

ETH Sample Book Electronic Tenant® Portal

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Building Amenities: Concierge

Tenants of Red Hand LLC have access to a concierge service. Located in the Red Hand LLC Mall Level Lobby, the Concierge tries to remain well informed about entertainment and cultural events in the area, as well as service-related industries, to provide recommendations and assistance with the following services:

- Car Detailing
- Catering
- Dry Cleaning
- Information Research
- Tickets for Sporting Events, Concert or Theatre Events
- Personal and Corporate Errands
- Balloons
- Film Development
- Courier Services
- Gift Baskets
- Packages
- Liquor
- Flowers
- Jewelry
- Events Planning
- Meeting Planning
- Hotel and Restaurant Recommendations

Please do not hesitate to contact the Concierge for assistance. The Concierge can be reached directly at 123-456-7890. The Concierge fax number is 098-765-4321.

Building Amenities: Conference Center

Red Hand LLC offers a state-of-the-art conference center to tenants and guests in the heart of Rosslyn, Virginia. Located at Red Hand LLC, The Red Hand LLC Conference Center provides meeting space for up to 50 people, cutting edge technology, premium comfort and convenience. Located just one block from the Rosslyn Metro Station the Red Hand LLC Conference Center features:

- Video Teleconferencing Capabilities
- T1 connectivity
- Laptop interface plates
- Retractable Projection Screen
- Multi-Configurable Conference Table
- Whiteboard
- Flipcharts

For more information or to book your next meeting at the Red Hand LLC Conference Center, please contact John Doe at 123-456-7890 or via e-mail at info@tenanthandbooks.com.

Building Amenities: Retail Services

Red Hand LLC have a number of retail outlets located on the Mall level. Listed below is a brief description of the services provided by these retail outfits.

Allure Hair Salon - A full-service salon offering hair styling, nail services and beauty products. 703-522-1888.

Arniel Jewelers - A full-service jewelry and precious stone store located on the Lower Mall level. Please call 703-522-1222 for their hours and services.

Baja Fresh - Consistently flavorful and fresh Mexican food, for lunch and dinner, dine-in or take-out, served in a sparkling clean and upbeat environment. Open Sunday through Thursday 11:00 a.m. to 9:00 p.m. Friday and Saturday 11:00 a.m. to 10:00 p.m. For more information call 703-516-2101 or visit www.bajafresh.com.

Chevy Chase Bank - This full-service branch offers a wide range of banking services. The branch is open Monday through Friday, 8:30 a.m. - 6:00 p.m., and Saturday 10:00 a.m. - 2:00 p.m. For more information please call 703-528-7325.

China Garden Restaurant - Serving lunch and dinner daily. Please call 703-525-5317.

CVS Pharmacy - A full-service pharmacy located on the Lower Mall level. CVS is open Monday through Saturday 7:00 a.m. - 9:00 p.m., and Sunday 10:00 a.m. - 7:00 p.m. The primary phone number is 703-243-4993. The pharmacy can be reached directly at 703-243-0036.

Dental Office - Jason Favagehi's DDS office services include general dentistry, family dental care, cosmetic dentistry, crowns and bridges, dentures and partials. Office hours are Monday through Thursday, 10:00 a.m. - 6:00 p.m., and Friday 8:00 a.m. - 4:30 p.m. Call 703-527-6453 for an appointment.

The Great Eatery - Located on the Mall level, The Great Eatery offers a wide selection of soups, salads, and sandwiches. A perfect place for lunch or a quick snack, and a longtime local favorite spot for lunch.

High Noon Fresh and Ready - Offering upscale breakfast-and-lunch, High noon serves hearty foods made from top quality ingredients, High Noon is open Monday through Friday 7:00 a.m. to 3:00 p.m. High Noon also offers full service catering for that special occasion. For more information please call 703-243-2230 or visit <http://www.suttonplacegourmet.com>.

Lee's Coffee - Located on the Lower Mall level, Lee's Coffee provides tenants with specialty coffee drinks and light snacks throughout the day.

Sense of Art Custom Framing - A custom frame shop, they can handle any size job, from 3x5s of the family to priceless works of art. Call 703-243-1387 for more information. Located on the Mall level of 1000 Wilson Boulevard.

Twin Towers Florist - Located on the Mall level, Twin Tower Florists offers a wide selection perfect for any occasion. Delivery is also available to most nearby locations. Call 703-527-7110 for more information.

Today's Central Newsstand - Located on the Lower Mall level, the newsstand has a wide range of daily newspapers, periodicals, and sundries. 703-528-8340.

T. T. Cleaners - This full-service dry cleaning service is located on the 5th floor of 1100 Wilson Boulevard Please call 703-671-5438 for hours and services.

Verve Health and Fitness - Located on the mall level at 1100 Wilson Boulevard, Verve Health and Fitness is a dynamic fitness company providing the highest quality of individualized and complete services to help people achieve a healthy lifestyle. Verve provides individual, group, outdoor and sport-specific personal training services to meet your precise needs. Verve also offer yoga, Pilates, Spinning®, nutritional consultation and therapeutic massage at our new state-of-the-art facility. For membership information, please call 703-465-8100 or visit them on the web at www.vervehealthandfitness.com.

Building Amenities: Chase ATM

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Building Security: Building Access For Tenants

Entrances to your suite are protected with individual suite security tailored to your specific needs.

Access

Upon arriving at your suite, use the procedures associated with your specific security system to allow access to your suite.

Alarms

In the event of an alarm activation caused by you, please call Kastle Systems at 123-456-7890 to report the situation.

The General Access Control System at your building includes control over the elevators. The schedule of operation for this mode of control is as follows:

Card Holders

- During security hours, the elevator panel buttons on the high-rise and mid-rise elevators (elevator nos. 4 through 12) will be deactivated. Kastle Systems will have control of a total of ten (10) elevators.
- The elevators will respond to the Mall Call Button. Upon entering the elevator car, hold your Kastle card up to the card reader. The elevator panel will receive your particular floor authorization from the computer. Push the desired floor elevator button while the red light remains ON. Your floor button will remain lit if your floor authorization has been accepted.
- However, if the elevator car travels past your floor and the floor light goes out, your floor request was completed too late. When the elevator panel clears and the car stops, repeat the process.

