

TOBY TOURS

Category –
Medical Office
Building



Welcome

Meet the Team Photo



Exterior Building Photo



Entrance/Main Lobby

- Greeting/Helpfulness of Lobby Attendants
- Housekeeping/Maintenance
- Directory/Signage/Wayfinding
- Lighting
- Lobby Desk/Equipment
- Accessibility (ADA) Provisions



Greeting/Helpfulness of Lobby Attendants

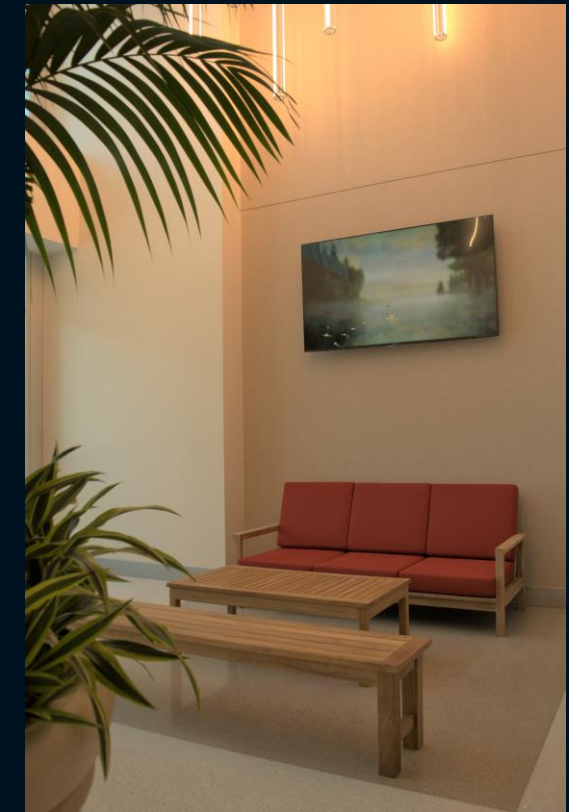
Main Lobby



Touch Screen Directory



Atrium Lobby

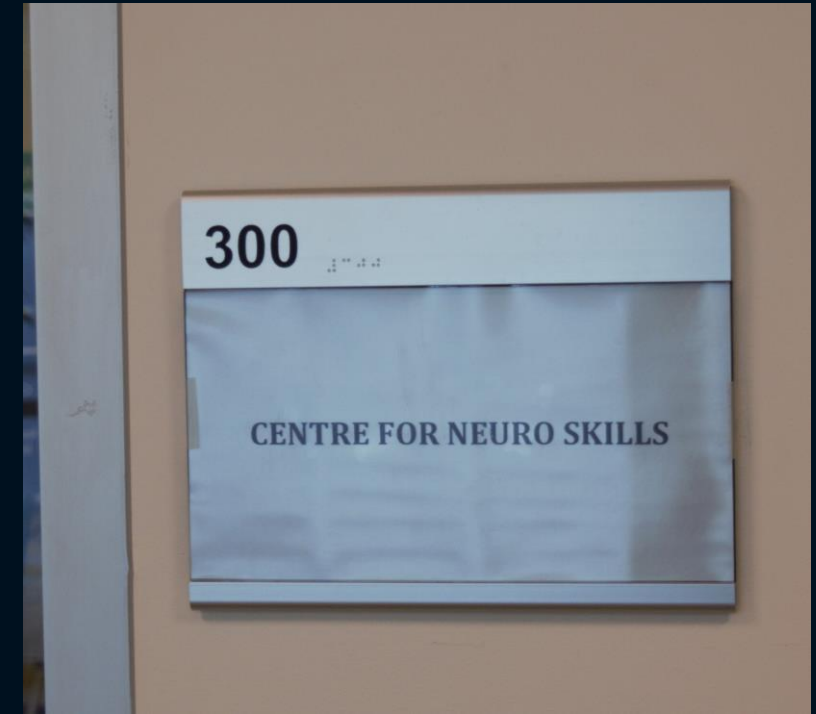


Housekeeping/Maintenance



- Every Tenants' Suite is cleaned Monday-Friday at night, after hours as well as all common areas, elevators
- Pacific TBS – Phillip Kim – his company is responsible for 5 of our other assets
- Utilization of all Green Janitorial Products throughout the common areas and tenants' suites

Directory/Signage/Wayfinding



Lighting



- Title 24 (2019), LED lighting (all step-down lighting)
- All interior lighting is controlled by NLYTE system
- Wattstopper control system regulates all our common area and exterior lighting

Lobby Desk/Equipment



Accessibility (ADA) Provisions



More ADA stalls than required (15 handicap stalls)

Security/Life Safety

- Access Control/Lobby
- Professionalism of Staff
- Cameras
- After Hours Access
- Security Manual/Emergency Procedures
- Staff Training and Development
- Access Control/Loading Dock
- Fire and Life Safety Equipment
- Fire Safety Plan
- Emergency Generator (cleanliness, testing procedures, safety)
- Discuss Evacuation Drill Process



Access Control/Lobby



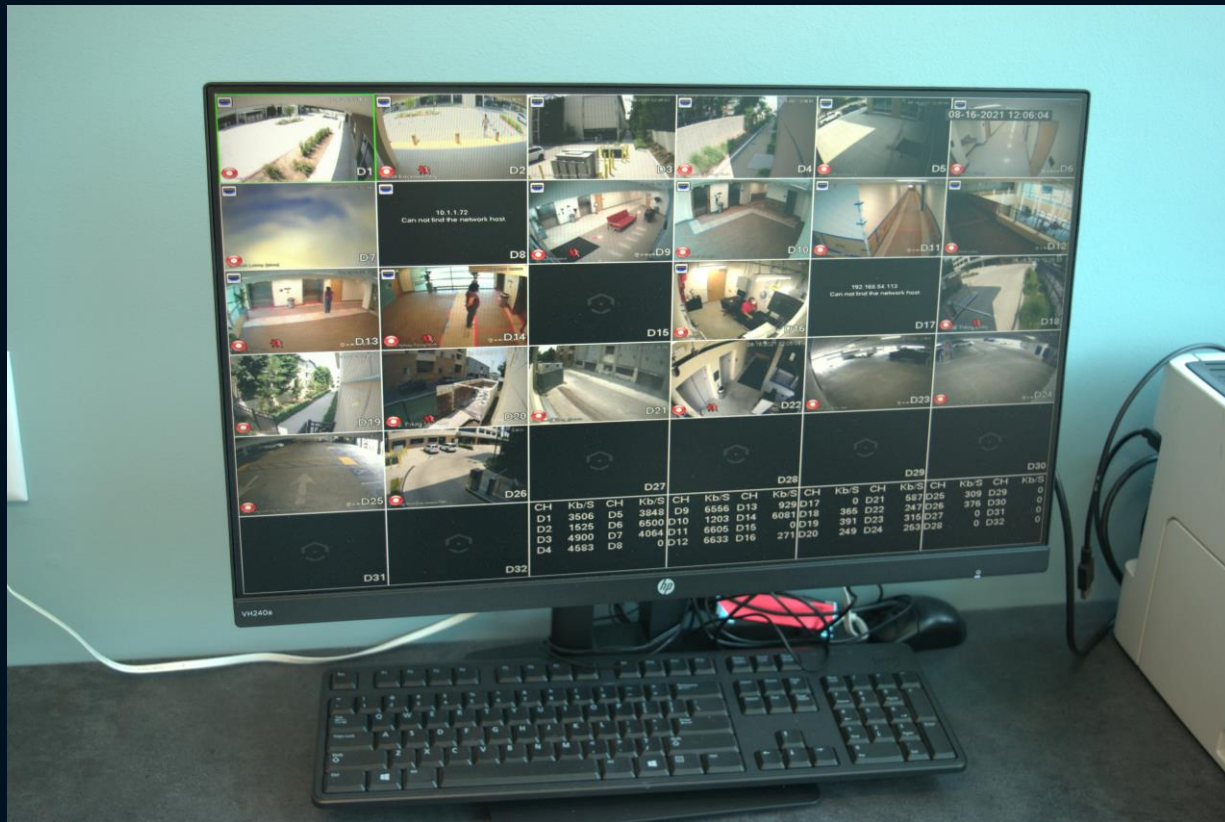
- Main Entrance: Automatic sliding glass door
- Atrium entrance: only fob accessible (programmed by Property Manager)
- Building Hours: 7am-6pm, Monday-Friday
- Elevators are not fob operated

Professionalism of Staff



- All tenants have Property Manager's contact info and can reach out 24/7 for issues or concerns
- We make it a point to address all tenants by name when possible
- PM addresses tenants' calls by stating "Hey (Amy), how are you, how can I make your day better?"

