

FourFortyFour South Flower
Electronic Tenant® Portal

Updated January 24, 2024

Amenities: The Gallery Conference & Event Center

Located on the 2nd floor for FourFortyFour South Flower, The Gallery is a collection of a beautiful meeting spaces outfitted with user-friendly presentation technology, and is available to building tenants on a complimentary basis during regular business hours.

The Gallery consists of two Multi-Purpose Rooms with seating for 30 to 48 and standing capacity from 50 to 100, two 20-person Board Rooms and three Conference Rooms with seating for 10, together with a breakout/pre-function zone, a lounge and living room, a kitchen and dining room, and several convenient coffee stations. Each of the meeting rooms is named after an artist with an installation at the property.

State-of-the-art technology includes high-speed Wi-Fi throughout, ethernet access, teleconferencing facilities, wall-mounted large screen displays, and connectivity provisions for user-provided content.

[Click to view/download The Gallery Conference & Event Center Brochure \(opens in new window\)](#)

Amenities: The Atrium

Located on the Plaza level, the enclosed Atrium features world-renowned public art, dining and lounge seating, and a convenient kitchenette, making this the ideal setting for informal gatherings and events.

Amenities: The Terraces

The expansive, landscaped terraces located on the 3rd and 4th floors provide an ideal, natural environment for gatherings of all sizes. Both terraces offer iconic views of the city from varying vantage points, and are appointed with lush landscaping, outdoor seating, lighting, and world-renowned public art.

[Click to view/download The Terraces Brochure \(opens in new window\)](#)

Amenities: Retail & Services

Banks

[Citibank \(opens in new window\)](#)

Phone: 213-627-8273

Hours of Operation:

- Monday through Thursday - 9:00 am to 5:00 pm
- Friday - 9:00 am to 6:00 pm

The ATM is located in the Main Lobby in the Building and is open 24 hours.

Restaurants

[Starbucks Coffee \(opens in new window\)](#)

Phone: 213-622-4493

Hours of Operations:
Monday through Friday,
4:30 am to 7:00 pm

[Mendocino Farms \(opens in new window\)](#) Phone:
213-627-3262

Hours of Operation:
Monday through Friday,
11:00 am to 7:30 pm

[Earthbar \(opens in new window\)](#) Phone:
213-955-5954

Hours of Operation:
Monday through Friday,
8:00 am to 1:00 pm

Retail Services

Trims & Trends
Phone: 213-372-5072

Hours of Operation
Monday - Friday, 9:00 am to 6:00 pm

Equinox Downtown LA Fitness Club
Phone: 213-330-3999

Hours of Operation:
Monday - Thursday 5:00 am to 9:00 pm
Friday: 5:00 am to 8:00 pm
Saturday: 8:00 am to 4:00 pm
Sunday: Closed

Leo's Auto Detail
Level A
Phone: 213-344-7835

Hours of Operation:
Monday - Friday: 7:00 am to 3:00 pm
Saturday: 8:00 am to 2:00 pm

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Amenities: Industrious

[Industrious](#)

Emergencies: Active Shooter

Response to Active shooter - Quickly determine the most reasonable way to protect your own life.

CONTACTING AUTHORITIES - When you are safe:

Call Security or 9-1-1 and be prepared to give the following information concerning the incident:

- Your exact location (building, floor, room number)
- Specific location and direction of the assailant(s)
- Number of assailant(s)
- Sex, race and age of assailant(s)
- Clothing color and style
- Number injured, types of injuries

Run - if there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

Hide - if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager

- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 9-1-1, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight - As a last resort and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

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Emergencies: Bomb Threat

Bomb threats can occur for a number of reasons. Individuals may have a grudge against a certain person or company, may want to create a panic, or may simply want attention. Others make threats in connection with terrorism or other criminal activity. Although the vast majority of bomb threats are false, they should all be taken seriously. Pre-emergency planning and proper action can prevent a potentially dangerous situation.

Telephone Threats

The majority of all bomb threats are made by telephone. If you receive a call, obtain as much information from the caller as possible. This will help determine the course of action to take and assist the Police Department with its investigation. Take notes and ask the following questions:

- Where is the device?
- When is it set to go off?
- What does the device look like?
- Who are you?
- Why are you doing this?

