

GALLERIA 720

720 SOUTH COLORADO BLVD. | GLENDALE, COLORADO



TENANT MANUAL

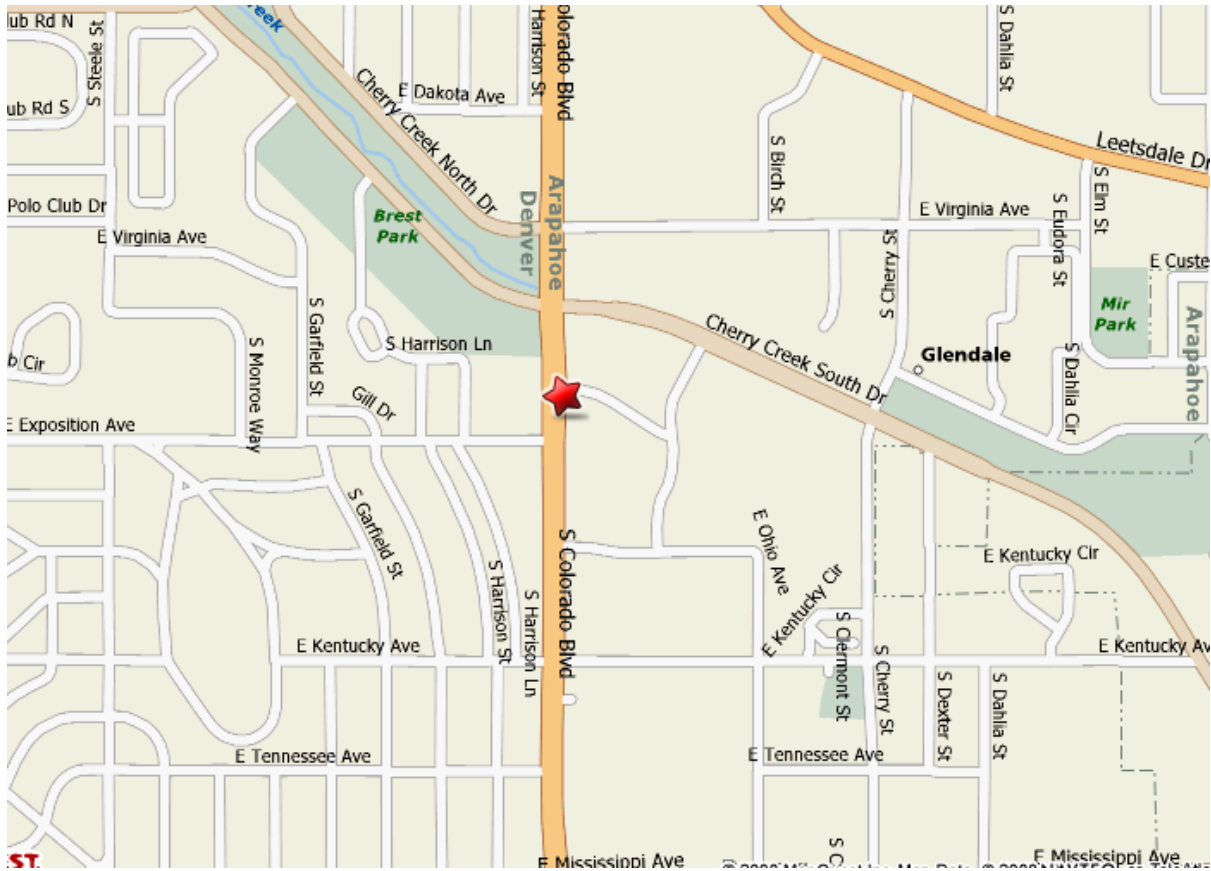
Managed by:



720 South Colorado Boulevard, Suite 188-A
Glendale, CO 80246
303.691.6025 Office

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BUILDING LOCATION MAP



GALLERIA ADDRESSES

Building Address

720 S. Colorado Boulevard
Glendale, CO 80246

Rental Remittance

Cushman & Wakefield of CA - 1009642
Galleria Acquisition, Inc.
PO Box 511335
Los Angeles, CA 90051-7890

On-Site Property Management Office

Cushman and Wakefield of Colorado, Inc.
720 S. Colorado Boulevard, Suite 188-A
Glendale, CO 80246-1904
OFFICE - (303) 691-6025

PROPERTY MANAGEMENT OFFICE

The Galleria Office Towers Management Office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding legal holidays (see page 6). The Management Office is located in the South Tower right off the elevators in Suite 188-A. The Galleria Office Towers is staffed with an in-house team of full-time and contracted professionals to handle your needs.