Cameras



- 26 Camera AMCREST Vue System
- Cameras located in the interior common areas, exterior & surrounding building, ground level of parking garage, and all entrances
- Secondary hidden camera in the MPOE

After Hours Access

- Both main entrances & parking garage are fully secured after hours and are accessible by tenants via key fob entry system
- Tenants can open door for visitors/patients after hours
- If tenant's fob doesn't work, they call the Property Manager, and he resets their fob
- Vendors are only allowed access during business hours but if needed can gain after hours access via lock box on site with master key



Security Manual/Emergency Procedures

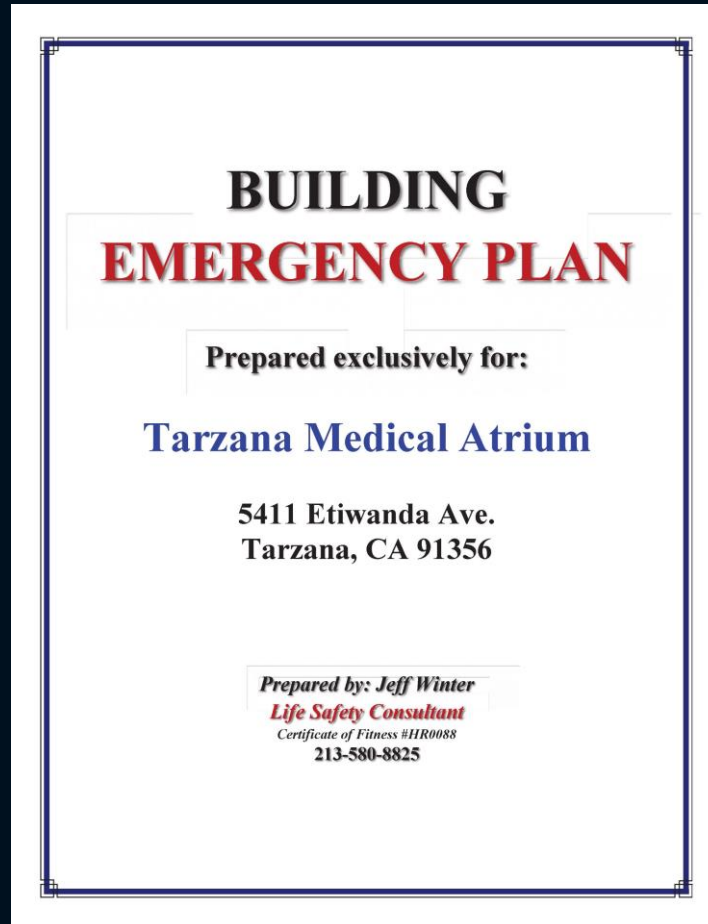


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Staff Training and Development



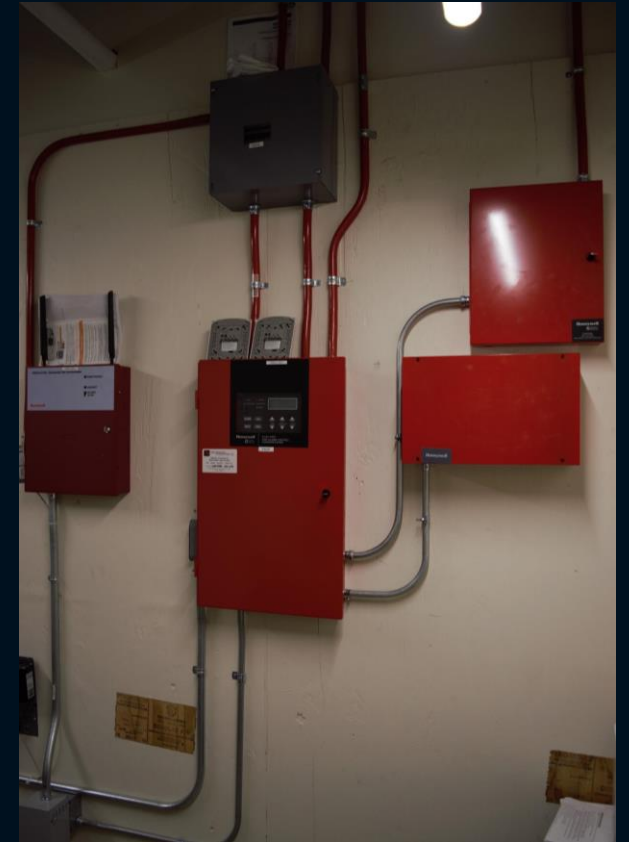
- We hire all outside vendors for all our maintenance needs
- Senior Partners have monthly “To-Do List” Meetings with Property Managers

Access Control/Loading Dock



- Building access via the loading dock is through our side gate
- Locked 24/7 and is accessible by request only from property management

Fire and Life Safety Equipment



Fire Safety Plan



Evacuation Maps on all floors

Emergency Generator



- Current tenants of the building don't require an Emergency Generator
- Any future tenants require one installation is the responsibility of that tenant

Discuss Evacuation Drill Process

Due to the structure of our tenancy currently, we will be producing an Evacuation Drill Procedure with an outside 3rd party vendor once tenants have completed their improvement and occupied

Management Office

- Housekeeping/Aesthetic Appeal
- Responsiveness to Tenant Issues
- Policies and Procedures Manual
- CDC Covid-19 Compliance
- Annual Budget/Reporting Procedures
- Regular Financial Reports/Accounting Software
- Appropriate of Staffing/Level or Professionalism
- Technology
- Staff Training and Development
- Continuing Education (BOMA Seminars, Designations)
- Employee Recognition / Team Building
- Building Team Organizational Chart
- SOP Manual/Standard Operating Procedures
- Service Call Procedures
- Tenant Events & Amenities
- Tenant Training Programs
- Tenant Communication (Move In, Newsletters, Eblast, Social Media)
- Tenant Survey Program & Results
- Construction/Floor Plans
- Construction Administration
- Key and Inventory Control
- COI for Comprehensive and/or Liability Insurance
- Purchase Policies

Housekeeping/Aesthetic Appeal

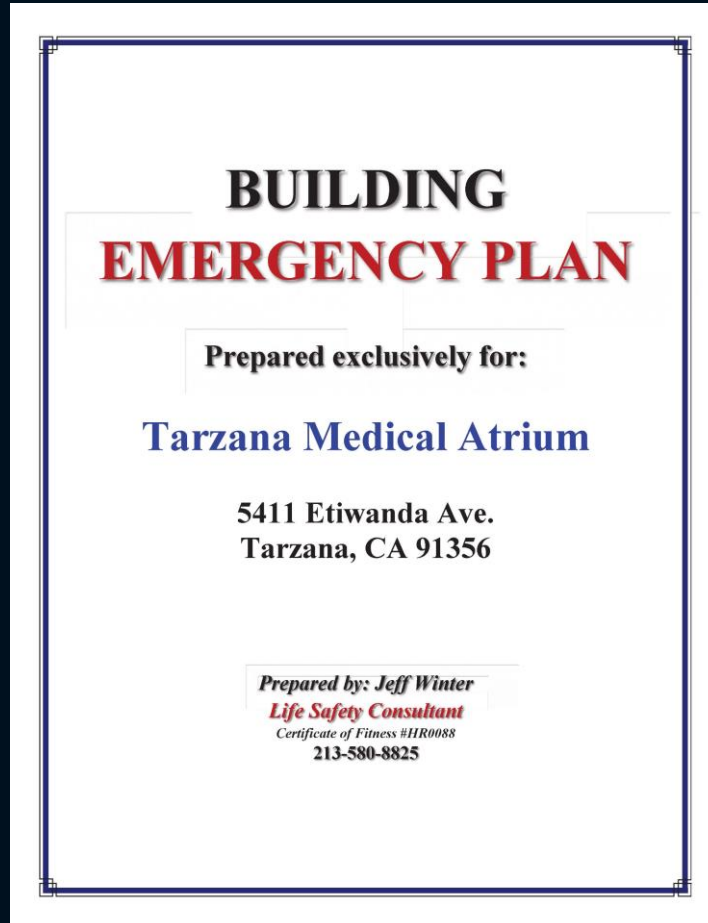


Responsiveness to Tenant Issues



- All tenants have Property Manager's cell phone and office number for 24/7 access
- Property Manager is on-site and lives within 10-minute proximity of the building

Policies and Procedures Manual



CDC Covid-19 Compliance



- All management and staff comply with all CDC Covid 19 regulations
- Hand sanitizer stations are on every elevator lobby
- Masks are required by all tenants and visitors inside the building
- All current construction crew follow CDC Covid guidelines
- All HVAC systems have MERV13 filters installed, replaced quarterly
- 2 Fresh Air Handlers on our roof

Regular Financial Reports/Accounting Software

Monthly financial reports are done by Property Manager and created via our Yardi accounting software and submitted/reviewed with Ownership