[Click here to download a Bomb Threat Checklist \(opens in new window\)](#)

If the person phoning in a bomb threat has planted a device, it is likely that he/she is calling to provide a warning to prevent or minimize injury and may be willing to give vital information. Any information received can be helpful. Asking questions may also keep the caller on the phone longer giving you a chance to listen for familiar sounds in the background or the description of the caller. This may assist in identifying the caller.

When documenting the call, it is very important to include the exact time and the caller's exact words. Once the call concludes, the Police Department should be notified by calling 911. If there is a problem with the 911 system, please call 213-626-5273.

The threat should be evaluated to determine whether it is specific or non-specific. A specific threat is one that provides information relating to the detonation time of the device and/or its location. Other information may be included. With this information a detailed search can be made for a suspicious object. The search should be limited to a visual inspection of each area only. Nothing should be touched. All tenants will be notified as soon as possible in the event of a bomb threat. It is up to each firm to decide whether or not to evacuate. Evacuation routes should be searched beforehand.

A non-specific threat does not provide much information. In this case, it may not be feasible to do a detailed search. However, high traffic areas should be checked such as the main lobby, elevator lobbies, and main entrances.

[Click here to download a Bomb Threat Checklist \(opens in new window\)](#)

Search Techniques

For optimum effectiveness, the search should be conducted by individuals familiar with the area in question. Tenants should search their suites. Staff members should search common areas and equipment rooms. Two-way radios should not be used as they can activate a detonator. When searching, always check the outside perimeter of a room first. Be sure to check above false ceilings.

Types of Devices

When searching for a suspicious object(s), look for anything out of the ordinary. Always keep in mind that the design of a bomb depends solely on the imagination of the person building it. A briefcase, lunch box or book are just three of the many things that can be used to hide an explosive device. Bombs can also be disguised as letters or packages and mailed to the intended victim. Due to the handling involved, letter bombs are usually designed to detonate only when opened.

There are certain things to look for if you receive a suspicious letter or package:

- Foreign mail, special delivery
- Restrictive markings such as "Confidential," "Personal," etc.
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles
- Title but no names
- Misspelling of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tin foil
- Excessive securing material such as a masking tape, string, etc.
- Visual distractions

[Click here to download a Bomb Threat Checklist \(opens in new window\)](#)

Finding a Suspicious Object

If a suspicious object is located, do not touch it. Isolate the area immediately and if possible, open doors and windows in the area. This will allow the device to vent itself if it detonates. Always consider secondary devices. Notify the Police Department by calling 911 and immediately give them a description and location of the device. Also notify the [Property Management Office](#) at 213-624-3229.

Detonation of a Device

If a device is detonated, fire procedures should be followed as appropriate.

[Click here to download a Bomb Threat Checklist \(opens in new window\)](#)

Emergencies: Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security officers will immediately lock all entrances to the Building. The Police Department will be notified, and the Property Management Office will keep you informed as any valid information becomes available.

If a disturbance occurs in the main lobby, all elevators will be turned off at the plaza level and the Police Department will be summoned.

Emergencies: Earthquake

Before the Earthquake

Mitigation

Non-structural hazards, such as unsecured bookcases or large hanging plants should be identified and every effort must be made to correct potentially dangerous situations. In some cases, this may not be feasible. For this reason, awareness of the existence of these problems is very important.

Supplies

It is strongly recommended that all tenants maintain an adequate amount of emergency supplies. This should include:

- Water
- Food
- First Aid Supplies
- AM/FM Radio
- Gloves
- Flashlights
- Dust Masks
- Goggles
- Fire Extinguishers
- Hard Hats
- Sanitary Supplies
- Blankets
- Prescription Medication (if required)

During the Earthquake

If you should feel an earthquake, immediately take cover to protect yourself from falling glass and debris. Move away from windows and interior glass. Get underneath a desk, table, or other sturdy object. If this cannot be done, move to an interior wall and sit with your back against it. Lean forward and cover the back of your neck and head to protect yourself. This can also be done in a wheelchair. Do not go to a doorway. The movement of a swinging door could injure you, and you may be in the direct path of others attempting to exit the area. Stay away from elevators and do not run outside as you are usually safer indoors. If you are outside when the earthquake hits, move away from buildings and all other objects that could injure you such as trees or power lines.