Management Office Phone Number.....(303) 691-6025

General ManagerJulie Patton
Julie.Patton@cushwake.com

Chief EngineerJerry McCarron
Gerard.McCarron@cushwake.com

24/7 On-Site Security(303) 710-2871

Someone is always available to address your concerns, even after-hours and on holidays. Our security staff is onsite 24 hours a day, an engineer is on-call seven (7) days a week, and our answering service will direct your calls to the appropriate personnel when the management team is not in the office.

BUILDING ACCESS HOURS

Regular building access hours are from 6:00 am to 6:00 pm Monday through Friday. **Limited access will be available at all other times, including the following legal holidays:**

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

During limited access hours, tenants and employees can enter the building by using their access card. All other individuals may be required check in with security to gain access.

BUILDING AMENITIES

The Galleria is proud to offer the following amenities for your pleasure and convenience:

- Conference Center w/Large & Small Conference Rooms
- Executive Boardroom
- Exterior Patio
- Bike Barn w/Restrooms and Showers
- EV Charging Stations
- Card Key Access for After-Hours Building Access
- 24-Hour On-Site Personnel
- Covered Parking with Gate Controls
- On-Site Building Management

If you have any questions regarding any of the above services, please contact the Galleria Office Towers Management Office at (303) 691-6025.

ELEVATOR SERVICE

Galleria Office Towers is equipped with eight (8) passenger elevators: four (4) elevators servicing each tower, two (2) garage elevators, and one (1) loading dock elevator. Each elevator is equipped with an emergency button that rings upon depression and an emergency telephone.

In the event of a fire, please use the stairs to evacuate the building.

The loading dock elevator is located at the North loading dock on the ground level of the Atrium. It serves the ground, first, and second floors. This elevator is to be used when moving office furniture, equipment, office supplies, etc.

Each tower has one (1) padded elevator that has been designated for freight. All office moves and deliveries that require the use of these freight elevators must be arranged, in advance, with the Management Office.

The North Tower and South Tower elevator hours of operation are 6:00 a.m. to 6:00 p.m. Monday through Friday. Use of the elevators after regular business hours and on holidays requires scanning a building access card through the card reader in the elevator.

RENTAL REMITTANCE AND MISCELLANEOUS CHARGES

Rental payments are due, without demand, on or before the first day of each month, as required by your lease. Checks should be made payable to and sent to the following address:

**Cushman & Wakefield - 1009642
Galleria Acquisitions Inc.
PO Box 511335
Los Angeles, CA 90051-7890**

As a courtesy, a statement will be generated monthly, billing you for rental and miscellaneous charges due from the previous month. However, payment is due by the first of the month, even if you do not receive a statement.

Miscellaneous charges are defined as, but not limited to: conference room charges, repairs, additional locks and keys, additional electricity usage, additional janitorial services, carpet cleaning, or any other request by the tenant for services not normally provided in your lease. These miscellaneous charges will be added to your monthly billing.

Please include detail for the rent and miscellaneous charges you are paying each month by listing the description and corresponding amount on your check or on the remittance stub. Failure to do so could result in your payments being applied incorrectly.

Any questions concerning charges should be referred to the Galleria Office Towers Management Office at (303) 691-6025.

U.S. MAIL AND EXPRESS MAIL

The mail facility for the building is located at the west end of the building, off the first-floor pedestrian link. U.S. mail is picked up at the following times:

Monday - Friday

2:05 p.m.

5:00 p.m.

Saturday

11:55 a.m.