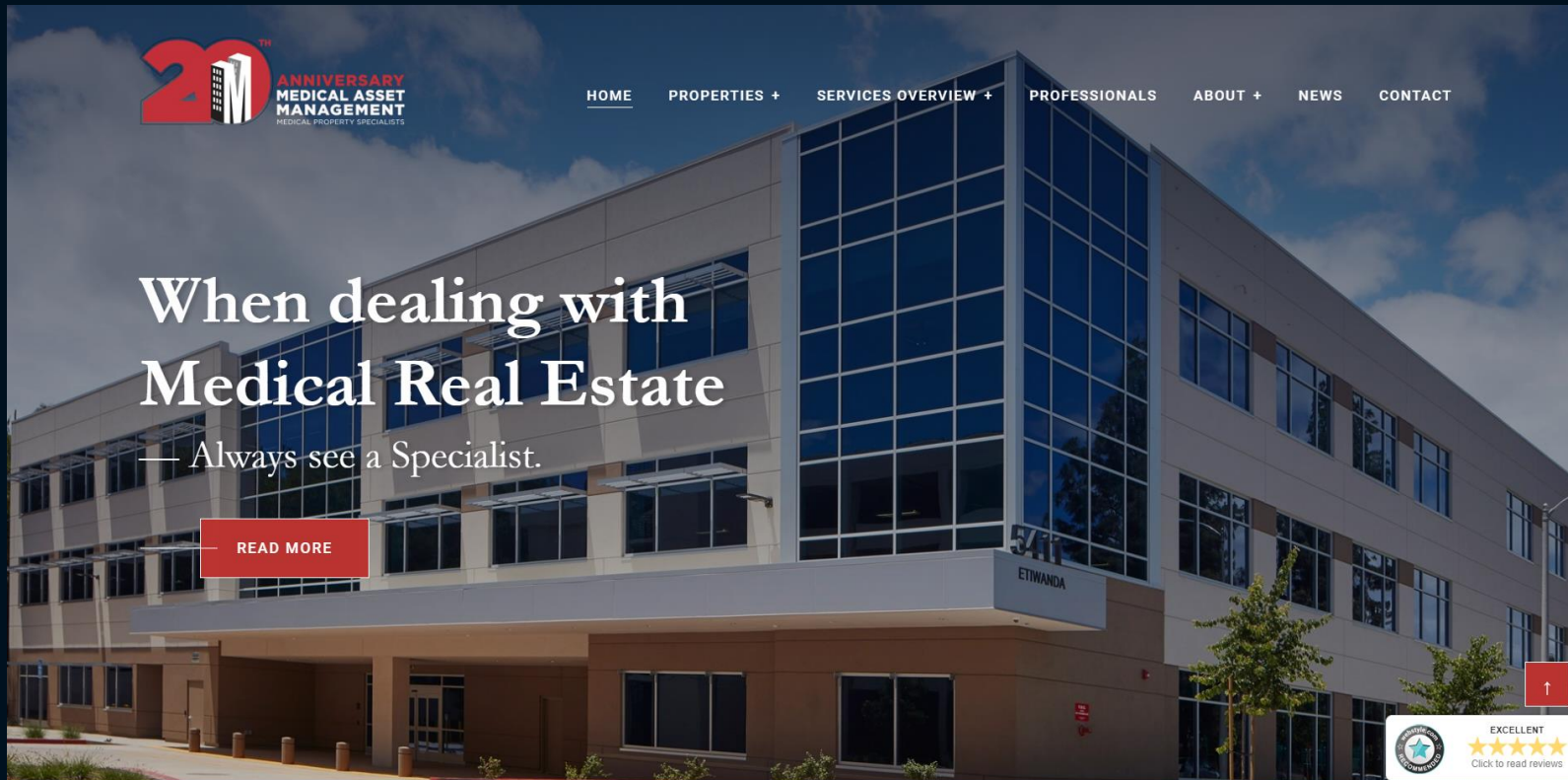
Operating Expenses

- Reviewed on a monthly basis with Senior Partners and submitted with the monthly report to Ownership for review
- Biggest challenge for us being a new building has been constant review and oversight to keep our base cost low

Appropriateness of Staffing/Level of Professionalism



Technology



- MAM Server: All Property Managers have full remote access
- Have our own work emails
- We have a company website that our Marketing Manager runs

Staff Training and Development



- Every Friday: Managing Partners give 1 hour class for new staff regarding leasing and management contracts
- Controller attends ongoing Yardi training and updates
- Staff attends BOMA classes and meetings when available

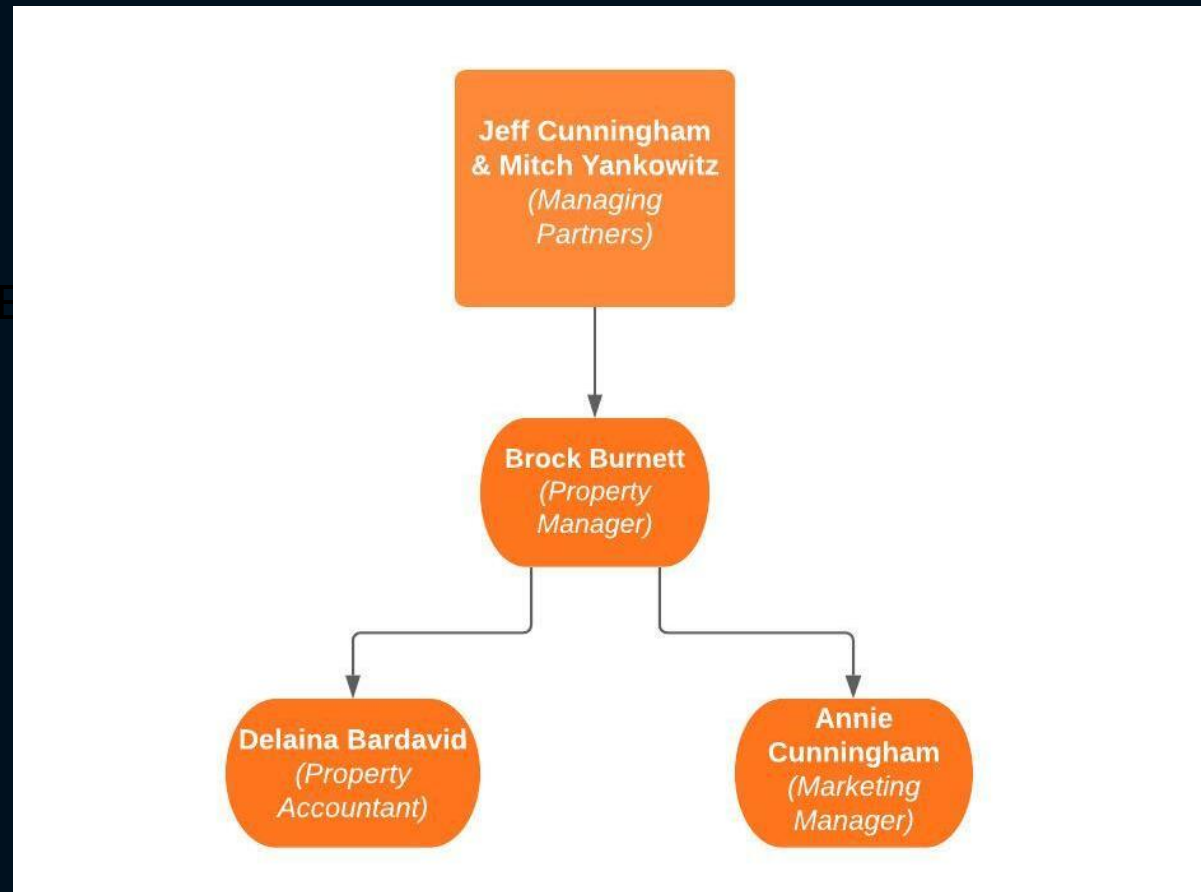
Continuing Education

- Both Senior Partners at MAM are attending the BOMA Dallas Conference in November (They attend almost every year)
- They both have been BOMA members for over 10 years

Employee Recognition / Team Building

- Medical Asset Management has a corporate culture that promotes entrepreneurial thinking and empowerment of our Property Managers.
- The company principals are hands-on and take a proactive approach to mentorship and training.
- Property Managers are compensated differently than at many other property management companies – PM's monthly fee is based on rent collection, rather than a flat fee to promote prompt rent payment from tenants and motivation to keep properties fully leased. Property Managers at MAM have fewer tenants, buildings and square footage under management to ensure better tenant service.
- We have one motto – "DON'T F*CK UP!"

Building Team Organizational Chart



Standard Operating Procedures Manual

- MAM is currently updating its policies and procedures manuals to reflect the changing times
- We have retained a top-notch HR consultancy firm to facilitate this process

Service Call Procedures

- Return call to Tenant
- Ask specific questions about the service need
- Address the issue quickly if it's an emergency
 - If not an emergency, can I service the request myself as the Property Manager in order to save a vendor call in turn save the Owner money?
 - If not, address the service call via communication with Service Vendor

Tenant Events & Amenities



- Summer Ice Cream Social with an Ice Cream Truck
- Annual Tenant Parking Lot Luncheon

Tenant Training Programs

- Property Manager prefers face-to-face interactions with all tenants and executive administrators
- PM goes door to door twice a month to check in on tenants and answer any questions, concerns, or suggestions
- Once a year, Management plans to hold a tenant luncheon

Tenant Communication (Move In, Newsletters, Eblast, Social Media)



TMA BUILDING IMPROVEMENT UPDATE

TO: ALL TMA TENANTS AND EMPLOYEES
FROM: Property Management
RE: Upcoming Garage Power Wash

DATE: July 15, 2021

To All TMA Tenants and their Employees:

We will be power washing the Garage on **SUNDAY JULY 25TH**. This process will begin at 8 a.m. and continue till 4:30 p.m. I know most of you do not conduct business on Sunday's but in the event that any of you do the lot will be closed. Please instruct any of your patients/visitors that our lot is closed for cleaning and to please park on the street.

I apologize in advance for the inconvenience.

Thanks for listening and as always, we wish you continued success here at TMA!!

If you have any questions, please do not hesitate to contact our office at 818/990-5200.