General Access Control

The following locations are designated points of entry (with electronic card reader) to the building and floor levels during security hours:

- **Elevator Card Readers:** A card reader and a "hotline" telephone are installed at these locations. The card reader is used by authorized tenant employees. The telephone is used by clients, messengers and other security hours visitors.
- **Tenant Entry:** Security cards are used by tenants to enter the building during security hours. To gain admittance to the building, pass your card entirely through the reader as indicated by the arrow on the card. After the red light on the reader glows, open the door and enter. Your entrance has been recorded.
- **Exit:** It is not necessary to use your card when exiting the building. Simply push the exit button located near the controlled door.
- **Miscellaneous:** Lost or stolen cards can be invalidated immediately by computer. To report lost cards, or to transfer a card from one employee to another, notify the Card Administrator at 123-456-7890.

Building Security: General Office Security

The electronic security system for your building consists of two areas of control: (1) General Access Control System, which controls access to tenant floors; and (2) Specific Suite Monitoring System, which monitors access to each office suite. In order to provide maximum security with minimum inconvenience, the system is designed primarily for "after hours" operation.

Security Hours

- 7:00 p.m. to 6:00 a.m. Monday through Friday
- 24 hours - Saturday, Sunday and holidays

Suite Specific System by Kastle

11:00 p.m. (the completion of cleaning services) to 6:00 a.m. Monday through Friday 24 hours - Saturday, Sunday and holidays.

Important Reminders

- Always carry your Kastle card and security key when you intend to work during security hours.
- All doors and access points to your suite are controlled by the same key switches. No door shall be opened during security hours unless the red light is off.
- The security switch should always be in the secure position during normal working hours and "after hours" when the suite is unoccupied. The system should never be left off when the suite is unoccupied.
- If you accidentally trigger an alarm, use your security key to correct your mistake or identify yourself on the telephone so that the Monitor can correct the alarm.
- You may use your security key prior to 11:00 p.m. at night if you are uncertain as to whether or not the Specific Suite System is activated. (The system may be activated a few minutes early at times, depending upon when the cleaning is completed.)

Building Security: Solicitors

There are no solicitors allowed at Red Hand LLC. Should you notice a solicitor, please report the person to the Property Management Office at 123-456-7890.

Building Security: Visitor Access

Non-Card Holders

- All guests must request their floor from the Security Monitor by using the elevator telephone. Please advise all guests that they must push the floor button at the same time authorization is received from the Security Monitor.
- To leave the building, the elevator panel will respond to the Mall floor lobby without using a Kastle Card.
- The elevators will return to normal operation at the appropriate scheduled time.

Points To Remember

- Have your card ready.
- You must repeat the procedure if you pass your floor, but only after the car changes direction.

Visitor Entry

Security hours visitors will not have cards. They should use the entry telephone to advise the Security Monitor of their name or firm name and the firm they wish to visit. The Security Monitor will unlock the door for authorized visitors.

In order to ensure that your guests are admitted promptly, please advise the Security Monitor in advance of their arrival. You may wish to do this by: (1) calling 123-456-7890 and asking for the Security Desk; (2) using the entry telephone to notify the Security Monitor; (3) sending a list of expected visitors to Kastle Systems, Inc. When you call in a "Special Admit" you should give the Monitor the visitor's name, the date for admission, your name and your card number. Your card number is printed on your card and is our means of identifying you.

If you forget to notify the Monitor in advance, or if a visitor arrives unexpectedly, the Monitor will call your office to obtain permission to admit the visitor.

Building Services: Building Holidays

The following nine holidays are observed:

New Years Day
Martin Luther King, Jr. Day
President's Day
Memorial Day
July 4th
Labor Day
Veterans Day
Thanksgiving Day
Christmas Day

During these holidays, our personnel are governed by the same regulations as weekends. If your particular business dictates a schedule other than normal hours, or for your special air conditioning/heat requirements, call 123-456-7890. Always make all SPECIAL requests known before 2:30 p.m. This is a MUST as adjustments to our equipment are controlled by computer.

Building Services: Building Maintenance

Contact Information & Hours of Operation

The engineering facility of Red Hand LLC is staffed to provide necessary preventive maintenance required to keep the mechanical system of the building in top operational condition, as well as to answer individual problems as they occur.

To ensure that the tenant receives fast and efficient service, the office of maintenance has an employee on duty from 7:00 a.m. to 5:00 p.m. When your request for service is received, a work order is prepared and a serviceman is dispatched to answer the call. With a copy of the work order in hand, he will present this to be initialed by the tenant that the work has been completed to their satisfaction.

FOR ALL MAINTENANCE REQUESTS PLEASE USE THE CONTACT INFORMATION BELOW.

This Handbook now contains an online interactive Maintenance Request System. Click on the link listed below and follow the instructions in order to submit your maintained request via e-mail. If you have any questions please call the property management office.

Schedule	Hours	Telephone
Monday through Friday	7:00 a.m. – 5:00 p.m.	123-456-7890
Non Business Hours	Red Hand LLC Security Desk	123-456-7890

[Click here to log onto the Online Service Request System](#)

Maintenance Policies

We request that one representative of your organization be appointed to deal with our maintenance department, thereby ensuring continuity of your desires. For services other than on Monday through Friday, please call the Red Hand LLC guard desk at 123-456-7890 and leave a message. Service personnel are on duty; however, they are rarely at the shop since their mission is to provide surveillance of the mechanical operation of the buildings. At various hours the engineer will check for messages and process requests at the earliest possible moment.

For routine deliveries or tenant moves, please schedule the freight elevator at least 48 hours in advance. To schedule the freight elevator, please complete an online Maintenance Request form as instructed below or call Red Hand LLC's Engineering Office at 123-456-7890 before 2:00 p.m. Monday through Friday.

Each tenant representative can access the Online Service Request System. Click the link listed below and follow the instructions. In just seconds your service request will be electronically routed to the appropriate Red Hand LLC personnel.

[Click here to log onto the Online Service Request System.](#)

Building Services: HVAC

Air Conditioning General Policies

The building's air conditioning is a sophisticated system which provides either heating or cooling, dependent on the comfort needs of the tenant.

The heating and cooling derives from two sources:

1. The air handler units in the central core.
2. VAV (variable air volume) air distribution boxes in the ceiling.

The temperature on the floor is preset to 68-76 degrees F. If you want the temperature in your area adjusted, please use the Online Maintenance Request Form or contact building maintenance at 123-456-7890.

