificates

As a requirement in your lease, landlord must be provided with a certificate of insurance. Please read your lease for specific provisions and insurance limits and provide the insurance certificate to the management office. If you need assistance, please call the management office for any clarification.



Mail Box

Upon occupancy, you will be issued a mail box number and a mail box key. The U.S. Postal Service is responsible for mail deliveries/pick-ups. We have no control over the delivery/pickup times. The schedules are totally controlled by the U.S. Postal Service.

Rent Statements

Monthly rent and other charges are **due on or before the 1st of each month.** Each month you will be provided a statement reflecting charges to your account. Please bear in mind that all charges are due on or before the 1st of the month regardless of whether you receive a statement or not. The monthly statements are provided as a matter of courtesy and convenience: however, we are under no obligation to furnish such statements. Please make all payments payable to Chasewood TP, LLC and send to:

Chasewood TP, LLC
C/O Karya Property Management
20445 SH 249, Suite 100
Houston, TX 77070

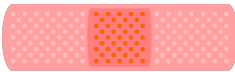


Fire Safety

The building is equipped with a fire alarm system which is monitored 24/7 by an independent monitoring service.

If you observe or smell smoke/fire, notify the management office immediately. We will dispatch an investigative team to assess the situation. After the situation has been assessed, we will make a decision as to the best response method including notifying 911 and/or the fire department.

In the event that you hear a fire alarm, proceed immediately to the nearest stairwell and exit the building. Do not attempt to exit the building by using the elevators. During a fire alarm situation, the elevators are programmed to immediately proceed to the ground floor. If firemen are dispatched to the building, they will have total control of the elevators at this point to transport fire fighting equipment and personnel.



Medical Emergencies

If you are in need of medical emergency assistance, please call the management office. You may call 911 at anytime for any emergency situation at your discretion. Your call to the management office will allow us to dispatch a courtesy officer to assist the emergency response personnel in gaining access to the building in an efficient manner.



After-Hours Courtesy Patrol

If you are in need of a courtesy patrol escort, please call the management office and we will make the appropriate arrangements. Please do not contact the courtesy patrol officer directly. If you call for an escort after 5:00 pm, there is an option to call security.



Solicitation

Please refer to the Building Rules and Regulations. Solicitation is strictly prohibited at Chasewood Technology Park. If you observe a solicitor or if a solicitor visits your office, please contact the management office and we will approach the solicitor and require them to vacate the premises. We have a strict zero-tolerance policy regarding solicitors at this property.

Special Cleaning Requests

Janitorial services are provided by an independent contractor with a specific scope of duties. These services do not include special requests such as, dishwasher service, stocking kitchen cabinets, heavy trash haul, etc. If you have any special service needs, please call the management office and we can advise you regarding your options.



Light Bulb Changes

If you have fluorescent light bulbs that are not working, simply call the management office and we will have the bulbs replaced. In some instances, ballast may need to be replaced in order for the fixture to work properly.



Pest Control

Pest control is provided by an independent contractor with a specific scope of duties. The scope of duties is restricted to the common areas of the buildings and does not include services within the leased premises. If you are in need of pest control services within your leased premises, we are not authorized to provide these services; however, please call the management office and we will make arrangements for the services to be provided. Please note that additional charges will be assessed to your account if the services are not covered under our pest control contract.

High Speed Internet Access

Chasewood Technology Park has several vendors that provide High Speed Internet Access.

EXHIBIT "D"
BUILDING RULES AND REGULATIONS

1. No sign or signs will be allowed in or upon the Complex on the exterior of the Building or on any window or windows inside or outside of the Building and no sign or signs, except in uniform location and uniform style fixed by Landlord, will be permitted in the public corridor doors or entrances to the Leased Premises.

2. Tenant shall not bring any bicycles, motorcycles, or similar vehicles into the Building, and will park such vehicles in specified areas of the Complex.

3. Except for microwaves, coffee pots and other similar appliances. Tenant shall not place, install or operate on the Leased Premises or in any part of the Building, any engine, stove, or machinery, or conduct mechanical operations or cook thereon or therein, or place or use in or about the Leased Premises any explosives, gasoline, kerosene, oil, acids, caustics, or any other inflammable explosive or hazardous material without the prior written consent of the Landlord.

4. Plumbing fixtures shall be used only for the purpose for which they are designed, and no sweeping, rubbish, rags, or other unsuitable materials shall be disposed into such fixtures. Damage resulting to any such fixtures from misuse by Tenant shall be the liability of the Tenant.

5. Tenant will be responsible for any damage to carpeting and flooring the Leased Premises as a result of rust or corrosion of file cabinets, pot holders, roller chairs, and other metal objects.