Thank you

Brock Burnett
Property Manager / Director of Leasing

5411 Etiwanda Ave., Suite 208, Tarzana, CA 91356 Phone 818/990-5200



- Move In: Tenants receive flowers and a welcome letter from the Management and Ownership
- Property Manager hand delivers Memos in order to discuss the issue face-to-face with the tenants
 - Tenants then copy the memo to place in their break rooms or scan/email to their staff

Tenant Survey Program & Results

Property Manager preference is not to do surveys, but twice monthly tenant face-to-face meetings with all tenant executive administrators or tenant operation managers

Construction/Floor Plans



Construction Administration



- PM handles all Construction Administration
- GC communication
- Organizing all COIs
- Request of all lien releases
- Payment of invoices

Key and Inventory Control

All Keys are kept in lockbox in secured storage area in Management Office



COI for Comprehensive and/or Liability Insurance



COI Tracker is our 3rd Party Vendor that tracks & manages our Certificate of Insurance for all Tenants & Vendors

Purchase Policies

For any expense over \$5,000, we are required by our Management Contract with our owner to report the issue and cost and discuss for approval

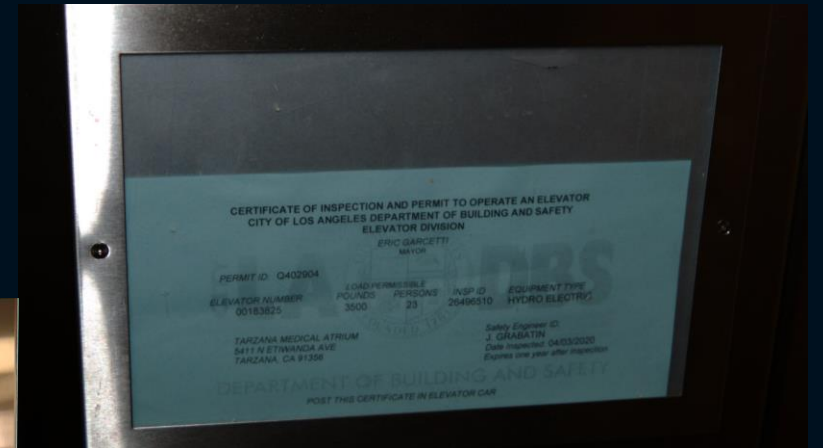


Elevators

- Housekeeping/Maintenance/Aesthetic Appeal
- Operation (consider proper leveling, door timing, response time, etc.)
- Lighting Accessibility (ADA) Provisions

Housekeeping / Maintenance / Aesthetic Appeal

- Monthly maintenance and annual inspections are performed by KONE Elevator
- All Elevators cleanliness is maintained nightly through the janitorial staff



Operation

- Performed a Test Run with the Operator
- All Elevators are leveling as required
- All Doors responding normally as of this morning
- All Safety Sensor are intact and operational

Lighting Accessibility (ADA) Provisions

- Title 24 (2019) Compliant
- ADA lighting



Multi-Tenant Corridors

- Housekeeping/Maintenance/Aesthetic Appeal
- Signage/Wayfinding
- Lighting
- Accessibility (ADA) Provisions



Entire 1st floor common area is poured in place terrazzo flooring

Housekeeping / Maintenance / Aesthetic Appeal



Pacific TBS services the building common areas and tenant suites 5 nights a week

Signage/Wayfinding



Lighting



- Step down natural light capturing
- Lights will automatically dim down depending on how much light is entering building
- Motion sensor lighting throughout the building

Accessibility (ADA) Provisions

- Inserted floor level mat at both entrances to avoid trip hazard
- Full ADA marked path of travel in the parking garage and entrances





Tenant Suite

- Housekeeping/Maintenance
- Aesthetic Appeal (consider quality of standard tenant build-out)
- Signage/Wayfinding
- Accessibility (ADA) provisions

Housekeeping/Maintenance

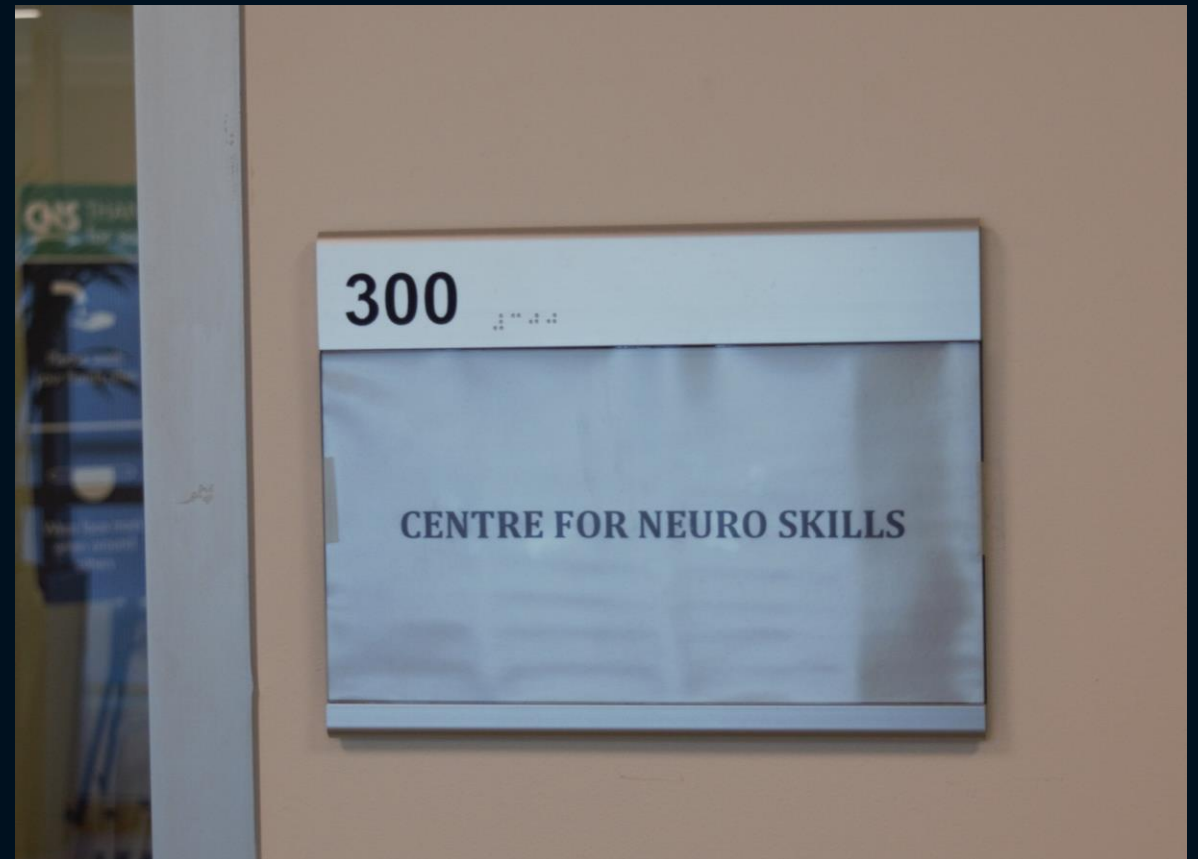


- Suite 300 – Centre for Neuro Skills
- 5 days a week for Janitorial by Pacific TBS
- CNS has “Redevelopment Kitchen”

Aesthetic Appeal



Signage/Wayfinding



Accessibility (ADA) provisions





Restrooms

- Housekeeping/Maintenance
- Attractiveness
- Accessibility (ADA) provisions

Housekeeping



- Pacific TBS cleans all restrooms 5 days a week
- Need key to access for security

Attractiveness



Accessibility (ADA) provisions



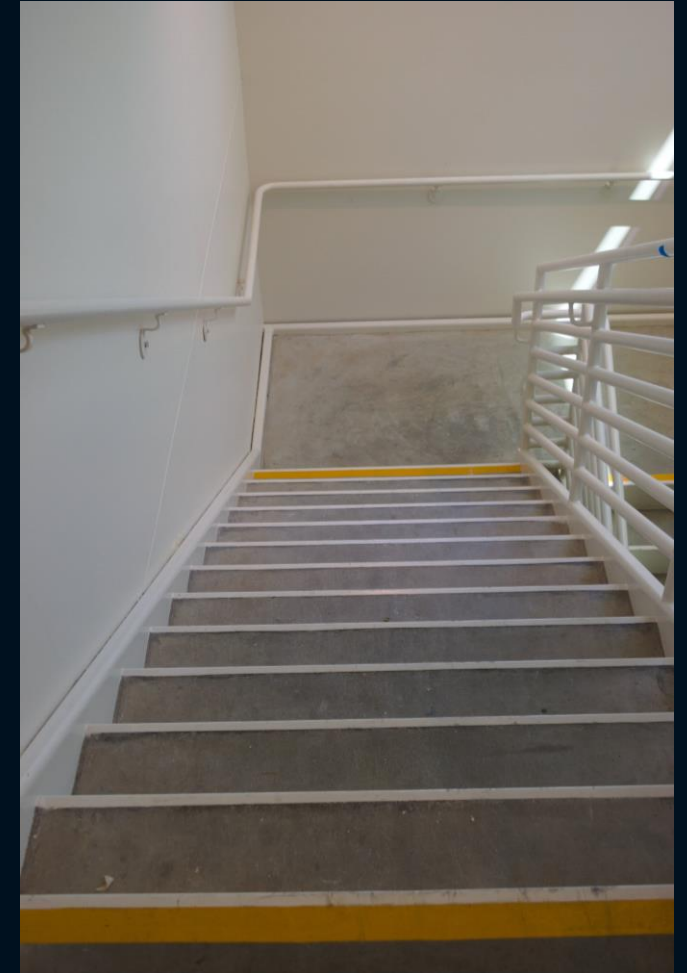
- All Restrooms meet ADA Codes and Provisions
- Auto-on/Auto-off lighting