To request Overtime HVAC, please use the [Online Maintenance Request System](#) or contact building maintenance at 123-456-7890.

Building Services: Janitorial Services

Overview

The goal of Red Hand LLC custodial services is to provide the cleanest atmosphere possible so that the tenant will enjoy and take pride in a pleasant working environment.

A custodial supervisor is assigned to your building and will visit you to establish a working relationship between tenant and custodial services. Your supervisor is responsible for the cleanliness of your area. All special requests and/or complaints pertaining to his personnel or services should be brought to his attention. It is requested that a representative of your organization be appointed to receive reports of any existing custodial deficiencies and report them to the custodial supervisor or your Red Hand LLC Property Manager during his visits.

Cleaning of all office space will consist of the following services:

- Daily sweeping, dusting and trash removal in your area, Monday through Friday.
- Restrooms will be cleaned and restocked daily.
- Carpets will be spot vacuumed and spot cleaned daily, however, shampooing is the tenant's responsibility.
- Tile floors will be spray waxed/buffed weekly.
- Furniture will be waxed upon request by the tenant. All items must be removed from furniture by tenant to avoid accidental damage.
- Walls, doors, and venetian blinds will be washed and cleaned as needed.
- Ceiling light fixtures will be cleaned as needed.

There will be no cleaning of any office area in which personnel of the tenant are working during cleaning hours, or on Red Hand LLC designated holidays. (The complete listing of holidays shown in the Building Security Section). Any requests for special cleaning, e.g., meetings, VIP visits or inspections will be honored and accomplished if time permits and personnel are available.

For all Custodial Service Requirements, special requests, or complaints, please call at 123-456-7890. You may also, of course, call your Property Manager at 123-456-7890. You may also use the Online Maintenance Request Form Section of this handbook.

In order to facilitate dusting of furniture, the tenant is urged to clear their desks at the end of each workday. It is also recommended that all valuables be properly secured and that desk drawers be locked.

Building Cleaning Specifications

All services will be performed on a nightly basis unless otherwise stated herein, or as provided by the basic contract and/or other addenda. UNICCO shall furnish all labor, cleaning supplies, and equipment to satisfactorily perform the following nightly services:

General

- Soft Vac padded vacuum cleaner covers will be used at all times in order to better protect tenants' property.
- Padded trash barrel bumpers will be used at all times in order to better protect tenants' property.
- Smocks or uniforms will be worn at all times during cleaning hours.

Lobby

Floors will be serviced, freed of soil, amply coated and protected to maintain their beauty with the appropriate product for each type of surface.

- Walls, glass, planters, signs and directories dusted and cleaned.
- Elevator doors dusted and spot cleaned on both sides, inside of cabs dusted and spot cleaned, floors cleaned or vacuumed, and spots removed from carpet.
- Bright work cleaned and polished.
- Carpet vacuumed, spot cleaned and edged.

Restroom

- Sinks, commodes and urinals thoroughly cleaned.
- Mirrors and light work cleaned and polished.
- Walls, partitions, air vents and doors dusted and cleaned.
- Trash removed and receptacles lined.

- Replenish soap, towel, toilet tissue and sanitary napkins.
- Floors cleaned and drain treated with a germicidal-type chemical to keep free of odor.

Tenant Office Space

- All surfaces below 70 inches dusted.
- Carpet vacuumed and spot cleaned.
- Ashtrays emptied and polished clean.
- Walls, woodwork, doors and counter tops cleaned.
- Trash containers emptied and lined.
- Hard surface floors free of spots and dust.

Tenant Kitchen

- Floors cleaned, no spots or buildup in corners.
- Trash removed, containers cleaned and lined.
- Trash removal will comply with recycling programs.
- Spots removed from walls that can be spot cleaned without discoloring or damaging the surface.

Corridors

- Carpet vacuumed, spot cleaned and edged.
- Hard surface floors serviced, freed of soil, amply coated and protected to maintain their beauty with the appropriate product for each type of surface.
- Walls spot cleaned to remove fingerprints, smudges and stains.
- Elevator doors and frames dusted and spot cleaned, and call buttons polished clean.
- Drinking fountains polished clean on all surfaces.

Stairways

- Policed daily.
- Periodic cleaning performed as scheduled.

Day Cleaning (if applicable)

Personnel will at all times be neatly uniformed and perform the following tasks:

- At beginning of their shift, police the outside of the building, hose or sweep the entrance of the building, and clean the loading dock.
- Clean the lobby throughout the day.
- Service the restrooms, pick up litter, wipe the fixtures, and replenish supplies.
- Police elevators and lobbies.
- Clean spills and other unscheduled cleaning requirements in a timely manner.
- Any other appropriate duties as designated by the property manager.

Customized Schedule of Periodic Cleaning and Inspections

- Blinds - dusted quarterly.
- High dusting (72" to 84") - monthly.
- Hard surfaced floors - schedule to be determined within 30 days of contract award.
- Carpet shampooing - see addendum for carpet shampooing where applicable.
- Stairways swept and mopped - weekly.
- Quality Assurance
 - Operations Manager shall complete a written report monthly.
 - Quality Assurance Representatives shall conduct surveys and inspections quarterly.
 - Vice President shall conduct a formal inspection semi-annually.

Building Services: Lost and Found

All items found are turned in to Admiral Security for investigation and safe keeping until they are claimed by the owner. Contact the Property Management Office at 123-456-7890 to report a lost item.

Building Services: Recycling Program

Volumes of Waste

Red Hand LLC has a strong commitment to environmental programs throughout its properties. Recycling programs for high-grade paper, newspapers and cardboard have been in place since 1992 and are in effect in all Red Hand LLC. Please contact John Doe at 123-456-7890 with any questions regarding the recycling program.

Recycling Volume of Materials (12 Month Average)

- **High Grade Paper:** 70 tons
- **Newspapers:** 60 tons
- **Mixed Paper:** 25 tons
- **Corrugated Cardboard:** 50 tons
- **Regular Trash** - The total amount of regular waste generated for the same period was 120 tons.

Waste Reduction and Education

Waste Reduction

Red Hand LLC endeavors to promote waste reduction and the reuse of materials among employees and tenants. Red Hand LLC encourages the adoption of the following measures:

- Doing away with or reducing the use of disposable cups, plates, etc.
- Making double-sided copying a regular practice.
- Switching from paper message pads to e-mail.
- Using routing slips instead of making multiple copies of documents for distribution.
- Reusing stationery products such as file folders and paper clips.
- Donating unwanted books, office equipment and furniture to charities.
- Buying products made from recycled materials.