6. All glass, locks, and trimmings, in or about the doors and windows in the Leased Premises, and all electric globes and shades, belonging to the Landlord shall be kept whole, and whenever broken by Tenant, shall be immediately replaced or repaired and put in order by Tenant under the direction and to the satisfaction of the Landlord and, on removal, shall be left whole and in good repair.

7. Landlord shall have the authority to prescribe weight and manner that safes and other heavy equipment are positioned in the Leased Premises.

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

9. Portions of the Leased Premises visible from public areas of the Building must be kept neat and clean.

10. Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be (i) used for the disposal of trash, (ii) obstructed by Tenant, or (iii) used by Tenant for any purpose other than entrance to and exit from the Leased Premises and for going from one part of the Building to another part of the Building.

11. All loading dock area of the Complex are to be kept neat and clean. The disposal of trash or storage of materials in such loading dock areas is prohibited.

12. No vending machines of any type shall be allowed in the Leased Premises without the prior written consent of Landlord.

13. With the exception of animals whose purpose is to provide assistance to handicapped persons, no birds, fish or other animals shall be brought into or kept in, on, or about the Leased Premises.

14. No tenant shall tamper with or attempt to adjust temperature control thermostats in the Leased Premises or in the Building; Tenant shall keep all exterior window curtains in the Leased Premises drawn to help maintain comfortable room temperatures and conserve energy.

15. Tenant shall not occupy parking spaces in the Complex designated for visitors and shall occupy only those parking spaces rented by Tenant in the Garage or otherwise designated by Landlord for Tenant's use.

16. In the event Tenant desires utility or air conditioning service at times other than Normal Building Operating Hours, the request must be made to the Building Manager's office at a reasonable length of time prior to need for such service. Utility or air conditioning service will be made available to Tenant during times other than Normal Building Operating Hours at the cost of Tenant for the prevailing rate established on an hourly basis.

17. Tenant must comply with all requirements necessary for the security of the Leased Premises and the Complex both during Normal Building Operating Hours and time other than Normal Building Operating Hours.

18. Tenant is requested to lock all office doors of the Leased Premises leading to corridors of the Building and to turn out all lights in the Leased Premises at the close of Tenant's working day.

19. The Landlord has the right to refuse admittance to the Building at time other than Normal Building Operating Hours to any person who cannot furnish satisfactory identification, or to any person, who for any other reason, should be denied access to the Building or Leased Premises.

20. Landlord will not be responsible for any lost or stolen personal property, equipment, money, or jewelry from the Leased Premises or the Complex regardless if such loss occurs when the Building public areas and the Leased Premises are not locked against entry.

21. Landlord may permit entrance to the Leased Premises by use of pass key controlled by Landlord or employees, contractors, or service personnel supervised or employed by Landlord.

22. The work of the janitor or cleaning personnel shall not be hindered by Tenant after 5:30 p.m. and such work may be done at any time when the Leased Premises are vacant. The windows, doors, and fixtures may be cleaned at any time. Tenant shall provide adequate waste and rubbish receptacles, cabinets, book cases, map cases, and the like necessary to prevent unreasonable hardship to Landlord in discharging its obligation regarding cleaning service.

23. Movement in or out of the Building or Leased Premises of furniture, office equipment, or any other bulky or heavy materials shall be restricted to such hours as Landlord designates. Landlord will determine the method and routing of such material so as to ensure the safety of all concerned. Advance written notice of intent to move such materials must be made to Landlord.

24. All routine deliveries to the Leased Premises during Normal Building Operating Hours shall be made through designated entrances and elevators.

25. There shall not be used, in any space or in the public corridors of the Building, either by Tenant, by jobbers of Tenant, or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.

26. Tenant will refer all contractors, contractors representatives, and installation technicians rendering any service for Tenant to Landlord for landlord's supervision and/or approval before performance of any contractual services in and to the Leased Premises including, but not

limited to, installation of telephones, telegraph equipment, and electrical devices and attachments and any installations affecting floors, walls, woodwork, trim, windows, ceilings, or equipment. None of this work will be done by Tenant without first obtaining Landlord's written approval.

27. Canvassing, soliciting, and peddling in the Complex is prohibited, and Tenant shall cooperate to prevent the same.

28. Tenant shall not employ any person for the purpose of cleaning other than the authorized cleaning and maintenance personnel for the Building unless otherwise approved in writing by Landlord.

29. Tenant shall not make or permit any loud or improper noises in the Building or otherwise interfere in any way with other tenants or persons having business with them.

30. Landlord reserves the right to deny entrance to the Building or remove any person or persons from the Building in any case where the conduct of such person or persons involves a hazard or nuisance to any tenant of the Building or to the public or in the event of fire or other emergency, riot, civil commotion or similar disturbance involving risk to the Complex, tenants of the Building, or the general public.