- Outgoing mail should be placed in the appropriate U.S. mailbox.
- Due to increased security, the U.S. Post Office will no longer take packages over one pound that are not posted by a postage meter.
- Incoming mail is distributed to individual mailboxes located in the mail facility.
- All mailboxes and keys are assigned through the Management Office

In addition, the following services and pick up times are available:

FEDERAL EXPRESS

6:15 p.m. - Monday through Friday

U.S. POSTAL EXPRESS

2:05 p.m. Monday through Friday

11:45 a.m. Saturday

The Glendale Post Office is located at:

945 S. Birch Street
Denver, CO 80246
(800) 275-8777

DELIVERIES

All vendors and delivery personnel are required to enter the building through the loading dock entrance (located on the North side of the building off Exposition Avenue), and they must check in with security prior to entering the building. Delivery drivers will be responsible for the transportation from the receiving door to the tenant offices and for notifying tenants of delivery. **WITHOUT PRIOR APPROVAL FROM THE MANAGEMENT OFFICE, DELIVERIES MAY BE TURNED AWAY AND WILL NEED TO BE RESCHEDULED.** Delivery companies and/or carriers should be advised that shipments must be delivered to your office. Tenants must receive all deliveries and are responsible for their shipments. Building personnel cannot accept any deliveries for any tenant. If large shipments are expected, please contact the Galleria Office Towers Management Office at least 48 hours in advance. Please notify suppliers and carriers to call before the delivery to determine proper delivery hours, arrange for special handling of large shipments, or to schedule dock time.

The tenant will be held responsible for removing all materials such as boxes, pallets, and packing materials from the dock area. Failure to do so may result in the tenant and/or vendor losing dock privileges. Any deliveries left unattended on the loading dock will be disposed of.

Loading Dock Specifications

2 loading dock bays
Height: 13' 6"
Width: 12'
Dock height: 4'
Door: 7'H x 4'W
No leveling devices provided

Dock Elevator Specifications

Weight capacity: 3,000 lbs
Width: 5' 3"
Height: 8'
Depth: 8'

Freight Elevator Statistics:

Weight capacity: 3,000 lbs
Width: 6'7"
Height: 8'
Depth: 4'9"
Door: 8'H x 3'6'W

Please contact the Galleria Office Towers Management Office at (303) 691-6025 for further information.

MOVING IN AND OUT

All moves must be coordinated with the Management Office. Please adhere to the following policies:

- Prior to move-in, please provide the Management Offices with the following:
 - Move-in date and time.
 - Special requirements, including deliveries prior to move-in date.
 - Name of moving company and a Certificate of Liability Insurance naming Cushman and Wakefield of Colorado, Inc., and Galleria Acquisition Inc., as additionally insured.
- Moves that require more than one hour of elevator use should be scheduled on a weekend or after-hours. Please contact the Management Office to reserve a freight elevator for your move.
- Moving companies will be responsible for clearing out all cartons, trash, etc., and leaving the premises in a clean condition. **Protection of the elevator door jams, doors, building corners, tile floors, carpet, and walls is mandatory.**
- The Property Manager will inspect the premises prior to and after move-in to determine if there are damages to the elevator, tenant space, or building space for subsequent claim of damage repair. This inspection will help avoid any future claim problems.

BUILDING SMOKING REGULATIONS

Smoking is prohibited in all common areas of the building. These common areas include, but are not limited to: all building entrances, lobby areas, restrooms, stairwells, elevators and corridors.

Building management has provided one designated smoking area:

- There is a designated smoking area in the parking structure outside the building on the G-Level of the garage. Ashtrays and benches have been provided in this area. In accordance with the Colorado Clean Air Act, please refrain from smoking closer than fifteen (15) feet of building entrances.
- Ashtrays are also located on the A, C, E and F levels of the parking garage as well as the Northeast corner of the property.

There will be no other provisions made to accommodate smokers, and the above smoking rules will be strictly enforced.

PARKING

The Galleria Office Towers parking garage consists of a seven-level covered garage with access to/from Colorado Boulevard and Ash Street. There are also surface lots to the North and South of the building.