Stairwells

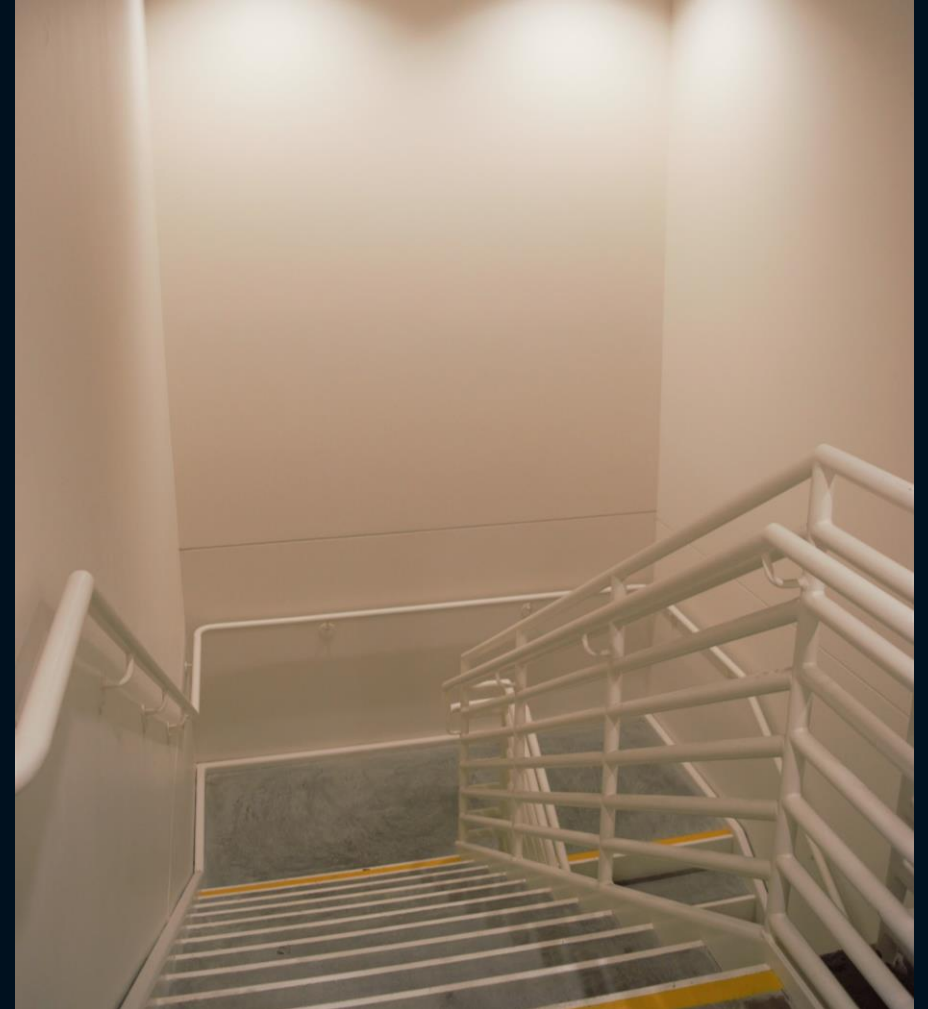
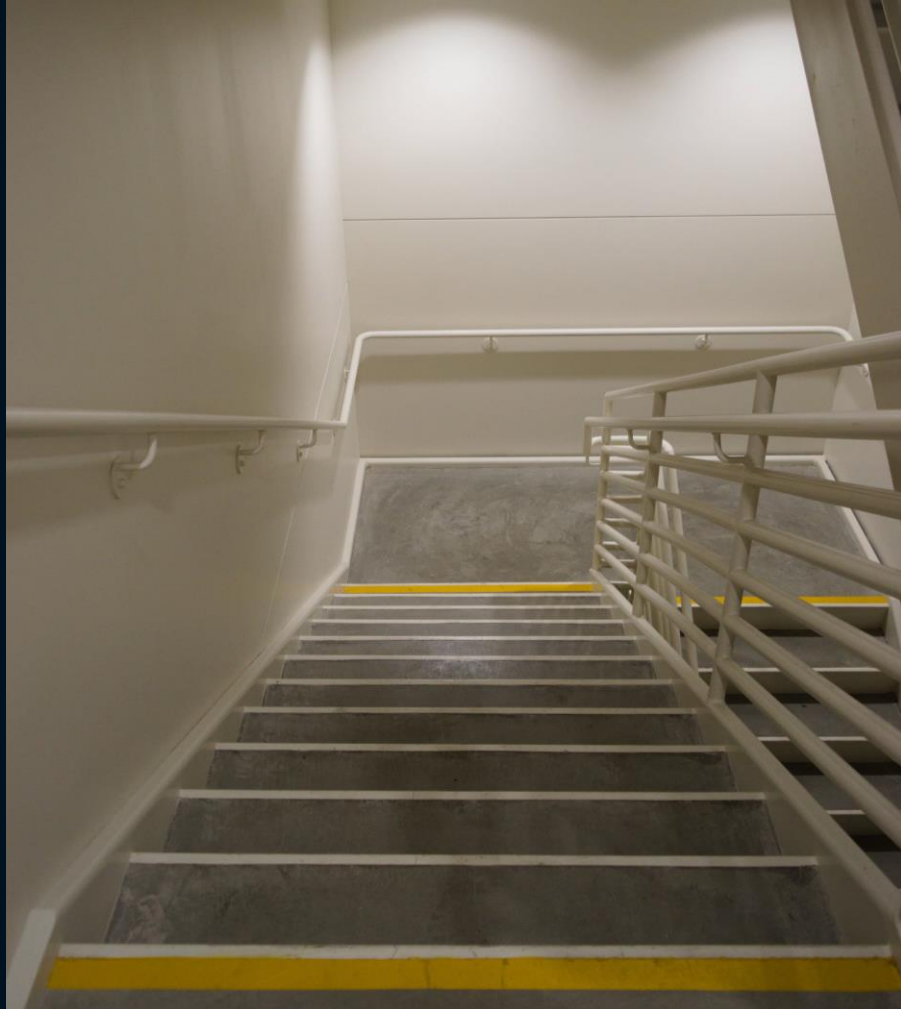
- Clear with No Obstructions
- Lighting Level Adequate
- Signage (Floor and Evacuation Signs)



Clear with No Obstructions



Lighting Level Adequate



Signage



Central Plant/ Engineering Office

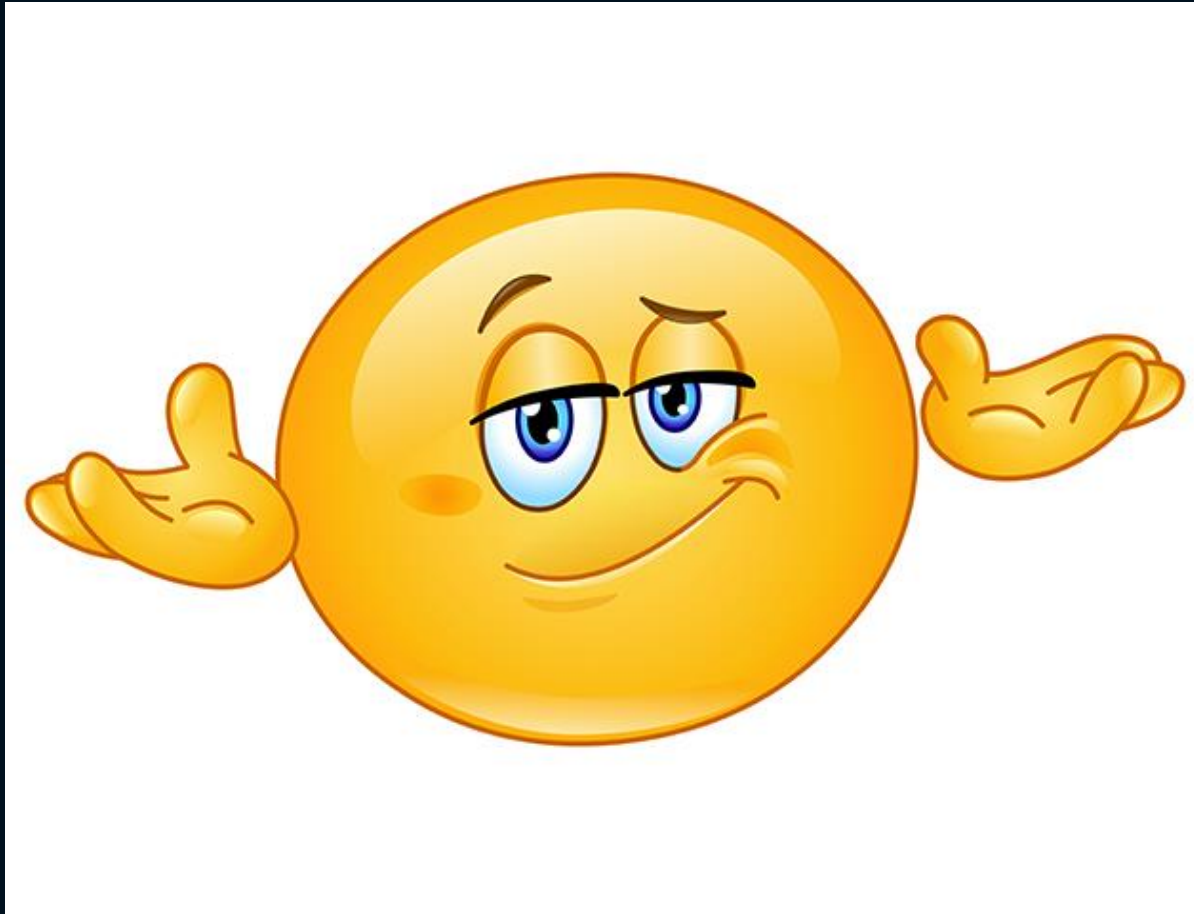
- Housekeeping/Maintenance, Level of Physical Organization
- Lighting
- Safety/Security
- OSHA Compliance/Lockout/Tagout
- Energy Management Plan & System
- Equipment Maintenance Logs
- Preventive Maintenance Schedule
- Preventive Maintenance Manual
- Tenant Request Program/Procedures
- Inspection Procedures
- Use of Current Technology



