



# Tenant Move Manual

Hines

# Building Staff

## Contact Information

Please call rather than email  
regarding urgent issues.

### PROPERTY MANAGEMENT OFFICE

415.777.5520 ext. 2 phone

Kari Aycock  
Senior Property Manager  
Kari.Aycock@hines.com

Lorraine Tong  
Accountant  
Lorraine.Tong@hines.com

Logan Bjorkman  
Property Manager  
Logan.Bjorkman@hines.com

Jessica Sanchez  
Administrative Assistant  
55Second.Admin@hines.com

Hines  
55 Second Street, Suite 155  
San Francisco, CA 94105

### ENGINEERING OFFICE

415.777.5520 phone

David Brandon  
Engineering Manager  
415.777.5520 ext. 3

Sean O'Brien, Engineer  
415.777.5520 ext. 4

Bobby Hoppin, Engineer  
415.777.5520 ext. 5

### SECURITY STAFF

415.777.5520 ext. 1 Main Lobby Security Desk (24 hrs.)

### PARKING GARAGE

415.777.5520 ext. 6

On-Site office located at the bottom of the ramp in the parking garage

### LEASING

415.219.1711 phone  
Amanda Emmerson,  
CBRE

**TABLE OF CONTENTS**

Certificates of Insurance Requirements ..... 1

Tenant Moving/Outside Vendor Scheduling Guidelines ..... 2

Suggested Moving Checklist ..... 5

Move In Rules and Regulations ..... 7

Checklist of Vendors ..... 8

Voice & Data Carrier Rules and Regulations ..... 9

Building Regulations ..... 9



## CERTIFICATE OF INSURANCE REQUIREMENTS

Any companies performing work on behalf of, or in, 55 Second Street must have a valid Certificate of Insurance on file with the Property Management Office. Please make sure that the certificate is completed in accordance with The information and limits of liability stated below and includes an ISO Additional Insured Endorsement CG 2037 or CG 2026:

**Certificate Holder:**

T-C 55 Second Street, LLC  
55 Second Street, Suite 155  
San Francisco, California 94105

**Additional Insureds:**

T-C 55 Second Street, LLC

**and**

Hines Interests Limited Partnership

**and**

Teachers Insurance and Annuity Association of America

**Coverage:** \*Please note these limits are subject to change. Verify Insurance requirements with the property management office.

Workers Compensation: In kind and amount as described  
by statute

Employers Liability: \$1,000,000

Commercial General Liability: \$ 1,000,000 per occurrence  
\$2,000,000 general aggregate

Commercial Automobile Liability: \$ 1,000,000

Umbrella Liability: \$3,000,000

Please note that these policies must not be canceled or changed to as to affect insurance described by the certificate until thirty (30) days after written notice of such cancellation or change has been delivered to the Property Management Office.

**An important note on additional insured:** please make sure that the following are listed, "T-C 55 Second Street, LLC, Hines Interests Limited Partnership, and Teachers Insurance and Annuity Association of America."

Please email to: 55Second.Admin@hines.com

Mailing address: T-C 55 Second Street, LLC  
55 Second Street, Suite 155  
San Francisco, CA 94105

Phone: 415.777.5520

## TENANT MOVING/OUTSIDE VENDOR SCHEDULING GUIDELINES

### Scheduling

Moving and/or large furniture deliveries should be scheduled at least two weeks in advance with the Building Management Office. Building Management must be notified three months or as soon as possible in advance of any move in order to ensure the availability of the freight elevator and loading dock. Reservations for the freight elevator and loading dock are made on a first-come, first-served basis. Moves are restricted to 6:00 p.m. and later Monday through Friday, and are not restricted on Saturdays and Sundays. If there are any changes of dates and/or times of the move, please notify Building Management as soon as possible.

### Movers and Outside Vendors

Please submit the name of the moving company (or any other outside vendors), telephone number and name, and number of onsite (moving/vendor supervisor, and insurance certificate. Please see the Checklist of Outside Vendors Involved in Tenant Move-In on page 8 of this packet for more information regarding outside vendors. Movers should have a site visit prior to the move. In addition, the moving company must comply with all moving rules and regulations. Please ensure that the moving company had the proper protective equipment (masonite and walk-off plates) as you, the tenant will be responsible for any damage to the building incurred the move. Movers must report any electrical problems and breakdowns that occur. They are also responsible for removing all trash, packing cartons, and moving boxes from the building.

### Insurance

Prior to any move, the moving company needs to supply the building management office with a Certificate of Insurance showing both general liability, and workers' compensation coverage. The certificate must name T-C 55 Second Street, LLC and Hines Interests Limited Partnership and Teachers Insurance and Annuity Association of America as additional insured parties. No moving can take place until the management office has received the certificate of insurance!

### Directory Listing and Signage

Prior to move, please specify in writing exactly how the company name should be listed on building signage and in the building directory. Please use the Signage Form in this Tenant Move Manual and submit it to the building office two months prior to your move.