Education

As new tenants move into the building, Red Hand LLC will explain the program to them, and give them an information kit containing the following items:

- Cover letter to office manager
- Memo to tenant staff explaining the programs
- Questions and answers about recycling
- Descriptive signs for posting around the office
- Waste reduction and reuse hints

Building Services: Service Requests

For your convenience this handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department, track the status of previously submitted requests, download important documents and communicate with the property management office.

- Simply click on the link below,
- Enter your username and password
- Choose the action you would like to complete

[Click here to log into the Electronic Tenant® Service Request System](#)

Once you have logged into the system there are four options:

1. Complete a Maintenance Request Form
2. Update User Information
3. View Electronic Maintenance Request Log
4. Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Engineering Office at 123-456-7890.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

- Step One- Confirm or complete all contact information.
- Step Two- Choose the nature or type of request being submitted.
- Step Three- If applicable provides details of the contractor to be used.
- Step Four - Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the management office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

[Click here to log into the Electronic Tenant® Service Request System](#)

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Downloadable Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. [This software is free and can be obtained by clicking here.](#)

Questions regarding the Electronic Tenant® Services Request System should be directed to the Management Office.

Emergency Procedures: A Safe Environment

Your building has been built to comply with building codes required by the state and county. Some of these measures are described as follows:

There is a two-hour rating between floors, enclosing stairwells and mechanical equipment rooms. The U.L. rating and the construction that provides for it has been established by the Underwriters Laboratories through extensive testing. The two-hour rating goes beyond the concept that it would require at least two hours for the fire to penetrate from one floor to another or into or out of other protected areas. The rating and the protection afforded prohibits the radiation of heat of such a temperature that combustible materials could be ignited from one area to another.

Where there is more than one tenant to a floor, your building is provided with a two (2) hour protection in the common corridor which connects the stairwells. This again is achieved by construction practices and materials prescribed by law as tested by the Underwriters Laboratories.

The tenant is further protected by the use of construction materials which possess certain flame spreads again prescribed by law for vertical exit ways, corridors and interior space, depending on the function of the facility.

The building is equipped with generated emergency power which is automatically initiated in the event of power failure. This provides power for all emergency lighting to include corridor lights, exit lights, stairwell lights, and elevator lighting.

Emergency Procedures: Bomb Threat

If You Receive a Bomb Threat By Phone:

- **Attract the attention of a co-worker** discreetly and quietly while listening to the caller. Have the co-worker call 911 and request that the call be traced.
- **Get as much information as possible** from the caller about the location and type of bomb, its detonation time and the reason for its placement. Ask about the bomb's appearance and who is placing it.
- **Ask the caller to repeat parts of the message** and make notes of any clues that might help the police: Is the caller male or female? Adult? Juvenile? Is the voice educated or coarse? Is it accented or otherwise distinguishable? Does the person seem angry, rational, deliberate? Make note of background music.
- **Call the Building Management.** The staff in the Property Management Office will contact the head of security prepare for the arrival of emergency services.

The decision whether to inform other building occupants of the threat or to order an evacuation will be based on recommendations of local authorities and the judgment of senior company officials and Building Management. Be prepared to assist authorities in search for the device, **BUT DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT.** Should an evacuation be ordered, please be sure that an individual from your office with authority remains nearby to the building to assist emergency personnel if required.

Links to two forms are listed below. These forms should be given to all personnel charged with the responsibility of answering incoming calls.

The Bomb Threat Report Form
The Telephone Bomb Threat Check list

The Bomb Threat Report Form can be followed in the event a bomb threat is received while the phone call is taking place; the information requested will assist the individual taking the call in organizing his/her thoughts and obtaining as much information as possible about the threat. The Telephone Bomb Threat Check list is to be completed after the call is over, and should be used to report important information to the Police and the Property Management Office

Letter Bombs:

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center. Envelopes usually measure approximately 5-3/4" by 4" by 3/16" thick and weigh between 2 and 3 ounces.

Some signs to look for:

- **Size:** Is the letter unusually thick?
- **Weight:** Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
- **Balance:** Is it heavier on one end?
- **Appearance:** Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
- **Odor:** Is there a smell of almonds or marzipan? If you consider a parcel or letter suspicious, **DO NOT OPEN IT.** Immediately inform the Police Bomb Squad and notify Building Management.

Emergency Procedures: Earthquake, Flood, Weather

Earthquake

When an earthquake happens – keep calm, DO NOT run or panic, REMAIN WHERE YOU ARE and take shelter. If you are indoors, stay there, take immediate shelter under your desk, a table, in public lobbies or exit stairwells. Stay away from windows, outside doors, large bookshelves or fixtures, etc.

If you are outdoors, remain there, but keep away from buildings, as glass or other objects could loosen and fall. Do not attempt to enter any building until advised it is safe to do so. Be prepared for AFTER SHOCKS.

After The Earthquake

- Use extreme caution in entering buildings or work areas; DON'T use lighted matches, lanterns, or torches until you are advised there are no gas leaks, etc.
- Stay away from damaged areas.
- If there is a fire or power failure, refer to that section in this manual.
- Inspect your offices for damage and provide an itemized report to the Property Management Office.
- Advise local utilities of power outages or potential gas leaks.
- DO NOT PASS ON RUMORS OR EXAGGERATED REPORTS

Flood

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant managers will be contacted by Red Hand LLC Management personnel, including after business hours.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding. In the case of a water line break, it is usually a matter of finding and turning off a valve.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Emergency Procedures: Elevator Malfunction

Each elevator at Red Hand LLC. has an emergency telephone located in the cab. These phones are connected to a central monitoring station and are manned 24 hours a day 7 days a week.

In the event the elevator malfunctions and an individual is unable to exit the elevator, the following steps will insure an expeditious response:

- Use the emergency phone to contact the central monitoring station: it is not necessary to dial the phone; once the receiver is picked up or the call button pushed, the phone automatically dials the central monitoring station.
- The central monitoring station operator will confirm your building address and elevator number. The elevator number appears in each elevator cab.
- The operator will then notify the elevator Maintenance Company and Building Management and they will respond immediately.
- Please note that if the individual in the elevator panics or suffers a medial emergency prior to the elevator maintenance company arrival, the individual should notify the central station operator and the operator will call the Arlington County Fire Department to initiate an emergency extraction.