After the Earthquake

Once the shaking stops, be prepared for aftershocks. Do not run outside unless it is absolutely necessary. Contrary to what many people think, most buildings are designed to withstand a major earthquake. If you run outside, you dramatically increase your chances of being injured or killed. Once the shaking stops, keep away from windows or objects that could fall during an aftershock. Assist Building personnel with search and rescue or damage assessment. If no one is available, it may be necessary for you to coordinate emergency activities on your floor.

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Emergencies: Elevator Malfunction

In the event that an elevator stops with passengers in it, please remain calm. Pressing the emergency button inside the cab will tell security which cab is malfunctioning and where it is located. The security officer will maintain two-way communication with passengers until help arrives.

If a power outage occurs, the elevators will stop momentarily and will return to the main lobby one at a time until all cabs have been grounded. Then one cab in each bank of elevators will continue to operate using the Building's emergency generator.

In the event of a fire, elevators must not be used for evacuation. Please use the stairwells.

Emergencies: Emergency Contacts

All Emergencies	911
Property Management Office	213-624-3229
Building Security/After Hours Emergencies	213-624-6319

Important Notes

If you call 911 for a medical emergency, please be sure to notify the [Property Management Office](#) with your name, callback number and location so that security can guide the paramedics to the correct place.

If you hear a fire alarm activated, please do not call the Property Management Office, unless you have something to report. Building personnel need to attend to the situation, whether it is a false alarm or a true emergency, and telephone lines must be kept clear.

Emergencies: Fire and Life Safety

Building Systems

FourFortyFour South Flower is designed to offer maximum protection to its occupants. The Building is inspected and monitored 24 hours a day, 7 days a week, including holidays. State of the art fire and life safety systems supplement existing security systems. These systems include:

- A fire alarm panel which responds to public area and floor alarm conditions including smoke detectors and flow switches
- A comprehensive sprinkler system
- Pressurized stairwells that draw smoke from stair shafts
- Multiple fire extinguishers on each floor
- Elevators designed to stop at the next available floor in the event of an earthquake, or recall to the plaza level in the event of an alarm
- A rooftop helicopter pad for emergency landings
- Fire evacuation maps on each floor
- Building intercom system in the stairwells and elevators

Fire / Life Safety Program

Primary responsibility for the safety of Building occupants and compliance with fire codes rests with each Building tenant. All Building occupants are required to complete the Building's Fire/Life Safety program within fourteen (14) days of commencing occupancy in the Building. Each firm is responsible for ensuring that all new employees comply with this requirement. Participation can be arranged through the [Property Management Office](#). Emergency exit routes are posted in the elevator lobby of each floor. It is important for everyone in the Building to take responsibility by learning safety procedures, including evacuation routes in the Building.

[Click here to access Fire and Life Safety Training \(opens in new window\)](#)

Floor Wardens

Each tenant is required to appoint a suite monitor who will be responsible for coordinating the evacuation of the tenant firm. All floors must also appoint a floor warden and an alternate floor warden. On multi-tenant floors, one of the suite monitors will take on this role. The building's emergency procedures are administered with these individuals under the direction of the Property Manager. Floor warden training is provided through the Building's Fire and Life Safety Training Program. The Floor Warden Manual can also be accessed through this program. In addition to information on fire emergencies, the Manual includes information and instructions for responding to other possible Building emergencies including bomb threats, civil disturbances, medical emergencies and earthquakes.

[Click here to access Fire and Life Safety Training \(opens in new window\)](#)

[Click here for the Floor Warden Manual \(opens in new window\)](#)

Fire Drills

Fire drills are conducted throughout the year at FourFortyFour South Flower. Participation by all tenants is mandatory per the Los Angeles Fire Department regulations. Occupants who do not participate in drills may be subject to city fines.