31. Landlord will furnish Tenant one set of keys and locks for the corridor doors entering the Leased Premises, but will make, upon request, additional sets of keys at Tenant's expense. All keys shall remain Landlord's property. Tenant shall not, without Landlord's permission put additional locks on any door of the Leased Premises, and shall not make any duplicate keys. Upon termination of this Lease, Tenant will give Landlord all keys to the Leased Premises.

32. This building has been designated as a non-smoking building. All leased premises, lobbies, restrooms, corridors, stairwells and entrances are non-smoking areas.

33. The Landlord reserves the right to make such other and further reasonable rules and regulations as in its judgment and from time to time be needed for the safety, care, and cleanliness of the Complex and Leased Premises, and for the preservation of good order therein.

34. Landlord requires all tenant related equipment, wiring, cables, conduit, etc, inside the building electrical/phone closets and vertical risers to be properly labeled and identified with tenant name and type of equipment. Landlord reserves the right to remove any equipment, wiring, cables, conduit, etc. that is not properly labeled.

Landlord desires to maintain high standards of environment, comfort and convenience for its Tenants. It will be appreciated if any undesirable conditions or lack of courtesy or attention by its employees is reported directly to Landlord.



Tenant Plaque and Directory Strip

Tenant Plaque:
Please print exact wording (up to 3 lines per plaque)

DIRECTORY STRIP:
Please print exact wording

Authorized By: _____ Date: _____

The undersigned hereby agrees that the wording shown on proof is correct.

Authorized By: _____ Date: _____

Unless otherwise covered in your Lease Agreement the following charges will be added to your next statement.

+ Normal and customary Management Fees

20445 State Highway 249, Suite 100 Houston, Texas 77070
281-320-0393 (Phone) 281-320-0186 (Fax)



**Chasewood Access Control System
Request for Access Card**

The building doors and elevators will be unsecured from 7:00 AM until 6:00 PM Monday through Friday, and 7:00 AM until 1:00 PM Saturday, except Holidays and Sunday. All other times an access control card must be used for building entry and elevator operation. At all times, an access card is required to enter the parking garage. **Lost, damaged, or non-returned cards will be charged at \$25.00 per card.**

To Be Completed by Tenant's Employee (MUST BE TYPED or print neatly)

<ul style="list-style-type: none"> • Employee Name: _____ • Drivers License No./State: _____ 	<ul style="list-style-type: none"> • License Plate / State: _____ • Auto Make / Model: _____ • Auto Color / Year: _____
<ul style="list-style-type: none"> • License Plate / State: _____ • Auto Make / Model: _____ • Auto Color / Year: _____ 	<ul style="list-style-type: none"> • License Plate / State: _____ • Auto Make / Model: _____ • Auto Color / Year: _____

To Be Completed by Tenant's Authorized Representative

<ul style="list-style-type: none"> • Date: _____ • Company Name: _____ • Suite #: _____ 	<ul style="list-style-type: none"> • Authorized Representative: _____ • Signature: _____ • Phone Number: _____
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Must Be Completed: (Please Check)

- New**
- Replacement**
- Modification**
- No Card Needed**

Must Be Completed (if card needed):

- Mon - Sat (normal building hours)**
- Mon - Mon (24 hours)**
- **Parking:** Yes No
- **Lobby Doors:** Yes No
- **Auth. OT Air Conditioning:** Yes No
- **Auth. Elevator Access (Floors):** _____

Tenant understands and agrees: (i) that all access cards remain the property of the Owner and must be returned at Owner's request; (ii) to keep the Owner informed in writing of any transfer of the access card or of any change in the information above; (iii) that the access control system does not guarantee the safety of any individual nor Tenant's assets; (iv) that safety and security is foremost depending on the acts and behavior of each individual; (v) to pay for all cost resulting from the loss of the access card, the misuse of the access system or non-compliance with Owner's rules and regulations; and (vi) that except justified emergency. **Owner will use its best efforts to process any request within two full business days after the day of receipt of the proper documents.**

To Be Completed by Tenant at Receipt of the Access Card

Access Card #: _____ <small>circle one: lost \$\$ broken \$\$ doesn't work (nc)</small>	Date: _____	Received By: _____
Replacement Access Card #: _____ <small>circle one: lost \$\$ broken \$\$ doesn't work (nc)</small>	Date: _____	Received By: _____
Replacement Access Card #: _____ <small>circle one: lost \$\$ broken \$\$ doesn't work (nc)</small>	Date: _____	Received By: _____
Replacement Access Card #: _____ <small>circle one: lost \$\$ broken \$\$ doesn't work (nc)</small>	Date: _____	Received By: _____



Authorized and Emergency Tenant Contacts

Company Name: _____

Building Address: _____ Suite: _____

Phone Number: _____

Authorized Personnel to be **contacted** in the event of an emergency, after hours access or employee access to suite.

