

## **WELCOME TO THE HAYDEN ISLAND COMMERCE CENTER!**

We are pleased you have selected the Hayden Island Commerce Center as your business location. This Class A industrial and distribution space is conveniently located near the I-5 freeway, and easily accessible from all parts of the metropolitan area.

In order to make you feel "at home" as quickly as possible, we are furnishing some information that may be of assistance. Melvin Mark Brokerage Company and the Hayden Island Commerce Center staff are dedicated to ensuring that you receive first-class service. We hope that this description of the building services and procedures will assist you in becoming acquainted with the Hayden Island Commerce Center.

We will be visiting you shortly upon arrival to introduce ourselves and to answer any questions you may have. In the meantime, if you require any assistance, please contact us at (503) 223-9203. Our main office is open from 8 a.m. to 5:00 p.m., Monday through Friday.

It is our intention to provide the best possible service for you and our other valued tenants in the Hayden Island Commerce Center

Sincerely,

Shawn Ruark  
Building Manager

**HAYDEN ISLAND COMMERCE CENTER**  
**Main Office – (503) 223-9203**

**Tenant Information**

Following is a reference list and key contacts with direct dial numbers (or contact us at our main office number). **For after business hours and weekend emergencies, please call our main office at 503-223-9203 to be transferred to the answering service.**

**BUILDING STAFF**

The building manager is available to advise you on any aspect of remodeling or refurbishing your work space. Any proposed changes in the physical layout, electrical service, mechanical operation or locks in a tenant's space must be submitted to the building manager for prior approval. The building manager will coordinate the preparation of any needed drawings, permits, reviews and inspection by local officials to assure compliance with building codes.

**Building Personnel**

Shawn Ruark, Building Manager

The building personnel have a very strict schedule of work to be performed in order to maintain the first-class condition of the building. We are equipped to respond to maintenance and mechanical problems through the use of our pager system to reach our building personnel. In order to eliminate problems for both parties, we ask that each tenant funnel all problems and requests through our main office (contact information listed below).

**TENANT MAINTENANCE REQUESTS**

For tenant maintenance issues Monday through Friday, 8:00 a.m. to 5:00 p.m., email the request directly to [tenantmaint@melvinmark.com](mailto:tenantmaint@melvinmark.com). You may also call tenant maintenance directly at (503) 546-4546, or use our online form located on our website: [www.melvinmarkcompanies.com](http://www.melvinmarkcompanies.com). **For emergency issues (toilet overflowing, etc.) please call in the request.**

For emergencies after business hours, please call our main office at (503) 223-9203, and you will be directed to our answering service.

**HEATING AND AIR CONDITIONING**

It is the tenant's responsibility to maintain their HVAC system by contracting with a preventative maintenance company. Please contact building manager with questions.

Due to solar radiation through the glass, you will find your office more comfortable if you draw the drapes or close the blinds on either warm or cold days.

## **ACCOUNTING**

Melvin Mark Brokerage Company will mail a rent statement at the end of each month for the following month's rent. Along with your statement, you will receive a return envelope to send your rent check back. Checks should be made payable to Hayden OPB Partners LLC. Questions concerning your monthly rental statement can be answered by calling our Accounting Department, (503) 223-9203.

Questions concerning charges for tenant improvements can be answered by Linette Grayum, Construction Accountant, at (503) 546-4545 (email: [lgrayum@melvinmark.com](mailto:lgrayum@melvinmark.com)).

**Address**            **Melvin Mark Brokerage Company**  
Attn: Accounting Dept.  
111 SW Columbia, Suite 1380  
Portland, OR 97201

## **LEASING**

Questions about lease agreements or additional space requirements should be directed to:

Tim Parker        direct dial (503) 546-4537 (email: [tparker@melvinmark.com](mailto:tparker@melvinmark.com))  
Pat Schreck       direct dial (503) 546-4532 (email: [pschreck@melvinmark.com](mailto:pschreck@melvinmark.com))

Our team's knowledge and experience is available to help you make the best commercial real estate decisions for your business.

## **PARKING**

Hayden Island Commerce Center has no designated parking. Please be considerate of other tenants and park in areas in close proximity to your office.

## **SECURITY**

The property is patrolled periodically at night and on the weekends.

## **TELECOMMUNICATIONS**

Prior to move in, tenants should contact the provider of their choice to set up phone service. It is the tenant's responsibility to have the phone service hooked up from the data closet to the suite.