Emergency Procedures: Fire Procedures

Red Hand LLC has been built to comply with building codes required by the state and county. Some of these measures are described as follows:

Alarm System

The fire alarm system is a Simplex 4100. This is an “addressable” system with a high-rise voice package. All aspects of the fire alarm system are compliance with all current NFPA, BOCA and ADA codes. The evacuation signal will only activate on the floor of incident, floor above, floor below, elevator machine room and elevator cabs. The speakers in the elevator cabs will automatically de-activate in thirty seconds. After the fire department arrives, they will decide if the rest of the building should be evacuated. They can manually evacuate any floor in the building from the fire control room. The fire control room has manual control of all speaker circuits in the building. This evacuation procedure is a standard operation for a high-rise voice package.

When the fire alarm evacuation signal activates on your floor, you will hear a distinctive “slow whoop” signal. This “slow whoop” will cycle three times and the following voice message will be relayed, “May I have your attention. May I have your attention please. There has been a fire emergency reported in the building. Please leave the building by the nearest exit or exit stair. Do not use the elevators.” This process will repeat itself until the fire department arrives and resets the system. The strobe lights will also activate on the affected floors. Also, stairwell pressurization will activate with any fire alarm. Stairwell pressurization is a critical life safety system that everyone in the building should fully understand. The two tower stairwells and garage stairwells are pressurized. When the fire alarm activates, pressurization fans activate and provide a positive pressure inside the stairwell. This will cause a moderate amount of resistance on a stairwell door when it is opened. The purpose of this system is to provide a safe refuge for tenants and firefighters in the event of an actual fire.

Alarm System (continued)

The stairwells have a two-hour fire separation between the tenant space and the stairwell. The pressurization fans provide a positive pressure to keep smoke from entering the stairwell when a stair door is opened. The fans also provide fresh air in the stairwell. The pressurization system is designed to function when stairwell doors are open and closed during an evacuation. However, if a stairwell door is propped open, the system will fail and in fact will become an exhaust fan for the floor that has the door propped. This will cause smoke to be circulated back into the stairwell if there is an actual fire on that floor. With this in mind, it is critical that a stairwell door is never left propped open. In the event of a fire, the importance of the stair pressurization system comes second only to the evacuation signal that alerts you to the fire.

Equipment

The building is fully equipped with automatic sprinkler systems with a fire pump.

Special extinguishers are provided in mechanical equipment rooms and tenant machine rooms. These are either dry chemical or CO2 and should be operated per the instructions on the canister.

Elevator Recall

In the event of an activated smoke detector in the elevator lobby or elevator machine room, the elevators will recall to the primary floor. Upon activation of an elevator lobby smoke detector on the primary floor, the elevators will recall to the secondary floor.

There are several ways the fire alarm system can be activated. They are:

- Manual pull stations
- Smoke detectors
- Sprinkler flow switches
- Heat detectors
- Duct detectors
- Plenum detectors

Emergency Procedures: Gas, Smoke, Fumes

Report any of these to the Property Management Office immediately. Sometimes we are aware of activity that is causing the problem, and thus can solve it quickly. If, in your judgment, the problem is a fire hazard, notify the Property Management Office first, then pull a fire alarm station near the stairwell exit to notify the Fire Safety Director and the Fire Department directly. After the alarm is pulled, using the nearest Fire Warden Phone, contact the Fire Command Station so that you can provide additional information to the Fire Department.

Emergency Procedures: Important Phone Numbers

All Emergencies	911
Property Management Office	123-456-7890
Building Security/After Hours Emergencies	123-456-7890
Red Hand LLC Corporate	123-456-7890
Fire Department (non Emergency)	703-228-0110
Police Department (non Emergency)	703-228-4040

Hospitals:

Virginia Hospital Center 1701 N George Mason Dr. Arlington, 22205	703-558-5000
Georgetown University Hospital 3800 Reservoir Road NW Washington, DC 20007	202-444-2000

Emergency Procedures: Medical Emergency

In The Event Of A Medical Emergency:

1. Do not move the person. If necessary, administer first aid.
2. Call Paramedics. Dial 911. Tell them your floor and suite number and direct the medical team to your suite and your building at Red Hand LLC.
3. Call Building Management. Dial 123-456-7890. We will hold an elevator ready for the paramedic team. After normal business hours call the Security Desk at 123-456-7890.
4. If a private physician has been called, let us know and we will escort the doctor to your office.
5. Post one person at the elevator to lead the medical team to the person in distress.

Emergency Procedures: Occupant Emergency Plan

Red Hand LLC has a comprehensive Emergency Evacuation Plan approved by Arlington County. Click on the link below to download a PDF copy of this plan.

[Emergency Evacuation Plan PDF](#)

Emergency Procedures: Power Failure

Red Hand LLC is equipped with an emergency generator that will power certain building systems during an outage in accordance with applicable building codes. These systems include all fire alarm and life safety systems, emergency lighting on each floor, all stairwell lights, and the elevator recall system. The building generator is tested weekly and is professionally maintained.

Introduction: Welcome

Welcome to the Red Hand LLC Electronic Tenant® Handbook. The information provided in this handbook is designed to give you a better understanding of the services available at Red Hand LLC and to facilitate your company's operations. There is a great deal of information contained in this handbook, and although we have tried to arrange it in a manner that is easy to understand, you may still have questions. Your first call for any problem or question can always be directed to your Property Manager in the management office at 123-456-7890.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The management office will promptly notify you of any such changes.

For your convenience this handbook also includes an Online Maintenance Request System. Here, users can submit service requests quickly and easily. [Click here to go to the Online Maintenance Request System.](#)

Please feel free to contact the management office with any questions you may have. Welcome to Red Hand LLC!

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections in the navigation bar on the top up of each page. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page above the navigation bar.

Special Features

This Electronic Tenant® Handbook has special features, such as an [Online Maintenance Request System](#) designed to assist you in communicating with the Management Office. In addition important forms are available for download as PDF documents. In order to view and print these documents, Adobe Acrobat Reader 5.0 or higher is required. [This software is free and can be obtained by clicking here.](#)

Updates

The Electronic Tenant® Handbook is updated on a regular basis. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail the Management Office.