The South Lot consists of reserved spaces, and the North Lot is designated for oversized vehicles and vendor parking. The height restriction for vehicles entering the parking garage is 6' 8". If a tenant or an employee has an oversized vehicle, please contact the Management Office so that we may provide parking access to the North Parking Lot.

Reserved, visitor, and handicapped parking spaces are clearly marked. Unmarked spaces are unreserved and may be used by visitors who will be in the building for longer than ninety-minutes. All visitors must pull a ticket and follow the fee schedule posted.

Approved vehicles will be issued an access card and parking tag. The parking tag must be clearly visible to avoid being ticketed. Individuals with an access card must use the card to enter and exit the parking garage. The garage is equipped with a pass-back option that will only allow those who used the access card to enter the garage to leave without paying.

Please drive carefully and courteously while in the garage. All parking regulations will be strictly enforced. Violators will receive notices attached to the driver's side window, and continued abuse may result in the violator being ticketed with an adhesive orange violation tag, ticketed by the Glendale Police, booted, or towed at the owner's expense.

The building owner and Cushman and Wakefield of Colorado, Inc. assume no responsibility for damage or theft to tenant or guest property while in the parking lot.

FLOOR LOADING

The building is designed to support normal weight limits per floor. We ask that you notify the Galleria Office Towers Management Office in advance before any heavy items, such as safes, computer equipment, or large files, are moved into the building. The Landlord reserves the right to designate or approve the location of any such equipment to ensure safe floor load limits.

Floor load limits are as follows:

Typical space:50 lbs per square foot

Around columns in Tower areas:70 lbs per square foot

Atrium space:100 lbs per square foot

TELEPHONE INSTALLATION

Telephone installation and service must be coordinated with the Management Office.

When ordering your phone service, please be aware of the following:

- The City of Glendale Building Code requires all telephone lines that run through the ceiling must be Teflon coated or installed in a conduit. PVC cable is not permitted.
- The buildings electrical/telephone rooms were not constructed to provide adequate ventilation required for today's sophisticated systems. Therefore, a phone board must be constructed within your suite for the installation of your equipment.
- All electrical/telephone rooms are locked to prevent tampering. Please contact the Galleria Office Towers Management Office for access to the telephone rooms.
- All telephone vendors must be registered with the Management Office and check in with security before performing any work.

Please note that the Management Office closes at 5:00 p.m. and all electrical/phone room keys must be returned by then. Keep this in mind when arranging phone service hookup.

LOCKSETS, LOCKS AND KEYS

Suite locksets, locks, and keys are available through the Management Office. To maintain security, tenants must contact the Management team for duplicate keys. Additional or replacement keys must be requested from the Management Office, and you will be charged a fee for each key requested. Please use the attached Lock & Key Form when requesting additional locks and/or keys.

Please return your keys upon termination of your lease. Failure to do so may result in additional charges to your firm.

LOCK AND KEY ORDER FORM

SUITE #: _____ DATE: _____

PERSON ORDERING: _____

COMPANY NAME: _____

PLEASE ORDER THE FOLLOWING KEYS:

<u>KEY LOCATION/DESCRIPTION</u>	<u>NUMBER NEEDED</u>
_____	_____
_____	_____
_____	_____
_____	_____

BY: _____

Please Print Name of Authorizing Person

Signature of Authorizing Person

FOR OFFICE USE ONLY:

DATE ORDERED: _____

DATE RECEIVED: _____

BILLED TO TENANT: _____

PROPERTY MANAGER: _____

RECEIVED BY: _____

(Tenant Company Name Contact)

DIRECTORY STRIPS AND SUITE SIGNAGE

Each tenant will be provided with a building-standard directory strip that will be placed on the sign located at the tenant's main suite entry, and an elevator lobby directory strip. Please use the enclosed Tenant Signage Form as written confirmation to assure proper identification. Please allow at least two (2) weeks for the suite door sign and directory strips to arrive.

Graphics and signage or identification, other than the above standards, is not permitted unless defined in the lease agreement or approved by the landlord in advance.

Upon written request, additional directory strips may be added or updated, for an additional fee, provided space is available. Please use the attached form for these requests.

