

**TENANT  
HANDBOOK**

**Korman ■ Lederer**  
**MANAGEMENT CO.**

Suite 116  
3100 Dundee Road  
Northbrook, IL 60062-2462  
847-498-1000

## **MOVING IN**

- Rent
- Use of Space
- Signage
- Locks
- Utilities
- Emergency Numbers
- Certificates of Insurance

## **IN PLACE**

- Common Area Maintenance
- Maintenance of Space
- Service Calls
- HVAC
- HVAC Checklists
- Dumpster Areas
- Parking Lots
- Certificates of Insurance

## **MOVING ON**

- Walkthrough
- Security Deposit
- Thermostat
- Utilities
- Telephone Equipment
- Signage
- Mailbox Keys

STICKER

Dear Korman/Lederer Tenant,

We are pleased and happy to have you with us. We hope you find the space you have rented from us provides you with a comfortable and efficient place from which to conduct your business.

This handbook has been prepared for you in an effort to keep your tenancy with us as problem-free as possible. It is meant to be used as a quick reference for solving issues which may arise during your tenancy. The information it contains is simplified rhetoric of your lease agreement. It also provides ownership regulations for the use of Korman/Lederer property.

Look it over and keep it handy for referral. We hope you find it helpful, and an aid toward quick resolution of any problems which may arise during your occupancy.

If you have any problems or questions please do not hesitate to call your Korman/Lederer representative.

We wish you prosperity.

**KORMAN/LEDERER MANAGEMENT COMPANY**

## MOVING IN

The following information should be helpful to you as you settle into your new location.

**Rent**—Your rent is due in our office the first of every month. If it is not received by the tenth of the month, your lease agreement calls for a late fee. You will not receive a rental invoice unless you specifically request it.

**Use of Space**—Please limit the use of your space to that which is designated on your lease. The use of your space for any other purpose is not covered in your lease agreement and is unacceptable.

**Signage**—Korman/Lederer provides each new tenant with door and, in most cases, directory board signage. Your sign will be installed only after we receive specific, written directions from you on the form enclosed in your lease packet. Immediate response is important, because it can take from four to six weeks to have your signage installed. Any company logo, or type style other than building standard, will be installed at your expense. One name only will be provided for your door and directory strip.

Should there later be a change in company name, Korman/Lederer can arrange to have the new name installed for you, but this would be at your expense.

**Locks**—New locks will be provided for your suite at the time of occupancy. Three keys will be provided for you at that time. Any additional keys you may need may be purchased by you at your own expense.

Please **do not** change your locks without notifying Korman/Lederer. Any change or repair of locks after the initial installation is at tenant cost.

If you are renting in a building that requires a mailbox key, it, too will be provided.

**Utilities**—Your gas and electric services will be placed in your name by Korman/Lederer at the time of your occupancy. It is a good idea for you to also contact Commonwealth Edison and Nicor Gas a week before you move in to make sure they have all the information about you that they need. A failure to do so could result in an interruption of service.

When you receive your first billing, please call our office and give us the meter number and account number that appears on your bill.

**Emergency Numbers**—There is also a sheet in your lease packet calling for you to supply us with emergency telephone numbers. It is most important that you supply us with the telephone numbers and address of two responsible people in your business. Please update these numbers as personnel change.

There have been times when it has been necessary to reach a tenant at home in the evening or on a weekend.

**Certificates of Insurance**—Before taking possession of your space, each tenant is **required** to provide Korman/Lederer with a certificate of insurance, insuring against personal injury, death, or property damage occurring in connection with the use and occupancy of the premises. Korman/Lederer and beneficiaries must be named as additional insured.

Your lease calls for coverage in the amounts of.

Bodily Injury:	One Person	\$1,000,000
	Aggregate	\$2,000,000
Property Damage:	One Accident	\$ 500,000

**The policy must contain an agreement that it will not be cancelled by the insurer without at least ten days prior written notice.**

**The wording of the additional insured portion of the certificate of insurance must be exactly as it appears below, or it will be returned to you for correction:**

\* Please Contact the Main Office for examples of the language required.

## IN PLACE

This section of the Handbook provides information about issues which may arise during your occupancy. Please read it carefully and keep the Handbook nearby for referral.

**Common Area Maintenance**—You will be billed twice a year for CAM, or Common Area Maintenance, charges. Your bill is based upon your pro rata share, the percentage of the building you occupy.

Pro Rata charges cover:

- Rubbish pickup (unless you have separate service)
- Water and sewer metered to the building
- Common area gas and electric
- Alarm charges
- Common area cleanup

Not all categories apply to every building. Your bill will show exactly what services are being charged.

**Maintenance of Your Space**—Once you take occupancy, you are responsible for anything on the interior of the unit, or anything that you use on a day to day basis. This includes such items as: Front doors, interior doors, private overhead doors, plumbing, interior lighting, electrical, exit and emergency lighting, fire extinguishers, and hot water heaters.

If a roof leak occurs within your space, please note the roofers will not come out while it is raining so, please be sure to mark the exact spot where leaking occurred. This

makes it easier for the roofer to locate the source of the leak. Then call us and we will arrange for a roofer to come out and repair the leak.

**Service Calls**—Korman/Lederer has resources to help you with any problem that may arise within your suite. Feel free to call us for help or to call someone of your own choosing.

If you call Korman/Lederer, a service call is placed for you immediately. You will be charged for services within your suite. The charge will include travel time as well as charges for the repair.

In cases when a service call is placed and then cancelled, if the service people cannot be reached in time to stop them from making the call, you will be charged for travel time.

