



MELVIN MARK BROKERAGE | CAPITAL GROUP | CONSTRUCTION | DEVELOPMENT

# HENRY FAILING BUILDING

111 SW Oak St, Portland, OR 97204

**BUILDING INFORMATION FOR TENANTS**



111 Southwest Columbia | Portland, Oregon 97201 | P: 503.223.9203 | F: 503.223.4606 | [www.melvinmark.com](http://www.melvinmark.com)



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## WELCOME TO HENRY FAILING BUILDING!

We are pleased you have selected Henry Failing Building as your business location.

Built in 1866, the historic landmark Henry Failing Building features facades of yellow brick and glazed terra cotta, with handsome brick interior walls and other classic features. The building is on the MAX line and near public parking, as well as local sports arenas, hotels and office buildings. With a square footage of 23,738, the Henry Failing Building is just three blocks from the recently developed White Stag blocks — home to the University of Oregon's alumni offices and headquarters for Mercy Corps. Continual upgrades and improvements have been made throughout the years.

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 Building 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 building.

If you require any assistance; please contact us at 503.223.9203. Our office is open from 8:00 AM to 5:00 PM, Monday through Friday.

It is our intention to provide the best possible service for you and our other valued tenants in the Building.

Please visit [melvinmarkcompanies.com](http://melvinmarkcompanies.com), and click on Tenant Portal, for full building information, company contacts and to re-print this tenant handbook.



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## KEY CONTACTS

### ACCOUNTING

All accounting-related questions can be answered by calling our Accounting Department, 503.223.9203.

Melvin Mark Brokerage Company will mail a courtesy 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 payment in. Checks should be made payable to Lauren Louise LLC at the address listed below:

Lauren Louise LLC  
dba Failing Building  
C/O Melvin Mark Brokerage Company  
111 SW Columbia, Suite 1380  
Portland, OR 97201

Certificates of Insurance: Please send Certificates of Insurance to [insurance@melvinmark.com](mailto:insurance@melvinmark.com).  
Accounts Receivable questions: Please call 503.223.9203 or email [ar@melvinmark.com](mailto:ar@melvinmark.com).

### BUILDING PERSONNEL

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

Valorie Cochran  
Senior Property Manager



Gary Zeller  
Engineer



Jason Guerraz  
Maintenance Technician





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## LEASING

Our team's knowledge and experience is available to help you make the best commercial real estate decisions for your business. Questions about lease agreements or additional space requirements should be directed to:

Don Drake  
Phone: 503.223.9203  
ddrake@melvinmark.com

Tim Parker  
Phone: 503.223.9203  
tparker@melvinmark.com



## MAINTENANCE AND HVAC REQUESTS

***We request the Tenant designate a primary contact within their office to coordinate tenant maintenance requests.***

To contact your building personnel, call us at 503.223.9203. 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 direct paging system to reach our building personnel. In order to serve our tenants well, we ask that all requests go through our main

- The building's HVAC operating hours are Monday through Friday 7:00 AM to 5:00 PM and 8:00 AM to 1:00 PM on Saturday. The systems are off on Sunday. Call 503.223.9203 to arrange extended hours of operation at least 48-hours in advance, off-hour HVAC charges apply.
- For maintenance and HVAC requests, Monday - Friday from 8:00 AM to 5:00 PM, please call 503.223.9203 or Email: [maintenance@melvinmark.com](mailto:maintenance@melvinmark.com) or send requests through the Tenant Portal at [www.melvinmarkcompanies.com](http://www.melvinmarkcompanies.com).
- For emergency issues and after normal business hours, please call the request in, 503.223.9203. Our 24/7 answering service will assist after hours.





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It is our objective to keep the temperature in your work space as comfortable as possible for everyone and we are committed to conserving energy by operating our mechanical plant efficiently. The thermostats located throughout the building are sensitive instruments. Tampering with these instruments can cause failure of the heating and air conditioning systems. 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. Proper operation of the air conditioning system is based on drapes or blinds being in the drawn position during direct solar exposure.

Space heaters are strongly discouraged. A typical space heater draws the load capacity of a 20 amp circuit breaker, this combined with whatever is on that circuit will usually cause the breaker to trip. Employees then do not have power to their work stations until a maintenance technician can get it reset. This can add up to many man-hours for a company.

Space heaters also present a fire danger and should the Fire Marshall inspect an office space, a "red tag" will be issued to the tenant. This "red tag" will require heaters to be removed within 30 days. If still present on re-inspection a citation will be issued.

### SECURITY AND AFTER HOURS ACCESS

The building is protected by very strict security measures. After hours or weekends, access for repair, move-ins and move-outs, service or construction work is to be scheduled through the manager's office.

All Hours: 503.223.9203

### SIGNAGE

Prior to move-in, new tenants will receive a signage request form in their lease. Please return this form as soon as possible so that we may start processing your new signage. Signage requests can take four to six weeks to be completed after the date we receive the signage form.

For questions regarding building signage and directories, please call 503.223.9203 (email: [maintenance@melvinmark.com](mailto:maintenance@melvinmark.com)). Please call if you need a price quote for changes to your existing signage.