### **Company Information, Tenant Employees, and Tenant Contacts**

Prior to your move, please send us a list of employees who will be working at your 55 Second Street location. In addition, please provide us with the Tenant Contact names as well as a list of all authorized signatories and designated contact persons. Please specify who will be the Tenant Move In Contact as well. The Tenant Contact should request a supply of cardkeys from the Building Office.

### **Parking**

Parking is very limited at 55 Second Street due to restrictions of the City of San Francisco. To request parking spaces or to make any parking arrangements, or, to reserve parking spaces in regards to a move, please call the building management office.

### **Walk - Through**

All moves should be preceded by a walk-through of the common areas that will be used by the movers (the path of travel). The walk-through participants include representatives of the tenant, moving company, and building management who will record any pre-existing damage in the path of travel. (This is in the interest of the tenant as pre-existing damage cannot be blamed on the move and billed back to the tenant.)

### **Mail Delivery**

Notify the United States Postal Service (USPS) and all clients of the new mailing address before the actual move-in date. Mail is delivered by USPS courier to each floor and company suite.

### **Protection**

The moving company and/or outside vendor will be required to provide and put in place protective covering (masonite) in the common areas of the building through which they will travel. On the tenant floor(s), the corridor from the elevators to tenant spaces and the floor and walls of the passenger elevators must be protected with masonite. Doors and doorframes must be covered and walk-off plates must be provided to protect door thresholds. The building security officer will inspect and approve the protection prior to allowing the move to begin.

### Day of Move: Oversight, Safety, Security, and HVAC

An authorized representative of the Tenant must be on the premises to oversee the move from the time that the moving company arrives until the time they leave. Please note that Security and Building Management will not be responsible for providing access to the premises nor shall they be responsible for securing the space afterwards. Under no circumstances will Security or Building Management sign for a delivery of furniture or for any other items in regard to completion of a move in place of a tenant. At Landlord's sole discretion, depending on the size of the move, a representative from Building Management may be on site during the move.

It is the responsibility of the moving company (and/or outside vendor) and the tenant to perform the move in the safest manner possible. Please avoid blocking the building corridors, entrances and exits and avoid accumulation of combustible materials.

At Management's sole discretion, Building Management may elect to hire additional security officer coverage to monitor the move and this expense is *billable to the tenant*.

If additional HVAC is requested, please fill out the Additional HVAC Request form and submit it to the Building Office at least one week prior to your move. All additional HVAC requested for a move will be *billable to the tenant*.

### After the Move: Clean Up

Removal of masonite, tape, tape adhesive residue, pads, corner boards, empty containers, boxes and carts from public areas (corridors, elevators, elevator lobbies, main lobby, etc.) should be completed prior to the following business day. If there is an excess of trash; Building Management will arrange for additional trash service and *invoice the tenant* accordingly.

Any damages that can reasonably be assumed to have been caused by the moving company will be repaired by Building Management and billed back to the tenant.

### Dimensions of Elevators

The freight elevator has a door opening of 8 feet tall by 4 feet wide. Inside dimensions are 11 feet tall by 7 1/2 feet wide by 5 1/2 feet deep and weight capacity of 4,500 pounds.

Please feel free to contact the building management office at 415.777.5520 if you have any questions or concerns about the above move instructions.

### **Loading Dock Length**

The loading dock is approximately 40 feet in length. Please ensure any vendor vehicle is no longer than 40 feet, including cab and trailer, to allow vehicles to pass in and out of the parking garage.

### **SUGGESTED MOVING CHECKLIST**

#### **Three (3) Months prior to move:**

- Secure Moving Company and any other necessary vendors such as, computer, telephone and/or cabling vendors. *Please see "Voice & Data Carrier Rules and Regulations" (p. 9) for further details.*
- Schedule date with Moving Company and other vendors.
- Schedule date with Building Management. Please remember that moves may begin *after 6:00p.m.* on weekdays, and *all day* on Saturdays and Sundays, and are scheduled on a first-come, first-served basis.
- Provide company name, telephone number as well as name and number of onsite moving supervisor to the Building Management Office.
- Schedule date with Building Management to have moving company pick up moving boxes after move.

#### **Two (2) Months prior to move:**

- Send us list of employees who will be working at 55 Second Street.
- Send us a list of all authorized signatories and designated contact persons.
- Send us exact name of your company for Suite Sign and lobby directory.
- Update time schedule for move with Moving Company and Property Management.

#### **One (1) Month prior to move:**

- Send Moving Company's (and/or any outside vendors') Certificate(s) of Insurance to Building Management.
- Order stationery with new address.
- Schedule meeting with all parties involved in move: Movers, Property Management, Any Outside Vendors.



Two (2) Weeks prior to move:

- Confirm move dates and times with all parties.
- Find out size of vehicles delivering items to building to determine whether or not said vehicles will fit into loading dock area. In addition, find out the length of time for which any vehicles will need to have the loading dock area reserved.
- Contact vendor to insure that freight elevator dimensions are adequate for all items being moved into building.
- Contact outside vendors to ensure that they have proper protective equipment for doorways and elevators (i.e., masonite and walk-off plates).
- Discuss any needs for additional security with Building Management. Please remember that additional security may be present during the move at the discretion of Building Management. Any additional security that is required is billable to the tenant.
- Meet with all parties involved in move: Movers, Property Management, any Outside Vendors.