	Name	Phone <u>Home</u>	<u>Cell/Pager</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

Authorized Personnel to **approve** Access Card Issuance/Deletions, Key Requests, Overtime Air Conditioning, Signage Requests and Removal of Property from Suite:

	Name	Phone <u>Home</u>	<u>Cell/Pager</u>
1.	_____	_____	_____
	E-mail Address: _____		
2.	_____	_____	_____
	E-mail Address: _____		
3.	_____	_____	_____
	E-mail Address: _____		

Authorized By: _____ Date: _____

20445 State Highway 249, Suite 100 Houston, Texas 77070
281-320-0393 (Phone) 281-320-0186 (Fax)



Key Request

Company Name: _____

Building Address: _____ Suite: _____

Phone Number: _____

<u># of Keys</u>	<u>Key Code</u>	<u>Locks</u>	<u>Description/Comments</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

I authorize Owner's Agent to charge \$4.00 per key. The cost of locks will be determined at the time of service.

I understand and agree that all keys and locks remain the property of the Owner. I agree not to have any duplicates made or any locks modified without Owner's written consent. If the key is lost or not returned at Owner's request (i.e. at the end of lease) I shall pay, in addition to the cost of the missing key, all costs for re-keying all necessary locks for security purposes.

Authorized Signature: _____

Date: _____

Unless otherwise covered in your Lease Agreement charges will be added to your next statement.



MOVING INFORMATION FORM

All moves will be coordinated with the Management Office at 281.320.0393 and must have the approval of same.

The Management Office requests that you engage a reputable moving company, provide us with your sales representative's name and company address and a certificate of insurance evidencing a minimum of \$1,000,000 General Liability and Auto Liability with statutory workmen's compensation insurance. The certificate should read:

Certificate Holder:

One Chasewood
Chasewood TP LLC
c/o Karya Property Management
20445 State Highway 249, Ste. 100
Houston, Tx 77070

Two Chasewood
Chasewood TP LLC
c/o Karya Property Management
20445 State Highway 249, Ste. 100
Houston, Tx 77070

Three Chasewood
Chasewood TP LLC
c/o Karya Property Management
20445 State Highway 249, Ste. 100
Houston, Tx 77070

Four Chasewood
Chasewood TP LLC
c/o Karya Property Management
20445 State Highway 249, Ste. 100
Houston, Tx 77070

Additional Insured: Chasewood TP LLC and Karya Property Management are additional insureds.

It may be helpful to provide the moving company with a copy of these guidelines. Please note the following when scheduling your move:

We require that someone from your company oversee the movers at all times and that proper protection devices be used to prevent damage to the building walls, floors, elevators, etc.

Moving in or out of the building is permitted after 6:00 p.m., Monday through Friday or anytime on Saturdays and Sundays; however, we require that you schedule your move with the Property Management Office.

The janitorial crew is not equipped to handle the volume of trash created during a move; therefore, please make arrangements to break down your own moving boxes and have your moving company return to the building to remove them from the premises. Most boxes are reusable and most moving companies are happy to get them back.

Tenant Name: _____

Contact Name and Number: _____

Move In/Out Date: _____
(To Be Confirmed By Management Office)

Anticipated Move Time: _____
(Start to Finish)

Moving Company: _____

Contact and Phone Number: _____

FORWARDING ADDRESS: _____

Please complete and return the bottom portion to the Property Management Office

20445 State Highway 249, Suite 100 Houston, Texas 77070
281-320-0393 (Phone) 281-320-0186 (Fax)



Overtime Air Request

Company Name: _____

Building Address: _____ Suite: _____

Phone Number: _____

Overtime Air Requested For:

Date: _____ Day of Week: _____

Start Time: _____ Stop Time: _____

Minimum of 3 Hours Required

Please return this form to the Management Office or Fax to 281/320-0186:

Before 12:00 p.m. for Air Requested Monday – Friday
Before 12:00 p.m. on **Friday** for Air Requested for the Weekend

Authorized By: _____ Date: _____

Building Standard Hours:
(No charge for Air)

7:00 a.m. – 6:00 p.m. MONDAY THROUGH FRIDAY
7:00 a.m. – 1:00 p.m. SATURDAYS (this is no longer on unless it is requested
or you use your access card – no charge during this time period)

MANAGEMENT OFFICE USE ONLY:

_____ hours X _____ /hours = _____ Total

Work Order #: _____ Issued By: _____

Time: _____ Date: _____

20445 State Highway 249, Suite 100 Houston, Texas 77070
281-320-0393 (Phone) 281-320-0186 (Fax)



TELE-ENTRY DIRECTORY

WOULD YOU LIKE TO BE ADDED TO THE EXTERIOR PHONE DIRECTORY FOR AFTER-HOUR VISITOR ENTRY? YES ____ NO ____

IF YES PLEASE FILL IN THE FOLLOWING:

SUITE# _____ TENANT NAME _____

PHONE# _____

APPROVED BY: _____

DATE: _____