Personnel: Building Operations

The Property Management Office at Red Hand LLC is located on the Mall Level. This office is available to service all your tenant needs and offers a wide range of services. Questions and comments regarding any of the services at Red Hand LLC should be directed to the Property Management Office. The Property Management Office is open Monday through Friday from 8:00 a.m. until 5:00 p.m. The Property Management Office phone number is 123-456-7890.

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Property Manager	John Doe	123-456-7890	info@tenanthandbooks.com

Personnel: Engineering and Maintenance

For all engineering and maintenance requests, please use the [On-Line Service Request System](#) contained in this handbook. John Doe can be reached in the Engineering Monitoring Center at 123-456-7890 and 098-765-4321 respectively.

Title	Name	Phone Number	E-Mail
Director of Engineering	John Doe	123-456-7890	info@tenanthandbooks.com
Chief Engineer	Jane Doe	123-456-7890	info@tenanthandbooks.com

Custodial Services at Red Hand LLC are handled by UNICCO.

Who To Call

In an effort to help you contact the right personnel to handle your request, we have provided some helpful guidelines about who to call for which problem.

Freight Elevators: The Engineering Department takes reservations for the freight elevators at Red Hand LLC for daily, after hour, weekend and holiday use for tenant moves.

Please contact the Engineering Department at 123-456-7890 for any plumbing and mechanical needs. The engineering department is responsible for any adjustments to heat and A/C, the replacing of light bulbs, checking breakers and replacing ballasts, replacing soiled or broken ceiling tiles, clogged sinks, faucets, leaking pipes, ceiling leaks, flush handles, elevator problems and building leaks.

The refilling of soap dispensers, paper towels & toilet paper is done by the contracted cleaning crew.

For your convenience this handbook includes an Online Maintenance Request System. Here users can submit service requests quickly and easily. [Click here to go to the Online Maintenance Request System.](#)

Personnel: Construction Services

For any construction related services, please contact Red Hand LLC Construction Services at 123-456-7890.

Title	Name	Phone Number	E-Mail
Sr. Construction Manager	John Doe	123-456-7890	info@tenanthandbooks.com
Sr. Construction Manager	Jane Doe	123-456-7890	info@tenanthandbooks.com

Personnel: Leasing

For leasing information, please contact the Red Hand LLC leasing team. Listed below is the contact information.

Title	Name	Phone Number	E-Mail
Director of Leasing	John Doe	123-456-7890	info@tenanthandbooks.com
Executive Vice President	Jane Doe	123-456-7890	info@tenanthandbooks.com

Personnel: Parking

The parking facilities are operated by InterPark. Use the numbers below to contact the garage facilities.

Red Hand LLC

123-456-7890

Please Note: InterPark has battery chargers and tire inflators available for Tenant use.

Personnel: Emergency Contacts

All Emergencies	911
Property Management Office	123-456-7890
Building Security/After Hours Emergencies	123-456-7890
Red Hand LLC Corporate	123-456-7890
Fire Department (non Emergency)	703-228-0110
Police Department (non Emergency)	703-228-4040

Hospitals:

Virginia Hospital Center 1701 N George Mason Dr. Arlington, 22205	703-558-5000
Georgetown University Hospital 3800 Reservoir Road NW Washington, DC 20007	202-444-2000

Policies and Procedures: Rental Remittance

All rent payments/checks should be delivered to:

Red Hand LLC
4321 Red Hand Ave
Washington DC, 12345

Policies and Procedures: Rules and Regulations

General Rules and Regulations

- The sidewalks, entrances, passages, courtyards, elevators, vestibules, stairways, corridors, halls and other parts of the Building not occupied by any tenant (hereinafter "Common Areas") shall not be obstructed or encumbered by any tenant or used for any purposes other than ingress and egress to and from the tenant's premises. No tenant shall permit the visit to its premises of persons in such numbers or under such conditions as to interfere with the use and enjoyment of the Common Areas by other tenants.
- No awnings or other projections shall be attached to the outside walls of the Building without the prior written consent of Landlord. No drapes, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of a tenant's premises, without the prior written consent of Landlord. Such awnings, projections, curtains, blinds, screens and other fixtures shall be of a quality, type, design and color acceptable to Landlord and shall be attached in a manner approved by Landlord.
- No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by any tenant on any part of the outside or inside of the tenant's premises or in the Building without the prior written consent of Landlord. In the event of any violation of the foregoing by any tenant, Landlord may remove the same without any liability and may charge the expense incurred by such removal to the tenant or tenants responsible for violating this rule. All interior signs on the doors and directory tablet of the Building shall be inscribed, painted or affixed by Landlord at the expense of each tenant, and shall be of a size, color and style acceptable to Landlord.
- No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor placed in the Common Areas without the prior written consent of Landlord.
- The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags or other substances shall be thrown therein. No tenant shall throw anything out of the doors or windows or down any corridors or stairs.
- There shall be no marking, painting, drilling into or other form of defacing of or damage to any part of a tenant's premises or the Building. No boring, cutting or stringing of wires shall be permitted. No tenant shall construct, maintain, use or operate within its premises or elsewhere within or on the outside of the Building, any electrical device, wiring or apparatus in connection with a loud speaker system or other sound system. Upon prior written approval by Landlord, a tenant may install muzak or other internal music system within the tenant's premises if the music system cannot be heard outside of the premises.
- No tenant shall make or permit to be made any disturbing noises or disturb or interfere with the occupants of the Building or neighboring buildings or premises or those having business with them, whether by the use of any musical instrument, radio, tape recorder, whistling, singing or any other way.
- No bicycles, vehicles, animals, birds or pets of any kind shall be brought into or kept in or about a tenant's premises or in the Building.
- No cooking shall be done or permitted by any tenant on its premises, except that, with Landlord's prior written approval (including approval of plans and specifications therefore), a tenant may install and operate for convenience of its employees a lounge or coffee room with stove, sink and refrigerator; provided that in so doing the tenant shall comply with all applicable building code requirements and any insurance or other requirements specified by Landlord. No tenant shall cause or permit any unusual or objectionable odors to originate from its premises.
- No space in or about the Building shall be used for the manufacture, storage, sale or auction of merchandise goods or property of any kind.
- No tenant shall buy or keep in the Building or its premises any inflammable, combustible or explosive fluid, chemical or substance.
- No additional locks or bolts of any kind shall be placed upon any of the doors or windows by any tenant, nor shall any changes be made in existing locks or the mechanisms thereof. The doors leading to the corridors or main halls shall be kept closed during business hours except as they may be used for ingress and egress. Each tenant shall, upon the termination of its tenancy, return to Landlord all keys used in connection with its premises, including any keys to the premises, to rooms and offices within the premises, to storage rooms and closets, to cabinets and other built-in furniture, and to toilet rooms, whether or not such keys were furnished by Landlord or procured by the tenant, and in the event of the loss of such keys, such tenant shall pay to Landlord the cost of replacing the locks. On termination of a tenant's lease, the tenant shall disclose to Landlord the combination of all

locks for safes, safe cabinets and vault doors, if any, remaining in the premises.

