

Tenant Information Package

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Certus Developments Inc.

We are pleased to provide you with a Tenant's Information Package which is intended to create a harmonious relationship between you, the Tenant, and Certus Developments Inc., the Property Manager.

We welcome your inquiries, concerns and suggestions.

It is our objective to ensure that the property is managed in an efficient and economic manner, respectful of the Tenant's objectives of conducting a profitable business in an appropriate environment.

The enclosed Tenant Package contains information that will assist you in knowing who to contact for any property management matters. Included in the package is a Tenant Information Update Form, which we ask you to complete and return to our offices at your earliest convenience.

Your inquires should be directed in care of Rita Astorino, our Property Manager at 209-4290, and she will be pleased to respond to your calls.

It is our hope that the shopping centre will operate to your satisfaction, and that your tenancy in our development will be a satisfying and rewarding experience.

Yours truly,
Certus Developments Inc.

Jim Mitchell

Who Should You Call?

Main Office Telephone Number (403)245-2077

Main Office Fax Number (403)245-2723

Property Manager's Direct Number (403)209-4290

After Hours Emergency Contact Number (403)612-0106

All maintenance and service calls should be directed to our Property Manager at (403)209-4290 or via e-mail at rastorino@certusdevco.com.

“Office Hours” at Certus are from 8:00 am until 5:00 pm, Monday thru Friday.

“After Hours” are defined as any time before 8:00 am and after 5:00 pm, Monday through Friday (on a regular work day), weekends, and statutory and civic holidays.

In the event of any general maintenance problems, we invite you to contact our Property Manager at the number above. In order to be of assistance to our Tenants, we record all general maintenance requests. Where possible, we endeavor to provide “same day” service and have Tenant requests addressed within 24 hours of your call. General maintenance calls are dealt with as soon as possible and in order of priority.

We ask that those Tenants requiring access to utility and/or telephone rooms provide our office with 24 hours advance notice.

Emergency Calls

ALL EMERGENCY CALLS ARE RESPONDED TO IMMEDIATELY

We ask that in the event of an emergency (ie: fire, flood), please call our Property Manager immediately and provide any information that will assist us. This information should include: names, times, exact locations (building name or address and suite number) and the nature of the problem.

- A) During Office Hours: Contact our Property Manager at 209-4290 who will be able to contact the appropriate personnel or service company to deal with the problem.

- B) After Office Hours: Dial our emergency 24-hour emergency contact number at 612-0106. This will connect you to our emergency contact personnel to ensure that the after-hours problems are rectified.

Emergency Contact Form

Included in this package is a Tenant Information Form. Please fill this out completely and return a copy to our office at your earliest convenience. Should any of this information change, please notify our office immediately.

General Building Information

Insurance

Your Lease outlines the requirements for insurance coverage, including but not limited to, personal property, comprehensive general liability, and Tenant's legal liability. We request that you have your insurance agent review the insurance requirements in your Lease in order that your premises are properly insured. Once completed, *a Certificate of Insurance must be forwarded to our office.*

Please note that the Landlord and Property Management Company is to be included as "additional insureds" under your policy.

We maintain a record specifying the date that your insurance must be renewed. We will send a reminder letter to ensure all insurance policies are kept current. Renewals must be sent to our office in advance of the expiry date of the existing policy.

Signage

All our buildings have specific base building signage guidelines which are developed in accordance with municipal and architectural controls. All signage installations must be pre-approved in writing, by Property Manager.

In order to conform to building standards and uniformity, any new signage must be approved through our office. Once approved, new signage may be ordered at the Tenants expense.

Moving In

Move-ins shall only take place after the Lease is signed, a deposit cheque is received, a copy of your insurance certificate is provided to our office, any applicable conditions are waived, and all improvements (if any) are complete.

We ask that you forward the name of your moving company and the time the move will take place. This information is required by our Property Manager who can be contacted at 209-4290.

Monthly Rental Payments

Rent must be paid on the first day of the month. We ask that your monthly rental cheque or post dated cheques be forwarded to our offices prior to the first day of each month to ensure your account is kept up to date.

Certus Developments Inc.

It is your responsibility to maintain your account in good standing. Late payment may affect your firm's credit rating and may result in our taking legal action to recover any rents owed.

In the event that we receive a NSF cheque, a \$50 service fee will be billed. Any questions concerning your monthly rental payments should be directed to our Property Manager.

Locks & Keys

Any changing of locks or keys shall be done in conjunction with the Property Manager.

What if I'm Locked Out?

Should you or one of your employees find yourselves accidentally locked out, or without keys to gain access, we ask that you contact a fellow employee to help obtain entry.

As a matter of policy, and for insurance purposes, our building operators are not permitted to respond to after hour's calls for those who are locked out. For liability reasons, our staff cannot provide access to your premises without the express authorization of the company's authorized owners and/or managers.

Security

Building access is restricted to those Tenants possessing building keys and/or security access cards.

Smoking

Smoking in the building is prohibited in all building common areas including, but not limited to, washrooms, lobbies and stairwells.

Contractors

As Landlords, we endeavor to provide you with ample notice regarding any contracting work that may be disruptive to your business. When possible, work will be done after normal business hours.

Should you have any questions regarding the legitimacy of a contractor, please ask for their identification.

Tenant Improvements

Should you wish to make any alterations to your premises, you must obtain our written approval.

A written request must be submitted to our offices a minimum of one week before the work is scheduled to begin, accompanied by accurate detailed drawings or plans, a list of proposed contractors and sub-trades, and a copy of the Insurance Certificate and WCB Clearance Certificate.

Prior to the commencement of work, you are responsible for obtaining any necessary permits and for providing proof of these permits to our offices.

The Landlord reserves the right to charge a fee for the examination of drawings or plans by an architect, engineer or any other professional and will charge a fee or any reasonable costs incurred by the Landlord.

Appendix A- Forms