One (1) Week prior to move:

- Obtain parking and building access cards from Building Management.
- Fill out Change of Address card with the United States Postal Service.
- If additional HVAC is requested, please fill out the Additional HVAC Request form. All additional HVAC requested for a move will be billable to the tenant.

After the move:

- Make sure Moving Company is coming back to pick up moving boxes. (Tenant will be billed if boxes are left for Building Management to remove)
- Send out "We've Moved" cards.

## MOVE IN RULES AND REGULATIONS

1. Moves are scheduled on a first-come, first-served basis. Only one move can be accommodated at any given time. To schedule your move, contact the Property Management Office at 415.777.5520 with the following information:
  - a. Date(s) and Time(s) of the move
  - b. Your Company's Name
  - c. Name of Moving Company, contact name and phone number
  - d. Estimated duration of the move; number and size of trucks expected
  - e. Name and number of person(s) onsite for move, your company and moving company.
2. One truck can be accommodated in the loading dock at a time. Any truck in the loading dock may only remain there to load or unload. Under no circumstances will any vehicles be allowed to park in the loading dock. Any trucks parked on the street are subject to restrictions imposed by the city.
3. The moving company is responsible to designate one person as an elevator operator for the service elevator during the move.
4. Duct tape is not to be used on any floors, walls, doorjambs or doors because of sticky residue that is left on surfaces.
5. It is the Customer's responsibility to notify Landlord of items to be moved which are unusually large or heavy (in excess of 2,000 pounds) or which may require review by Landlord. Dimensions and weight may prohibit the safe transport and placement within acceptable structural guidelines. Any large items that cannot be placed in the service elevator will require special hoisting arrangements which will be made through the Landlord. Customer's moving contractor should include in the bid price to the Customer any additional charges required for extra services which may need to be provided by the elevator contractor to hoist large items.
6. Customer's moving company employees must be easily identifiable by wearing company shirts and name badges.
7. Customer's moving company must adhere to the Building Rules and Regulations.

## CHECKLIST OF VENDORS

This list is intended to help remind you of outside vendors involved in a move. Please remember that **all outside vendors must submit a Certificate of Liability Insurance to the Building Office**, preferably one month prior to the scheduled date of work and/or move. Also **all outside vendor visits to the building must be scheduled in advance with the Building Office** as the loading dock areas, freight elevators as well as other considerations must be pre-arranged well in advance.

Possible Vendors may include, but are not limited to, the following:

Moving Company

Furniture Retailer, Furniture and/or Office Equipment Assemblers

Interior Decorators, Designers, Company Architects

Computer Vendors and/or Computer Technical Support and Installers

Phone and Data Installers (please refer to "Voice & Data Carrier Rules and Regulations" on p. 9 for further details)

Repair persons

Office Supply Delivery People

Landscape / Plant Care Service

Paper shredding service

Off-site document storage service

Caterers

Please remember that this is only a partial list designed to help you remember all of the possible outside vendors involved in your move. There may be outside vendors unique to your company's move. Please feel free to call the building office with any questions or concerns at 415.777.5520.

## VOICE & DATA CARRIER RULES AND REGULATIONS

1. Below is a list of Voice & Data Carriers with a physical presence in the building:
  - a. AT&T (Copper & Fiber): <http://business.att.com> 866.590.6862
  - b. Level 3 Communications (Copper and Fiber): [www.level3.com](http://www.level3.com)(877) 2LEVEL3
  - c. Zayo (Fiber):[www.cognetco.com](http://www.cognetco.com) (510) 281-5969
2. TV service provided by HD DIRECTV managed and maintained by Mood Media (formally Muzak)
3. Building Cabling Capacity: Mini mum Point of Entry (MPOE)
  - a. 900 pairs of copper cabling entering the building from the street and terminated in the MPOE.
  - b. Fiber optic cabling entering in from the street with fiber access point in the MPOE (AT&T, Level 3 Communications, and Zayo)
4. The Riser Manager for 55 Second Street is Capitol Communications; *any vertical cable pulls in the riser closets are to be done by Capitol, or at minimum, supervised by Capitol Communications.* Such work can be coordinated directly through Capitol who will alert Property Management. **Capitol Communications can be reached at: 415.861.1727, [www.capitolcomm.com](http://www.capitolcomm.com).** When contacting Capitol, ask for Freddie Little and/or reference 55 Second Street so they may direct you to a knowledgeable technician familiar with the building.
5. Please confine with the Property Management Office that the proper insurance documentation is on-file for vendors prior to their arrival. Work may not begin until these documents have been received.
6. Please advise vendors and their technicians to report to the Property Management Office prior to starting work in order to obtain the proper access forms.

## BUILDING REGULATIONS

The Lease contains building rules and regulations. If you have any questions about your Lease, please contact the Building Management Office.