TENANT SIGNAGE FORM

SUITE #: _____

DATE: _____

COMPANY NAME: _____

PERSON ORDERING: _____

Please list below your company name, or other names, **exactly** as you would like them to appear on the lobby and elevator directories:

Please list below your company name **exactly** as you would like it to appear on your suite door plaque:

BY: _____

Please Print Name of Authorizing Person

Signature of Authorizing Person

FOR OFFICE USE ONLY:

DATE ORDERED: _____

FOLLOW-UP: _____

RECEIVED: _____

INSURANCE, SECURITY AND THEFT PROCEDURES

I. Insurance Procedures

The insurance policy for the building **does not** cover loss or damage to tenant valuables, furniture, or equipment, nor does it cover accidents that occur in the tenant's suite or in the parking garage. We request that you obtain proper insurance for your own protection in this regard. Please refer to your lease for specific insurance requirements.

II. Security Procedure

The Galleria Office Towers has limited access before 6:00 a.m. and after 6:00 p.m. on weekdays and all day on Saturday, Sunday, and legal holidays (see page 6 for "Building Hours"). Access will be available to those individuals who have a building access card that has been programmed to access the building after-hours. Please notify the Management Office immediately if you should experience security or theft problems.

There are on-site personnel that can assist you on evenings and weekends. If a problem should arise after-hours, please call (303) 691-6025 and our answering service will page the appropriate team member to assist you.

III. Reporting Thefts

Any personal property that has been stolen should be reported to the Glendale Police Department at (303) 759-1511 and the Management Office at (303) 691-6025 immediately.

CRIME PREVENTION RECOMMENDATIONS

Measures you can take to protect your business and personal property:

- Always lock your door(s) when leaving the office, even if it is only momentarily.
- Store personal items away from the office entrance, making sure they are not clearly visible and cannot be easily stolen while you are busy.
- Keep purses and gift packages out of sight and locked in an office safe, cabinet, or desk. Cash and stamps should also be locked up.
- Be alert for solicitors, peddlers, and strangers. An old trick is for a "solicitor" to engage you in conversation while secretly making a survey of your office set-up. Another old trick is a telephone call asking you to go to another location. While you are away, an accomplice enters your office and helps him/herself to whatever can be found. Please call the Management Office to report any suspicious activity.
- If an unknown person comes to your office to do work, please call the Management office to ensure they are authorized to be in your suite.
- Do not let anyone into the building with your access card.
- When working alone or after-hours, lock the doors to your suite.
- When going to your vehicle, have your car keys ready. As you approach the car, check for any abnormal circumstances. Look inside and under your vehicle before unlocking your door. To avoid break-ins, please keep all personal items stored in your trunk or out of sight. Use common sense and do not keep valuables in your car.

MAINTENANCE REQUESTS

Non-emergency requests (light bulb replacement, temperature control changes, etc.) should be requested by the designated tenant contact.

Maintenance services provided by the building include, but are not limited to, maintenance/repair of:

- Building structural systems
- Mechanical systems
- Electrical systems
- Plumbing systems

This maintenance includes, but is not limited to:

- Doors
- Walls
- Fan powered boxes
- Thermostat repair and adjustments
- Ceiling grids and tiles
- Light fixtures and lamps

For an additional fee, other services may be provided at the request of the tenant. These services include, but are not limited to:

- After-hours heating and cooling
- Unique plumbing repairs
- Additional directory listings
- Duplicate keys
- Re-keying lock cylinders
- Alterations and remodeling
- Special cleaning services

Please check your lease regarding tenant and landlord responsibilities.

If you have other needs or would like a cost proposal for other services, please contact the Management Office at (303) 691-6025.

HEATING, VENTILATION AND AIR CONDITIONING

Heating, ventilation, and air conditioning are provided on a daily basis pursuant to your lease agreement. If air conditioning is required beyond these hours, we ask that you contact the Management Office 48-hours prior to the requested service date. There is an additional hourly charge for after-hours service.