## **TENANT IMPROVEMENTS**

Building personnel are available to advise on any aspect of remodeling or refurbishing. Any proposed changes in the physical layout, electrical service or mechanical operation in a tenant's space must be submitted to the building manager for approval of working drawings or plans prior to any work being started. The building manager will help coordinate all construction work. Construction clean up is the responsibility of the workmen unless special arrangements are made through the building manager.

Questions regarding the design or construction of your new or existing space should be directed to David Brown, Architectural Services Director, at (503) 546-4526 or Brandi Stevens, Senior Space Planner, at (503) 546-4531.

### **Permit Program**

Melvin Mark Companies (MMC) belongs to a permit program with the City of Portland called the Facilities Permit Program (FPP). Participating in this program simplifies and expedites the permitting process.

Under the FPP, all charges for permits or field inspections done in a participating building are billed directly to MMC. Any charge for which MMC is not the contractor is then billed back to the tenant.

## **SIGNAGE**

All signage must be pre-approved by the building manager.

## **BUILDING POLICIES**

### **Moves**

Please schedule moves with the building manager. The moving company will need to provide a certificate of insurance naming Hayden OPB Partners LLC (Hayden Island Commerce Center) as additional insured.

### **Smoking Policy**

Hayden Island Commerce Center is a designated non-smoking building by the Oregon Clean Air Act (OR 433.835 – 433.875.) Smoking is prohibited in all public areas of the building including lobbies, corridors, stairwells and rest rooms. Please contact the building manager for further information and approved smoking areas.

### **Locks & Keys**

Please contact the building manager to make arrangements for all lock changes or duplicate key requests, etc.

### **Pets**

Pets are not permitted inside of Hayden Island Commerce Center unless they are ADA defined service animals.

### **Janitorial Services**

It is the tenant's responsibility to contract and coordinate the janitorial service for their space, along with garbage service pickup. Please contact the building manager with questions.

### **Recycling**

Melvin Mark Companies are committed to conserve natural resources, use energy efficiently and reduce pollution. Please contact your building manager with questions.

## **EMERGENCY PROCEDURES**

### **Emergency Contacts**

If for any reason emergency help is needed, please call 911 immediately. If it is not a life threatening emergency and is during normal business hours, one of our staff members can be reached by calling our main office at (503) 223-9203. **If for any reason assistance is needed after hours, please call our answering service at (503) 223-9203.**

### **Fire Safety**

- In case of fire, please call 911 immediately and evacuate the building and move at least one block away from the building after exiting.
- If caught in smoke, take short breaths, breathe through your nose and keep low to the ground or crawl to escape. The air near the floor is cooler and easier to breathe.
- Touch all doors before opening. Do not open doors that feel hot; seek another exit.
- Do not break windows. This would allow fresh air to rush in and fuel the fire.
- Fire extinguishers are located in your space.
- Pull nearest fire alarm if time permits.
- Notify others in your vicinity.
- Await further instructions. Do not attempt to re-enter the building until instructed to do so by the Fire Department.

### **Medical Emergencies**

In the event of a medical emergency, call 911 immediately. Be prepared to give the dispatcher the building address and your suite number.

### **Power Failure**

Please contact the building manager as soon as possible. The building manager will attempt to advise you regarding the length and cause of the power failure as soon as possible.

### **Earthquake Procedures**

In the case of an earthquake, keep away from windows and all other glass, free standing partitions or objects that may fall. Crouch under a desk, table or other heavily reinforced object. Be prepared for aftershocks. If it is necessary to evacuate the building, use the stairs and move to an open area away from high-rise structures.

### **Bomb Threat**

In the event of a bomb threat, record as much information as you can including: what the caller said and their gender, identify any background noise and assess the validity of the call. If possible, ask the caller where the bomb is located, when is it set to go off and what the bomb is contained in.

After receiving the call you should call 911 immediately and provide the dispatcher with complete details of the call. Be sure to identify the building address, your company name and suite number. Next contact our main office at (503) 223-9203 and inform them that you have received the threat and have called 911. The decision to evacuate will be made immediately

### **Civil Disturbance**

Should a riot or civil disturbance start outside of the building, please notify building management and call 911.

### **Flooding**

In the event of flooding or a water leak, contact our main office immediately at (503) 223-9203. If possible, remove all desktop items and close file drawers to limit damage. Move materials off the floor, if possible. The building staff will turn off the water source and shut down electrical power as needed.

### **Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes the conditions by two classifications, a watch or a warning. 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 the building staff, but rather by each individual tenant.