Housekeeping/Maintenance/Lighting Level of Physical Organization



Lighting



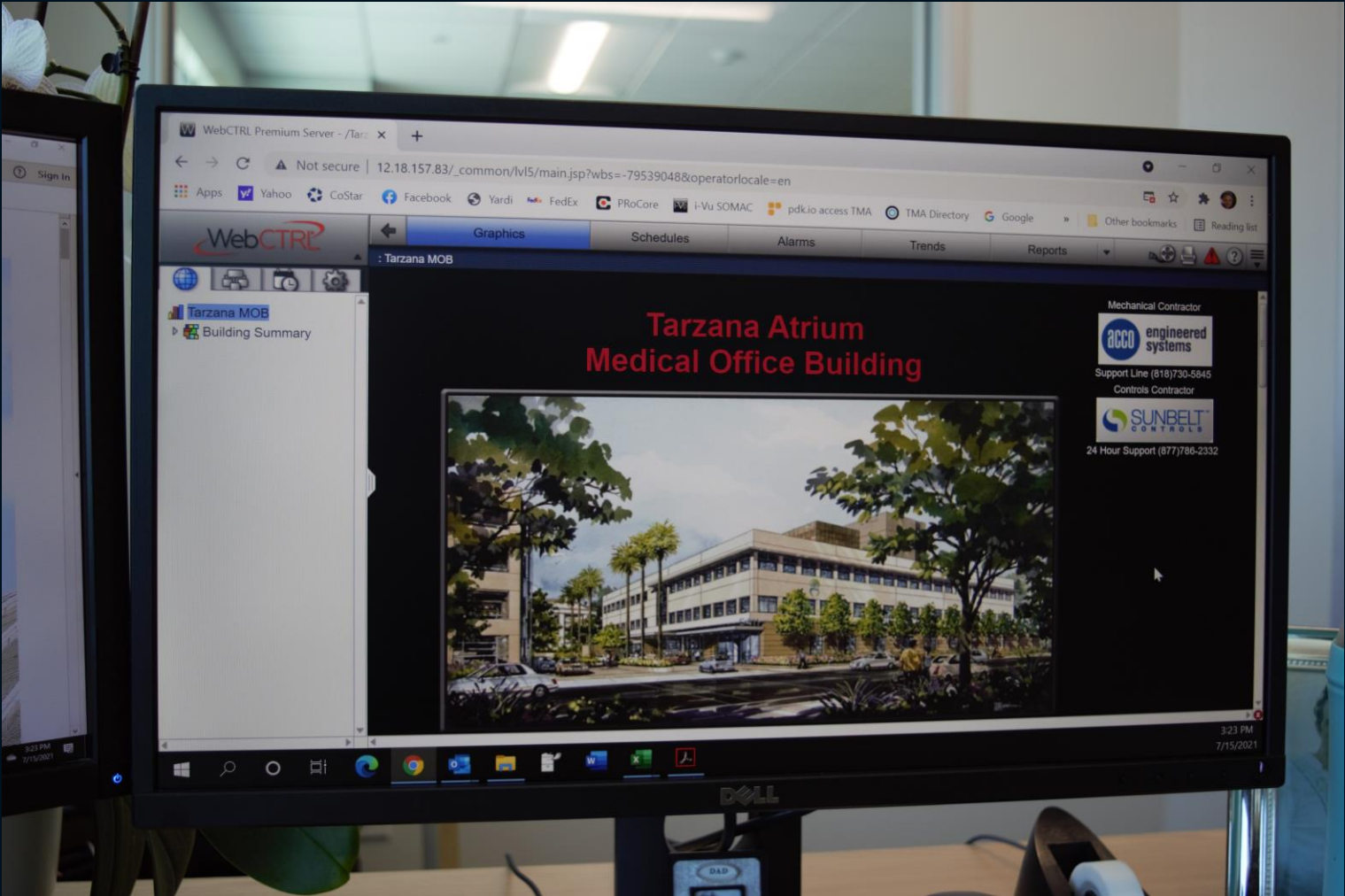
Safety/Security



OSHA Compliance/Lockout/Tagout



Energy Management System



Equipment Maintenance Logs

All Equipment Maintenance is handled by our 3rd party vendors

Preventive Maintenance Schedule

- HVAC and Cooling Tower: Scheduled maintenance on a quarterly basis
- Boiler: Scheduled maintenance on a quarterly basis

Preventive Maintenance Manual

All 3rd party vendors keep all maintenance reports online via their own reporting software and we are given full access to those reports

Tenant Request Program/Procedures

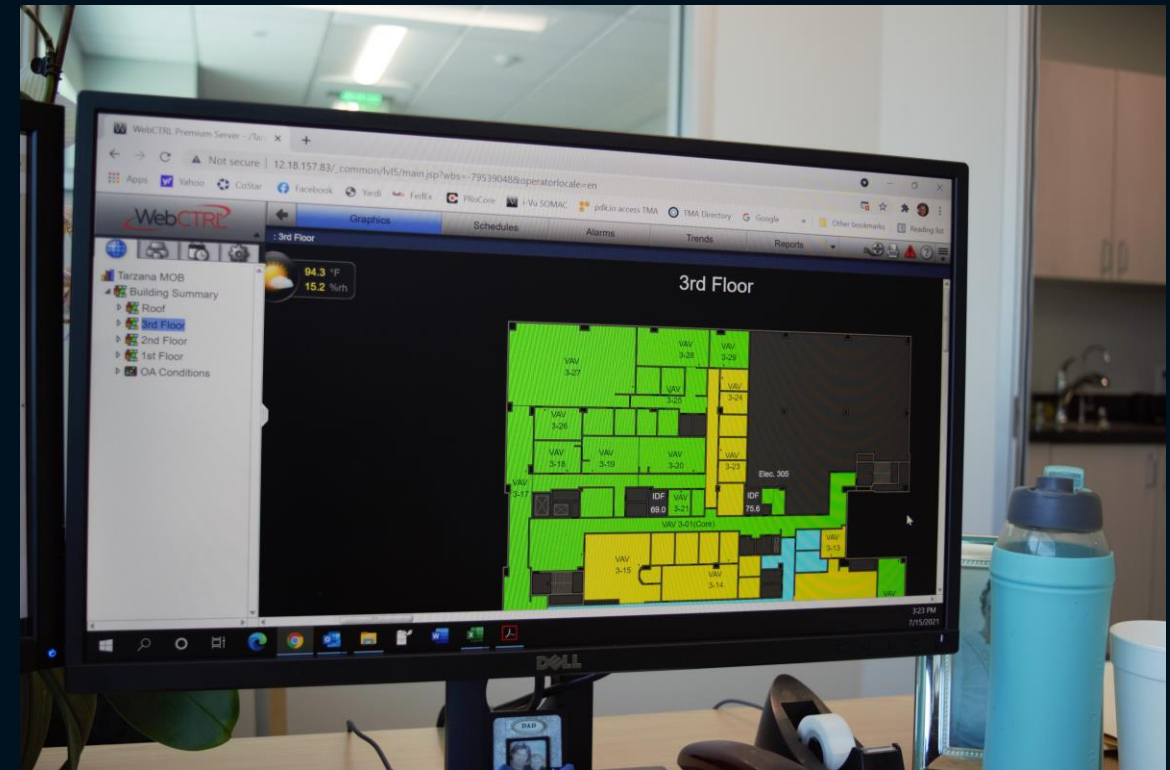
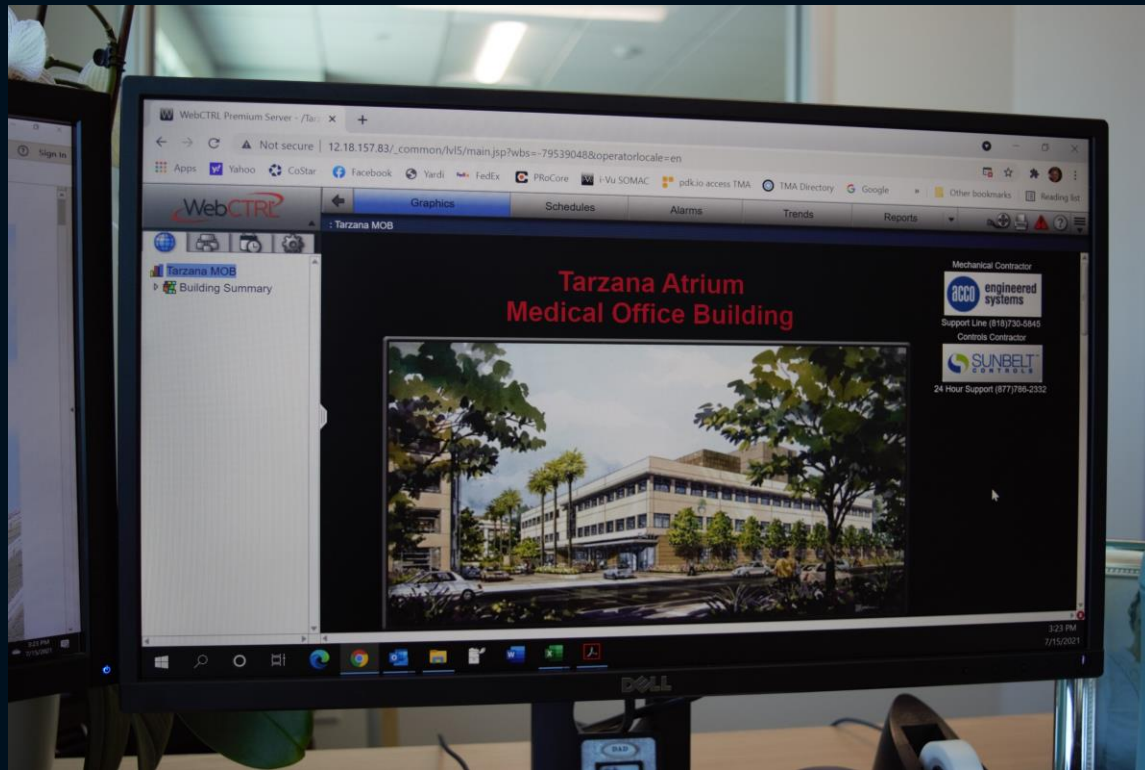
Tenants will call Property Manager for any maintenance requests or suite issues