The building standard temperature is 73 degrees, plus or minus a few degrees. The system provides heat only at the exterior perimeter windows, while ventilation and cooling is provided throughout your suite. The system is designed for normal occupancy and use. Any additional electric heaters or supplemental air conditioning units will not be permitted. If you are experiencing comfort problems, **please do not attempt to make a temperature adjustment yourself**. Contact the Management Office at (303) 691-6025 and a building engineer will be dispatched to assist you.

JANITORIAL PROCEDURES

The Management Office at the Galleria Office Towers is committed to providing first-class janitorial services. As the representative for the Landlord, we have contracted with a service provider for the janitorial services listed on the following pages. Please note that these cleaning specifications may be different than those in your lease and are for informational purposes only. While we make every effort to ensure that professional standards are maintained, occasional oversights may occur. If this should happen, please notify the Management Office immediately so we can take appropriate corrective action.

Wastebaskets should contain only trash items that need to be removed by the cleaning personnel. Any trash that is not in wastebaskets but that need to be removed should be clearly marked "TRASH/BASURA." Special arrangements must be made with the Management Office to remove large packing cases or shipment boxes.

Coffee grounds must be placed in plastic bags for disposal. **Do not wash or flush down any plumbing facilities.** Liquid in cups should not be placed in wastebaskets, as the liners are not waterproof.

Additional cleaning services may be contracted through the Management Office at the tenant's expense. Examples of these services are upholstery-cleaning, removal of oversized boxes, carpet cleaning, etc. Please contact the Management Office for a cost proposal of additional services.

CLEANING SPECIFICATIONS

OFFICE AREAS:

DAILY CLEANING:

- Empty all waste containers and transport trash to Agent's designated trash collection area. Care must be exercised in noting items in containers, stacks, or other bundles that are obviously not trash. Items such as these are not to be removed unless clearly marked **TRASH**.
- Wood, metal, glass, or plastic laminated office furniture surfaces to be wiped clean of dust and dirt smudges nightly, and polished as needed. This includes counters, railings, exposed tops of files, bookcases, shelves, sills, ledges, and all other low (70" high) items.
- Empty ashtrays and damp wipe clean.
- Vacuum all carpeted floor surfaces, including under desks and other furniture pieces, and pick up all trash items on floor. Spot clean carpets and notify Agent if abnormal.
- Dust mop and wet mop tiled floor surfaces.
- Remove spillage, fingerprints, and smudges from walls, woodwork, and light switch plates.
- Spot clean all office partition glass.
- Remove all scuffs, spots, gum, and other foreign matter from floor, walls, partitions, etc.
- Replace all objects on desks in a neat and orderly manner after cleaning. DO NOT touch papers or other objects unless requested by Tenant and/or Agent.
- Clean and protect all sinks, countertops, furniture, chrome and stainless surfaces in kitchen and lunchroom area, etc.
- Turn off all lights and any small appliances such as coffee pots when leaving suite.
- Lock all doors during and upon completion when leaving suite.

WEEKLY CLEANING:

- Hand dust all ventilating grills.
- Move and vacuum/clean underneath all chair pads. Damp wipe chair pads as necessary.
- Dust all picture frames, charts, glass covers of pictures, and similar hangings.
- Dust baseboard heaters, chair legs and bases of all furniture, doorframes, etc.
- Dust and polish all base covers.
- Vacuum all upholstered furniture and remove and vacuum under chair (sofa) cushions.
- Detail vacuum all edges and corners as necessary.
- Clean and sanitize telephones.

MONTHLY CLEANING:

- Wet-mop and spray/buff all resilient tile floors.
- Wash/clean inside of wastebaskets with disinfectant solutions.
- Remove dirt from upholstered furniture with lint brush or vacuum.
- Wash exposed surfaces of file cabinets, remove soil, and buff dry with soft cloth.

QUARTERLY CLEANING:

- Perform high dusting (over 70", i.e. door sash, tops of partitions, shelving ledges, etc.)
- Wash all office glass partitions and wipe metal doorframes, window frames, mullions, and other unpainted interior metal surfaces.
- Dust all air supply and air exhaust grills. Dust air supply grills of windows.
- Machine strip, including scuff removal, and refinish tile floors as necessary.