Because of the number of properties we manage, sometimes our contractors are extremely busy. There may be a short delay before we can meet your needs. We will tell you if this is the case, and you will then have the option of handling the problem on your own. However, emergency situations are dealt with promptly.

**HVAC**—It is important that you familiarize yourself with your HVAC contract. These contracts are required by your lease.

There are two types of contracts. If you have a Preventative Maintenance contract, it covers such services as filter changing, belt checking, and lubricating on a quarterly basis. Preventative maintenance contracts are contracted for on new equipment during the manufacturers contract warranty period.

After the warranty period, a Parts and Labor contract is used. the contract offers the tenant insurance against the cost of replacement of some very expensive parts. If you

are carrying your contract through Korman/Lederer, even the replacement of your motor, condenser, or compressor are not charged to you.

If problems arise involving heating or air conditioning your unit, please observe the procedures recommended on the following checklist before you call for service.

# **HEAT—Before You Call For Service**

## **BASICS**

1. Is circuit breaker in “on” position. Please instruct employees where circuit breakers are and how to use them. Service calls because of tripped circuit breakers will be billed to tenant.
2. Check thermostat—is mode selector in “heat” position, selector switch on fan “auto”
3. Check on-off switch in furnace area

## **START-UP ATTEMPT**

1. Make sure thermostat is set 3 to 5 degrees above thermometer reading
2. Allow 3 to 5 minutes for unit to come on
3. If unit does not come on, lower thermostat to lowest possible setting
4. Wait 2 or 3 minutes
5. Slowly raise setting to 5 degrees above thermometer reading
6. Wait 2 to 5 minutes  
This will usually re-set unit

**NOTE:** If temperature has been lowered for night or weekend, allow for a recovery period of 2 to 3 hours depending upon how low it was set.

If the system is equipped with a set-back thermostat or time clock, press the over-ride pad or trip the switch as applicable.

## **A/C—Before You Call For Service**

### **BASICS**

1. Is circuit breaker in “on” position. Please instruct employees where circuit breakers are and how to use them. Service calls because of tripped circuit breakers will be billed to tenant.
2. Check thermostat—is mode selector in “A/C” position, selector switch on fan in “on” position

### **START-UP ATTEMPT**

1. Make sure thermostat is set 3 to 5 degrees above thermometer reading
2. Allow 3 to 5 minutes for unit to come on
3. If unit does not come on, raise thermostat to lowest possible setting
4. Wait 2 or 3 minutes
5. Slowly lower setting to 5 degrees below thermometer reading on thermostat
6. Wait 2 to 5 minutes  
This will usually re-set unit

**NOTE:** If temperature has been lowered for night or weekend, allow for a recovery period of 2 to 3 hours depending upon how low it was set.

If the system is equipped with a set-back thermostat or time clock, press the over-ride pad or trip the switch as applicable.

**Dumpster Areas**—Dumpsters and dumpster areas are provided for your use. However, there are some regulations regarding the use of the dumpster area:

The dumpster is provided for normal trash generated by running your office.

Everything discarded must fit into the dumpster. All boxes must be broken down and placed inside the dumpster. Nothing may be discarded on the ground.

Other refuse; discarded furniture, wood, large boxes, pallets, is not our responsibility. Since village codes prohibit outside storage of any kind, please keep items such as these within your unit until you can arrange for their disposal.

**Parking Lots**—Parking is on a first come, first serve basis. Should any disputes about parking arise, Korman/Lederer recommends that they be worked out between the tenants involved.

No overnight parking or storage of any type of vehicle is allowed on Korman/Lederer lots. If it is unavoidable for you to have a vehicle on the parking lot overnight, please call our office and provide us with the license number.

**Emergencies**—In the event of night-time or weekend emergencies involving the following: plumbing, minor electrical or lighting, or HVAC outages, please feel free to contact a contractor of your choice. Refer to HVAC contract for phone number.

**Certificate of Insurance**—Please note that on the anniversary of your occupancy it will be necessary to provide us with an updated certificate of insurance.

## **MOVING ON**

If you ever find it necessary to end your Korman/Lederer tenancy, here are some things it is necessary for you to know.

A Korman/Lederer representative will be in touch with you to set a time for a meeting to do a walkthrough of your space. During this walkthrough things that will be noted are light bulbs that need replacement, faulty ballasts, damage to fixtures, malfunctioning hot water heaters, any adjustments to the space such as electrical pulled through the ceiling or walls, and other items of concern related to restoring the unit to its original condition.

You will be given 10 days to make the necessary repairs to the space. After that any work left undone will be arranged for by Korman/Lederer and deducted from your security deposit.

Your security deposit may not be used as the last month's rent. Please be sure to provide us with a forwarding address so that we can return your security deposit to you.

Other items of concern related to your move are:

- In winter, be sure the thermostat is left at 55-60 degrees to prevent freezing of pipes.
- **Do not** have the utilities turned off. Please put utilities in Korman/Lederer's name.
- Have your telephone and security equipment removed before you actively move.
- Do not tamper with your signage.
- If you have mailbox keys, be sure to return them along with your suite keys.

## NOTES

**Important!**

Please tear out and mail.

We are in receipt and have read and understand our attached Tenant Handbook.

**Company** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_  
**Name** \_\_\_\_\_

**Title** \_\_\_\_\_

**Date** \_\_\_\_\_

PLACE  
STAMP  
HERE

Korman/Lederer Management Co.  
Suite 116  
3100 Dundee Road  
Northbrook, IL 60062