Inspection Procedures

- Property Manager does a full building walk through, twice weekly for any anomalies or visible issues with equipment
- 3rd party vendors are notified of any visible issues immediately
- 3rd party vendors proceed with full inspections during scheduled site visits and report any anomalies or issues immediately to Property Manager
- Property Manager has close on-going relationships with tenants and has related to the tenants that they can report any visible issues they see to him at any time no matter how small

Use of Current Technology

WebVUE system





Equipment Rooms/ Service Areas

- Electrical (cleanliness, labeled panels, safety)
- Air Handler (cleanliness, filter condition, safety)
- Telephone (cleanliness)
- Shop (cleanliness, organization, safety)
- Janitorial closet (cleanliness, organization, safety)

Electrical



1st Floor Tenants are net electric and serviced by their own individual meters

Air Handler



- Everything is well marked and has complete signage
- All filters are maintained and changed quarterly via our vendor contract with ACCO Systems

Telephone

Our phone system for the building is very simplistic as most communications are cellular



Shop



Janitorial closet



- Located on all floors
- Green products are used where necessary

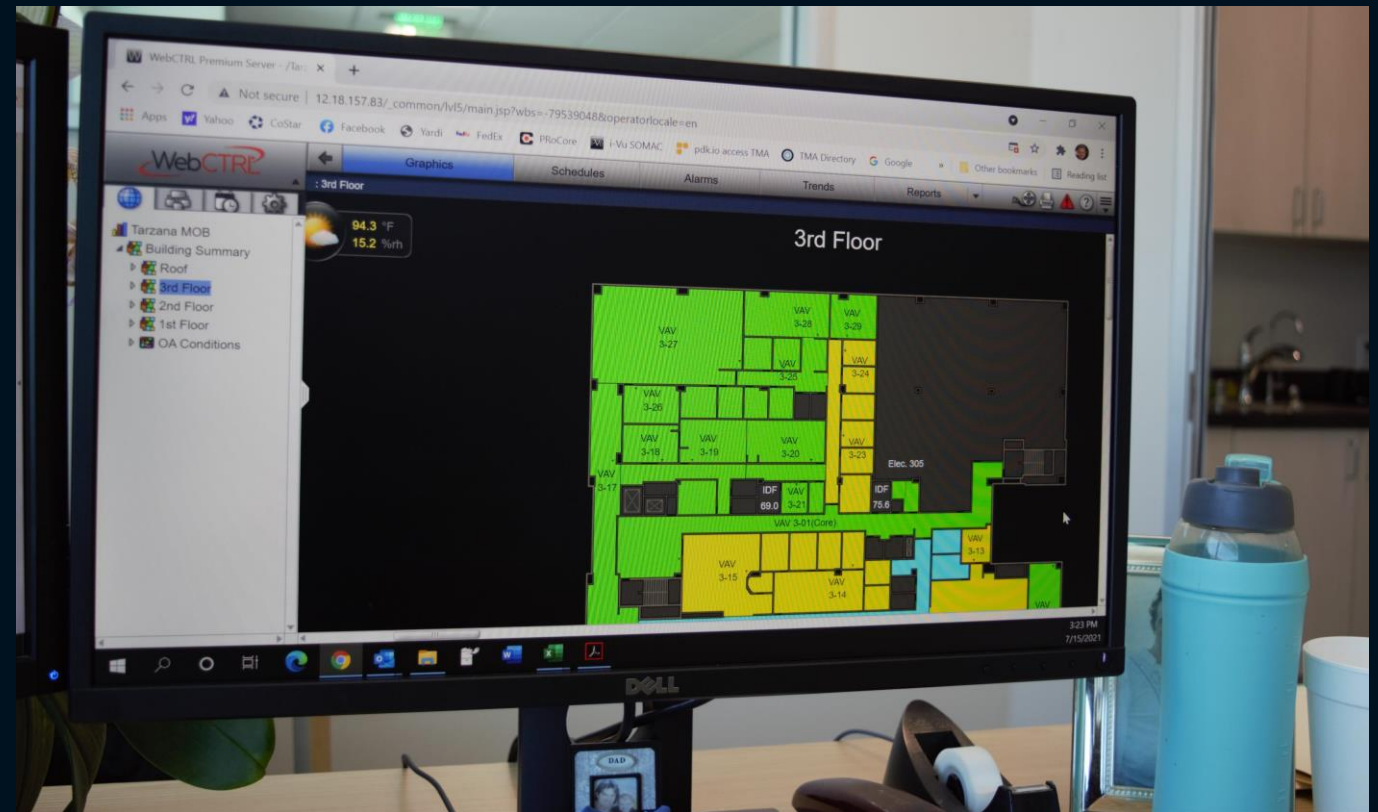
Energy Management

- Technology (retrofits, upgrades)
- Conservation Programs (lighting, HVAC)
- Energy Star Score
- Ongoing Tenant and Staff Training
- Other



Technology

- WebVUE allows Property Manger access via the web to manage HVAC systems and controls
- Remedy issues quickly and efficiently



Conservation Programs



- Title 24 (2019) which includes daylight harvesting sensors
- Lighting Stepdown Software automatically reduces LED fixtures to maximize ambient light
- Sophisticated main switch gear panels separated into 8 DWP meters, allows the building to minimize energy use for various MEP systems
- By having separate electric meters for the garage, rooftop mechanicals, common area, and each tenant floor, we can keep our peak-usage below the upper DWP tiers so that our overall electric cost is minimized
- EIFS (Exterior Insulation and Finish System) provides the highest R-value insulation to reduce heating & cooling costs

Energy Star Score



Ongoing Tenant and Staff Training



Tenants:

- Key Fob Requests
- Parking & EV chargers

Staff:

- Yardi Training
- Monthly "To-Do List" meetings with Senior Partners

Other



Roof

- Cleanliness
- Repair, and Maintenance (consider water ponding areas, blisters, bubbles, exposed roof felts, etc.)

Building Systems: cooling towers, boilers, air handler systems, and hot water tanks



Cleanliness



- EPDM Roof: (Ethylene Polypropylene Diene Monomer) is a resilient single ply membrane formulated primarily from propylene and ethylene
- Doesn't scratch or scuff easily
- 75% solar reflective and saves on energy costs

Repair and Maintenance



- Repair: Brand-new, 2 years old with 20-year warranty
- Maintenance: Twice a year washing of roof
- Once a month – Property Manager Roof Walk and Visual Inspection

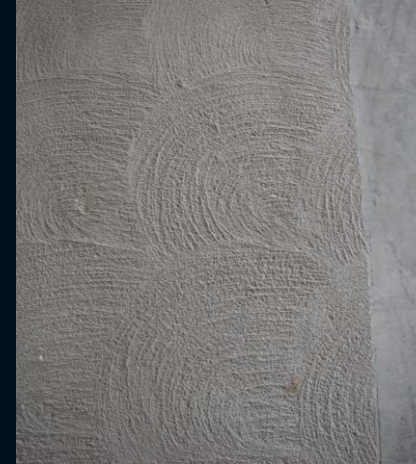
Parking Facilities

- Cleanliness/Maintenance/Striping
- Proximity to Building
Security/Safety/Lighting
- Accessibility (ADA) Provisions



Cleanliness/Maintenance/Striping

- Cleanliness: Parking garage is maintained monthly via Sweeping Service Vendor
- Annual power washing of entire structure and stairwells
- Swirls: To prevent tire noise for residents at the adjacent Senior Housing & Condo Complexes