SEMI-ANNUAL CLEANING:

- Wash all air supply and exhaust grills.
- Remove and wash chair pads.

NOTE: All chairs pushed to a minimum of 6" away from desks. All chairs and furniture to be neat and orderly. All waste baskets to be put back in proper original location.

ACCESS CARD PROCEDURES/VEHICLE INFORMATION

ACCESS CARD/VEHICLE REGISTRATION FORMS

An "Access Card & Vehicle Registration" form must be completed by an employee before an access card or parking tag will be issued. A sample form is attached.

TENANT CONTACT

One contact person should be appointed by the employer to maintain access card files and be the contact for the Galleria Office Towers Management Office. Please designate that person upon move-in.

ACCESS CARDS

- The Management Office will not assign parking/building access cards without approval from the designated tenant contact.
- Access cards must be returned when tenant vacates the premises. A fee will be charged for each unreturned card at the time of tenant move-out.
- If an employee loses or damages his or her card, a \$20 fee will be charged to replace the card. Charges are always due and payable upon receipt of the new card with either a personal check or money order. A new card will not be issued without payment unless the fee for the new card is invoiced to the tenant. All checks/money orders are to be payable to Galleria Acquisition, Inc. No refunds will be given, so please make sure the card is lost before requesting a new one.
- All replacement access card requests must from the designated authorized contact.
- To avoid unnecessary parking charges, all unused access cards must be deleted from our computer system. It is your responsibility to notify the Management Office when a card is no longer in use.

VEHICLE PARKING TAGS

- Galleria parking tags must hang from the rear-view mirror. Vehicles will be issued a warning ticket if a parking tag is not displayed in the vehicle. If using more than one vehicle, please transfer the tag to that vehicle.

VEHICLE PARKING TAGS (continued)

- The Galleria parking tag is the only means by which we can identify your vehicle in the parking garage. The tag enables the Management Office to notify you if your lights are left on or if there is any other problem with your vehicle.
- Vehicle information must be kept current for the purpose of identifying the vehicles in the parking garage. Please provide the Management Office with an up-to-date list of employees' parking tag numbers and vehicles so we can keep our records current and avoid ticketing authorized vehicles.

DISTRIBUTION OF FORMS

After the "Access Card & Vehicle Registration" form has been completed, the employer will be given a copy for their files. This copy should be kept by the tenant contact and not given to the employee. Thus, when an employee leaves, the employer will have the information concerning their access card number.

RESERVED/VISITOR PARKING

- Vehicles with Galleria parking tags should not park in visitor parking. These vehicles should park in unmarked spaces.
- "Reserved" spaces are to be used by assigned tenants only.
- Failure to follow garage regulations may result in one of the following: having an orange warning sticker applied to the window, the vehicle being booted, towed, or ticketed by the Glendale Police Department.

CARD READERS

Entrance to the building before or after regular business hours may be gained by using an access card at the garage entrances on Levels B and D. A card must also be used in the elevator to gain access to your floor after regular hours. Do not provide entry to any unknown persons.

MISCELLANEOUS ITEMS

SOLICITING

Solicitors are not allowed in the building at any time. If a solicitor comes to your office, please contact the Management Office at (303) 691-6025 immediately.

VENDORS

All tenants must register their vendors with the Management Office.

WINDOW COVERINGS

Additional window coverings are prohibited. Please refrain from placing plants, books, etc., on your windowsills to eliminate an untidy appearance. Keep all window coverings in the down position to preserve an aesthetically pleasing exterior look to the building and to help maintain a constant room temperature. Please do not tape anything to the windows as damage may occur.

ALTERATIONS & REMODELING

Prior to any construction, the Landlord must approve all alterations and/or remodeling work in writing. Submit a sketch or full-size drawing, as appropriate, to the Galleria Office Towers Management Office to start the approval process.

Our in-house staff is available to coordinate the design and construction of your remodeling needs or to provide names of approved designers and contractors. Our in-house coordination fee for remodeling work is based on a percentage of the total construction costs. Please contact the Building Management Office for assistance.

SIGNS

All unapproved signs will be removed and disposed.