- All removals, or the carrying in or out of any safes, freight, furniture or bulky matter of any description, must take place in such manner and during such hours as Landlord may require. Landlord reserves the right (but shall not have the obligation) to inspect all freight brought into the Building and to exclude from the Building all freight which violates any of these rules and regulations or any provision of any tenant's lease.
- Any person employed by any tenant to do janitorial work within the tenant's premises must obtain Landlord's approval prior to commencing such work, and such person shall comply with all instructions issued by the superintendent of the Building while in the Building. No tenant shall engage or pay any employees on the tenant's premises or in the Building, except those actually working for such tenant on said premises.
- No tenant shall purchase spring water, ice, coffee, soft drinks, towels or other like merchandise or service from any company or person who has, in Landlord's opinion committed violations of Building regulations or caused a hazard or nuisance to the Building and/or its occupants.
- Landlord shall have the right to prohibit any advertising by any tenant which, in Landlord's opinion, tends to impair the reputation or desirability of the Building as a building for offices and, upon written notice from Landlord, such tenant shall refrain from and discontinue such advertising.

- Landlord reserves the right to exclude from the Building at all times any person who is not known or does not properly identify himself to the Building's management or its agents. Landlord may at its option require all persons admitted to or leaving the Building to register between the hours of 6 p.m. and 8 a.m., Monday through Friday, and all times on Saturdays, Sundays and holidays. Each tenant shall be responsible for all persons for whom it authorized entry into the Building, and shall be liable to Landlord for all acts of such persons.
- Each tenant shall see that all lights are turned off before closing and leaving its premises at any time.
- The requirements of tenants will be attended to only upon application at the office of the Building. Building employees have been instructed not to perform any work or do anything outside of their regular duties, except with special instructions from the management of the Building.
- Canvassing, soliciting and peddling in the Building is prohibited, and each tenant shall cooperate to prevent the same.
- No water cooler, plumbing or electrical fixture shall be installed by tenant without Landlord's prior written consent.
- No hand trucks, except those equipped with rubber tires and side guards, shall be used to deliver or receive any merchandise in any space or in the Common Areas of the Building, either by tenant or its agents or contractors.
- Access plates to under floor conduits shall be left exposed. Where carpet is installed, carpet shall be cut around the access plates.

- Mats, trash and other objects shall not be placed in the public corridors.
- At least once a year, each tenant at its own expense shall clean all drapes installed by Landlord for the use of the tenant and any drapes installed by the tenant which are visible from the exterior of the Building.
- Landlord shall not maintain suite finishes which are non-standard such as kitchens, bathrooms, wallpaper, special lights, etc. However, should the need for repairs arise, Landlord shall arrange for the work to be done at tenant's expense.
- Landlord's employees are prohibited from receiving articles delivered to the Building and, if any such employee receives any article for any tenant, such employee shall be acting as the agent of such tenant for such purposes.

Policies and Procedures: Office Alterations

Rules and Regulations

Red Hand LLC has a full service contracting and maintenance division providing a range of services, from complete space build-outs to small alteration jobs. Prior to any work, demolition or construction (including plumbing, electrical and HVAC), each tenant must review and be in compliance with all of Red Hand LLC' Construction Rules and Regulations

[Click here to download the Red Hand LLC Construction Rules and Regulations](#)

Upon a request for space alterations, a member of Red Hand LLC Construction Department will contact you to review your alteration request. We will explain the necessary drawings required in order to build the project and the costs to prepare plans. Remodeling projects will then be estimated and a detailed proposal will be submitted for review by the tenant.

For minor services such as hanging pictures, blackboards, making keys, and changing locks, requests may be made by telephone to the construction office at 123-456-7890. The tenant will be invoiced for these services with a minimum charge based on time, portal to portal from the maintenance facility.

The price list is a guide for renovation projects and repairs. Prices can vary based on the size, complexity and material quality of the project.

Rules and Regulations (continued)

All work will be done according to the applicable codes of Arlington County and the State of Virginia.

The following items need to be addressed if a Contractor and/or a sub-contractor are to perform any work in a Red Hand LLC managed building. Prior to any work, demolition or construction (including plumbing, electrical and HVAC), please supply the Red Hand LLC Construction Office with:

- A copy of the Arlington County permit.
- Copy of approved plans for work to be performed.
- Certificate of Insurance showing Red Hand LLC as the certificate holder.
- Release of lien.
- Appropriate contracting license for work being performed (i.e. general contractor license, electrical contractor license).

Additionally, prior to any work, tenant must have read and be in full compliance with the Red Hand LLC Construction Rules and Regulations.

[Click here to download the Red Hand LLC Construction Rules and Regulations](#)

If you have any questions regarding the guidelines for Office Space Alterations or the Construction Rules and Regulations please contact Red Hand LLC Construction at 123-456-7890.

Policies and Procedures: Moving Policy

Information Pending.

Policies and Procedures: Parking Regulations

Garage Manager: Jane Doe
Office Phone: 123-456-7890
Email: info@tenanhandbooks.com

In order to provide tenants and visitors with a safe, and efficient parking experience we ask that all parkers observe the following policies:

Please observe the attendants posted at the entrance. They are there to assist drivers and pedestrians in safely navigating into and out of the garage.

The 2nd and 1st floors of the garage are for monthly parkers only.

All parkers who park in a space that blocks another patron are required to leave their ignition key with the attendant on duty. Failure to do so may result in towing at the vehicles owners expense and risk. Please leave only your ignition key with the attendant. All keys not retrieved by 6pm will be brought to the garage office located on the 3rd floor next to the elevator lobby. All keys not retrieved after 11pm will be available from the security desk located on the Mall level of the Red Hand LLC building.