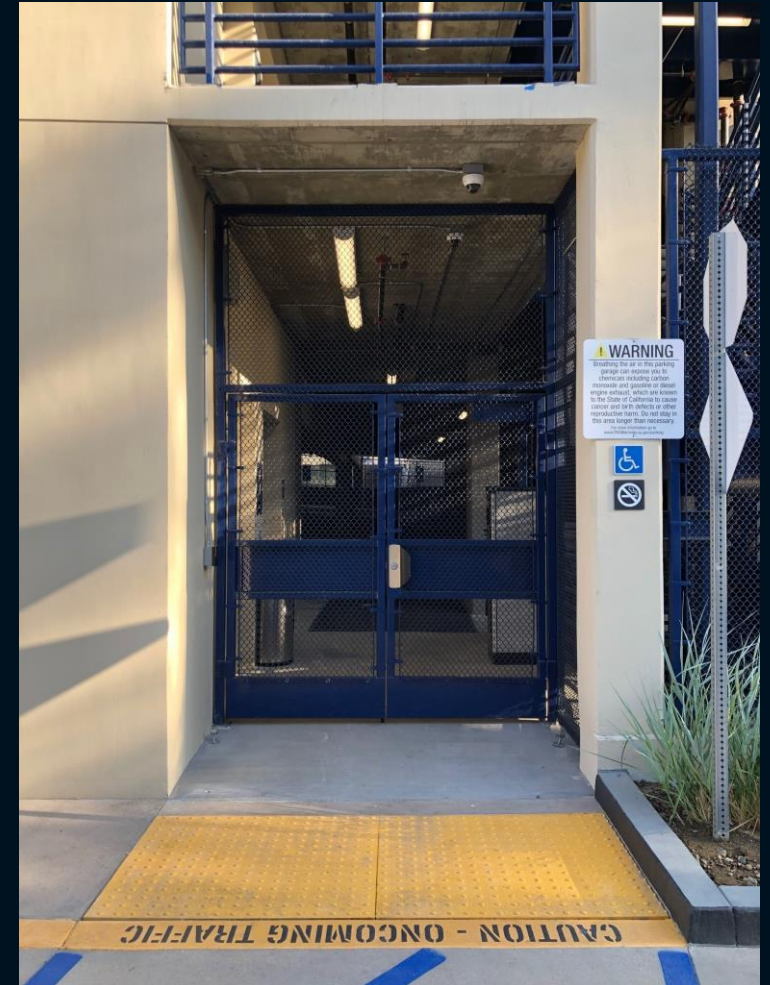
Proximity to Building Security/Safety/Lighting



- Drive entrance is fully secure after hours
- 50 feet away from the building entrance
- Title 24 (2019) Stepdown Software Controlled

Accessibility (ADA) Provisions

15 Handicap Stalls (3 exterior, 12 ground level interior)





Landscaping/ Grounds

- Cleanliness/Maintenance
- Water Conservation (drip irrigation, drought tolerant plants, etc.)
- Attractiveness

Cleanliness/Maintenance



Maintained and serviced once a week by LANDSCO (our 3rd party vendor)

Water Conservation

- Drip irrigation system
- All plants and landscaping are drought tolerant
- 100% storm water filtration and reclamation system



Attractiveness



Refuse Removal and Loading Docks

- Cleanliness/Free from insects overall
Appearance/Maintenance
- Recycling Compliance



Appearance/Maintenance/Cleanliness/ Free from insects overall



- Full recycling compliance with Waste Management
- Trash Bins and Blue Bins
- Anything that is green waste or construction material, our vendors remove from the property and recycle off-site

Recycling Compliance



Mort's DELICIOUS RESTAURANT

MORT'S

Publicly Accessible Amenities

- Outside Plaza Seating Area
- Inside/Atrium Seating Area
- Cafeteria (Open to all tenants)
- Health Club Facilities and Conveniences (Sundry, dry clean, car wash, etc.)
- Management Office Implemented Amenities
- Other (Describe)

Outside Plaza Seating Area



Inside/Atrium Seating Area

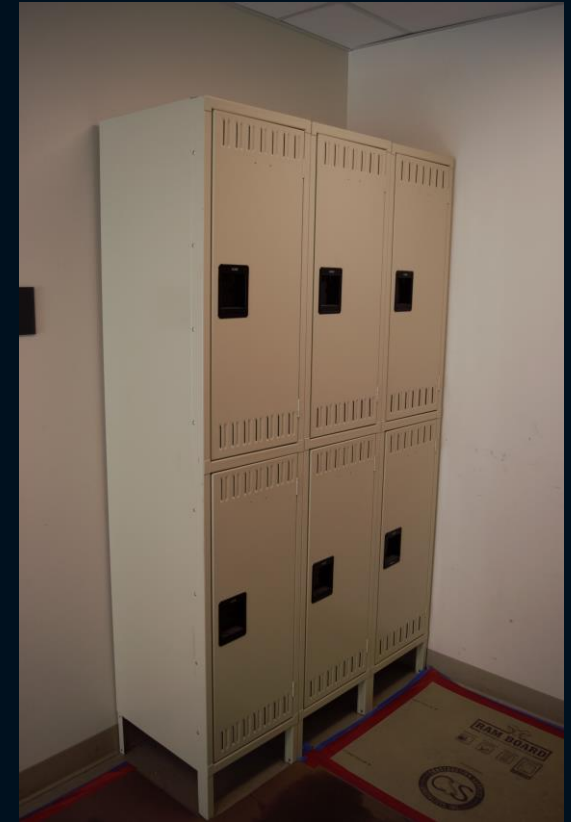


Cafeteria



Restaurants near by:
Mort's Deli, Bea's Bakery, CPK, CiCi's Café,
Carving Board, Broad Street Oyster
Company...

Health Club Facilities and Conveniences



Management Office Implemented Amenities



- Brand-new management office with private offices for all staff
- Full kitchenette for employees
- Conference room wired with internet, cable TV and large flat screen TV

Other





Community Impact

- Transportation / Traffic Mitigation
- Charitable Involvement
- Civic Activities / Tax impact
- Other

Transportation / Traffic Mitigation

DIRECTORY

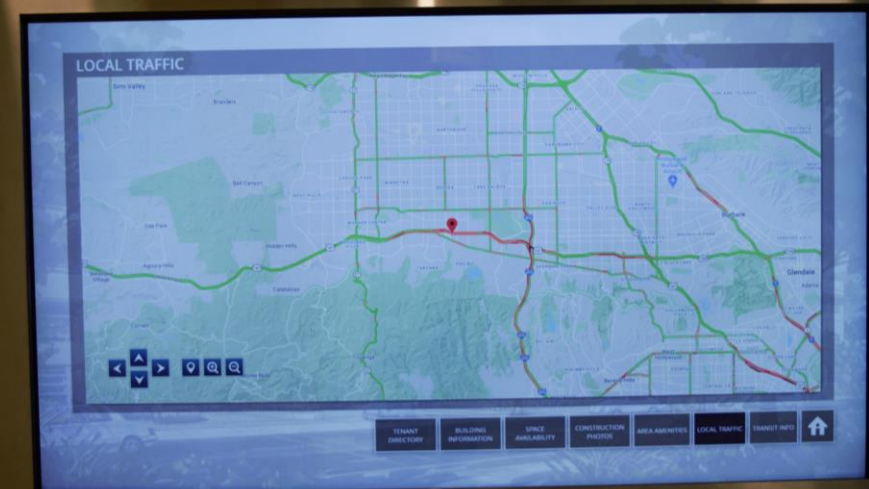
TRANSIT INFO

Bus Service

Route	Line/Trk	Miles to Arrive
100	Ventura Avenue/Hacienda → Santa Teresa	3 23 43
101	Ventura Avenue/Hacienda → Chabot Station	8 28 48
102	Redwood/Ventura → Santa Clara	8 20 32
103	Redwood/Burbank → University City Station	4 16 28

Navigation icons: TENANT DIRECTORY, BUILDING INFORMATION, SPACE AVAILABILITY, CONSTRUCTION PHOTOS, AREA AGENTS, LOCAL TRAFFIC, TRANSIT INFO, Home

DIRECTORY



Charitable Involvement



- Medical Asset Management is actively involved with fundraising efforts for our hospital tenants Providence Health and Dignity Health. We support fundraising through committee membership, participation and donations to fundraising events
- TMA & MAM have donated annually to Providence Foundation for 10 years
- We have supported CA Hospital's new campaign for the Patient Tower opening in 4th Quarter of 2022
- Jeff Cunningham has been Co-Chairman for the CA Hospital Golf Classic since 2009

Civic Activities / Tax impact

- TMA received 13 votes (unanimous) from the Tarzana Neighborhood Council for Entitlement & Planning Approval
- Contributed over \$100,000 to City of LA Arts Program in past 2 years; Funded \$622,000 for Traffic Improvement to LADOT
- Installed an integrated traffic camera and digital signal control system at the intersection of White Oak & Burbank Blvd
- Our property will pay \$460,000 in annual property taxes

Other



Environmental & Regulatory

- Environmental Policies and Procedures
- Indoor Air Quality Management and Testing
- Tenant Environmental Management & Compliance
- Exterior Building Maintenance Mgmt. Plan
- Additional Sustainability Practices
- Other



Environmental Policies and Procedures

- Title 24 compliant to 2019 code
- Blue Tint Windows
- Storm Water Drain System
- 11 EV charging stations with a capacity of 20
- Short-term and Long-term bike racks



Indoor Air Quality Management and Testing

- MERV13 filters installed in HVAC Central Systems, replaced quarterly
- Serviced by ACCO Systems (our 3rd party HVAC vendor)

Tenant Environmental Management & Compliance



As tenants build out their suites, they are required to follow the building's tenant narrative which includes strict guidelines and referencing of the Title 24 (2019) Compliance and Lighting Requirements

Exterior Building Maintenance Mgmt. Plan

- Annual Entrance and Driveway Power Washing
- Annual Exterior Power Washing
- Bi-Annual Exterior Window Cleaning



Additional Sustainability Practices



TMA was designed and built with state-of-the-art sustainability features such as water catchment and filtration, LED lighting, maximum UV filtering window tinting and ultra efficient cooling and heating systems

Other





5411
ETIWANDA

**THANK
YOU!**

**TOBY
COMMITTEE**