For existing tenants that wish to order new signage or have changes to their existing signage, please call 503.223.9203 or notify your manager. All tenant signage must be pre-approved by Melvin Mark Construction Company prior to installation.



## BUILDING INFORMATION

### CARPET CARE

The manager will be happy to advise tenants and to help arrange for additional carpet care service.

### DELIVERIES/MOVES

To facilitate your move or deliveries, we request your cooperation by adherence to the following procedures. Please schedule your move with the manager as soon as possible. Do not stage furniture in the lobby.

- If building services are desired after normal operating hours, such as heating or air conditioning, overtime operation may be furnished at tenant's expense. We require 48-hours written notice in order to provide services.
- Movers must protect all door frames, including elevators. In addition, movers must protect the lobby flooring and carpeting with 4' x 8' sheets of Masonite. Elevators used for moving may have to be padded. Please check with the manager. Landlord requires that the building staff run the elevator for all moves in and out of the building; there may be a charge for this service which will be billed to you. You are responsible for any damage to the premises or persons resulting from the actions of your movers. Therefore, we highly suggest that you engage a reputable moving company.
- Small pieces of furniture or equipment consisting of one or two items weighing less than 200 lbs., such as chairs, empty carts, recycle bin, etc. may be moved during normal business hours.
- Larger pieces of furniture or equipment weighing more than 200 lbs. may be moved during normal hours at the discretion of the manager. These moves must be arranged in advance to insure the availability of the elevators, building staff and unnecessary inconveniences and delays.
- Moves must take place before 7 AM or after 5 PM, Monday through Friday, or any time Saturday and Sunday.
- It is a first-come-first-served policy unless prior arrangements are made with the manager.
- Freight elevator access is in the basement of the building.
- Only hand trucks are allowed in the lobby using the outside perimeter to prevent cracking of marble.
- The moving company will need to provide a certificate of insurance naming Lauren Louise LLC as additional insured.

### HANGING ART

Please check with the manager before hanging pictures or other items on the walls. You are responsible for the restoration of the wall system at the end of your lease.

### JANITORIAL SERVICES

The building janitorial staff is on the job five nights per week (Sunday through Thursday, except holidays), beginning at 5:30 PM. To assure that no important documents are disturbed, we have established a policy that only desks that are clear of papers will be cleaned. Recycling boxes are provided. The janitors dispose of full recycling boxes. Tenants are expected to bear the expense for the removal of refuse that substantially exceeds the normal daily amount.



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Good housekeeping is a very important phase of our building operation. We make frequent inspections and meet regularly with the cleaning contractor who services the building to discuss their performance and areas where improvement may be required. We want to know when the service is not satisfactory. Any problems with or suggestions about the cleaning should be directed to the manager.

### **LOCKS & KEYS**

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

### **PETS**

Pets are not permitted inside of the building unless they are ADA defined service animals

### **RECYCLING**

The owners are committed to conserving natural resources, using energy efficiently and reducing pollution. One way we do this is by providing opportunities for our tenants to recycle. Each of our buildings has a recycling program. Your manager will furnish you with boxes for recycling office paper products. They will also show you where glass, mixed recycling, cardboard and metal can be collected. If you have any other questions or suggestions regarding recycling, please contact your manager.

### **SMOKING POLICY**

The building 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 restrooms. Please contact the manager for further information.

### **TELECOMMUNICATIONS**

Prior to move in, tenants should contact the provider of their choice to set up phone service. Contact your manager for approval prior to your telecom installation. A pre-arranged time with building staff will need to be arranged for this service. We cannot guarantee we will be available to provide telecom access for unscheduled vendors. It is the tenant's responsibility to have the phone service hooked up from the basement to the suite. When hiring your voice/data installer, make sure that prior to installation you hire a licensed electrical low voltage installer to pull the cable for phone, data or TV.





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## TENANT IMPROVEMENTS

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

Questions regarding the design or construction of your new or existing space should be directed to the manager.

Melvin Mark Companies 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 Melvin Mark Companies. Any charge for which Melvin Mark Companies is not the contractor is then billed back to the tenant.



## EMERGENCY PROCEDURES

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.

### **BOMB THREAT**

In the event of a bomb threat, record as much information as you can, including:

- What the caller said and 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
- 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 call 911 and 503.223.9203. The police will be notified and building staff will keep tenants informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and police will be notified.

### **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.

### **EMERGENCY EVACUATION**

It is advised that tenants develop an Emergency Evacuation Plan on where staff is to meet in the event that the building needs to be evacuated.



## **FIRE SAFETY**

- In case of fire, please call 911 immediately and evacuate the building via the stairs (do not use the elevators) 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 on each floor.
- 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.

## **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.

## **MEDICAL EMERGENCIES**

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

After the 911 call is complete, contact the manager at 503.223.9203 to report the medical emergency; this will allow management to have an elevator held at the lobby for the EMS team when they arrive. If time permits, post one person at the lobby elevator to lead the medical team directly to the person in distress.

## **POWER FAILURE**

It is rarely necessary to evacuate the building due to a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices. If ordered to evacuate, do not use the elevators. Exit calmly through the nearest stairwell. The manager will attempt to advise you regarding the length and cause of the power failure as soon as possible.

## **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 a 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 is based on the above weather reports.