Please observe the reserved signs posted throughout the garage. Any parker found to have parked in a reserve space illegally is subject to towing at the vehicle owners' risk and expense.

There is a designated smoking area on each level of the garage. Please only smoke within the designated smoking area.

InterPark provides tenants and visitors at Red Hand LLC with monthly and daily / visitor parking.

Monthly Parking:

All monthly parkers must complete a "Monthly Parking Agreement" and be issued a transponder before they will be entitled to the privileges of a monthly parker. Please see the garage staff or contact the facility manager for a "Monthly Parking Agreement". Monthly parkers will not be denied parking at any time. Should you have difficulty finding a space please see a floor attendant for assistance. Monthly parking payments are due by the first of the calendar month. Failure to pay on time may result in a disruption of your parking. InterPark does not pro-rate or provide vacation credits.

Monthly customers will be issued an AVI transponder that should be mounted on the windshield behind the rearview mirror. The AVI system, similar to E-Z Pass, will automatically raise the gate as the vehicle approaches. The AVI system allows monthly customers quicker, hands-free access to the parking garage. There is no charge for the initial windshield-mounted transponder. If you loose your transponder the garage staff will replace it for a charge of \$30.

You must have your transponder to enter and exit the facility to avoid being charged the daily rate. Any vehicle without a transponder will be treated as a visitor and will be required to take a ticket. If you drive more than one vehicle, or carpool with a friend on a regular basis, an additional transponder may be purchased for a one-time cost of \$30.00. The Access System is equipped with a "carpool" feature that will allow you to link multiple transponders to the same account. The system will then only allow one vehicle to access the garage in the carpool group at any given time. All monthly parkers that park in a space that blocks another patron from leaving the garage are required to leave their ignition key with the attendant on duty. Failure to do so may result in towing at the vehicles owners expense and risk.

Daily-Visitor Parking:

All daily and visitor parkers are required to turn right as they enter the facility towards the 4th floor of the garage and take a ticket from the ticket spitter upon entry to the facility. Should a daily or visitor parker wish to have their vehicle valet parked they may pull up to the valet stand located just beyond the gate on the right hand side. Daily and visitor parkers if they choose may self park their vehicles in any "non-reserved" space within the garage. If a daily or visitor parker parks in a space that blocks another patron they are required to leave their ignition key with the attendant on duty. Failure to do so may result in towing at the vehicles owners expense and risk. Payment will be made through a state of the art "pay on foot" station or a credit card exit station. The "pay on foot" station is just outside the 3rd floor elevator lobby. There is a customer service representatives in place to assist customers should they have questions while using the "pay on foot" station. If a daily or visitor parker does not utilize the "pay on foot" station they are able to pay at the credit card exit station which is located at the exit just before the gate. The credit card exit station also provides receipts as needed.

The Neighborhood: Retail Services

Red Hand LLC have a number of retail outlets located on the Mall level. Listed below is a brief description of the services provided by these retail outfits.

Allure Hair Salon - A full-service salon offering hair styling, nail services and beauty products. 703-522-1888.

Arniel Jewelers - A full-service jewelry and precious stone store located on the Lower Mall level. Please call 703-522-1222 for their hours and services.

Baja Fresh - Consistently flavorful and fresh Mexican food, for lunch and dinner, dine-in or take-out, served in a sparkling clean and upbeat environment. Open Sunday through Thursday 11:00 a.m. to 9:00 p.m. Friday and Saturday 11:00 a.m. to 10:00 p.m. For more information call 703-516-2101 or visit www.bajafresh.com.

Chevy Chase Bank - This full-service branch offers a wide range of banking services. The branch is open Monday through Friday, 8:30 a.m. - 6:00 p.m., and Saturday 10:00 a.m. - 2:00 p.m. For more information please call 703-528-7325.

China Garden Restaurant - Serving lunch and dinner daily. Please call 703-525-5317.

CVS Pharmacy - A full-service pharmacy located on the Lower Mall level. CVS is open Monday through Saturday 7:00 a.m. - 9:00 p.m., and Sunday 10:00 a.m. - 7:00 p.m. The primary phone number is 703-243-4993. The pharmacy can be reached directly at 703-243-0036.

Dental Office - Jason Favagehi's DDS office services include general dentistry, family dental care, cosmetic dentistry, crowns and bridges, dentures and partials. Office hours are Monday through Thursday, 10:00 a.m. - 6:00 p.m., and Friday 8:00 a.m. - 4:30 p.m. Call 703-527-6453 for an appointment.

The Great Eatery - Located on the Mall level, The Great Eatery offers a wide selection of soups, salads, and sandwiches. A perfect place for lunch or a quick snack, and a longtime local favorite spot for lunch.

High Noon Fresh and Ready - Offering upscale breakfast-and-lunch, High noon serves hearty foods made from top quality ingredients, High Noon is open Monday through Friday 7:00 a.m. to 3:00 p.m. High Noon also offers full service catering for that special occasion. For more information please call 703-243-2230 or visit <http://www.suttonplacegourmet.com>.

Lee's Coffee - Located on the Lower Mall level, Lee's Coffee provides tenants with specialty coffee drinks and light snacks throughout the day.

Sense of Art Custom Framing - A custom frame shop, they can handle any size job, from 3x5s of the family to priceless works of art. Call 703-243-1387 for more information. Located on the Mall level of 1000 Wilson Boulevard.

Twin Towers Florist - Located on the Mall level, Twin Tower Florists offers a wide selection perfect for any occasion. Delivery is also available to most nearby locations. Call 703-527-7110 for more information.

Today's Central Newsstand - Located on the Lower Mall level, the newsstand has a wide range of daily newspapers, periodicals, and sundries. 703-528-8340.

T. T. Cleaners - This full-service dry cleaning service is located on the 5th floor of 1100 Wilson Boulevard Please call 703-671-5438 for hours and services.

Verve Health and Fitness - Located on the mall level at 1100 Wilson Boulevard, Verve Health and Fitness is a dynamic fitness company providing the highest quality of individualized and complete services to help people achieve a healthy lifestyle. Verve provides individual, group, outdoor and sport-specific personal training services to meet your precise needs. Verve also offer yoga, Pilates, Spinning®, nutritional consultation and therapeutic massage at our new state-of-the-art facility. For membership information, please call 703-465-8100 or visit them on the web at www.vervehealthandfitness.com.