Reporting Emergencies

Life threatening emergencies should be reported to 911. Remember to provide your suite number and floor location when calling 911. After notifying 911, please contact the Property Management Office at 213-624-3229. Building security will immediately prepare for the arrival of emergency response personnel. A freight elevator will be dispatched to the plaza level for standby and exclusive use by the emergency response team. Security will direct the Fire Department and/or paramedics to the tenant space.

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Emergencies: Flooding

In case of a flood, remove as many desktop items as possible and close file drawers to limit damage. Immediately call the Property Management Office at 213-624-3229 and notify the Property Management Office of the water intrusion. Building personnel will turn off the water source and shut down electrical power as required.

Emergencies: Medical Emergency

In the event that a medical emergency occurs in your suite, call 911 and give the emergency dispatcher the following information:

1. Your name and callback number
2. Building name and address
3. Floor number and location of emergency on floor
4. Victim's name
5. Any details of accident or illness

Call the [Property Management Office](#) at 213-624-3229. Inform the Property Management Office you have called 911 and briefly describe the nature of the emergency.

Do not move the injured or ill person. Whenever possible, have someone meet the emergency unit in the elevator lobby.

The emergency unit will administer necessary medical assistance upon arrival.

Determine, if possible:

- Name, address and age of injured/ill person
- Nature of problem
- Allergies and if currently on any medication
- Local doctor

Emergencies: Power Failure

In the event of power failure, the Building has an emergency generator which supplies power for certain basic Building functions. The functions include:

- Activating emergency lights on each floor throughout the Building, including all exit signs
- Activating all stairwell lighting
- Activating the Building's emergency Fire/Life Safety systems as well as the Building's communication systems
- Bringing all elevators down to the plaza level (one elevator per bank will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the Buildings needed)

It is seldom necessary to evacuate the Building during a power failure. Unless you are directed to do so through the emergency communication system (or by your floor warden), please remain in your office.

If the power failure is only affecting your suite, contact the Property Management Office at 213-624-3229.

Emergencies: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two classifications: a watch or a warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, or a winter storm condition. A watch becomes effective when atmospheric conditions exist that could produce the particular weather phenomenon. A warning indicates that the weather condition has been spotted and prompt action must be taken for safety.

Except in rare circumstances, the decision to evacuate the Building based on weather reports will not be made by the Property Management Office, but rather by each tenant firm.

In the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your office are supplied with blinds, close the blinds (this will provide protection from broken glass)
- Do not panic
- If evacuated, lock all desk drawers and take all items of value with you and use a route that is in the Building interior and stay away from large expanses of glass and windows
- If evacuated, use the stairwells rather than the elevators. Do not return to your office until advised to do so

Emergencies: Toxic Hazards

If there is a toxic spill or exposure, immediately get to an area where you are not exposed. Call 911 and the Property Management Office at 213-624-3229. Give the Building address, floor and phone number, and indicate the type of spill. Take action to contain the hazard by closing doors behind you. Always follow all safety procedures when working with toxic materials.

Introduction: About FourFortyFour South Flower

FourFortyFour South Flower boasts 48 stories of renowned architecture linking the traditional downtown business and financial district with the revitalized Bunker Hill area. FourFortyFour South Flower epitomizes the unique way that Los Angeles does business.

The 914,343 square-foot Building provides unlimited view corridors from locations throughout the Building. Amenities include:

- 26 elevators
- Computer-controlled HVAC systems
- Comprehensive Fire/Life Safety features (including a fully sprinklered fire suppression system and state-of-the-art fully addressable fire alarm system)
- 24-hour security staff
- Telecommunications capabilities
- On-site parking for over 600 cars (with additional parking nearby)
- Retail services
- Professional on-site management
- Delivery and freight facilities
- Direct access to all major downtown freeways

Introduction: Printable PDF

Use the link below to download a PDF version of FourFortyFour's Electronic Tenant® Portal. The PDF version of the portal contains only the core content of the web based portal you are currently using. Certain features designed especially for the World Wide Web may not be available in the PDF version.

The PDF version of FourFortyFour's Electronic Tenant® Portal requires Adobe Acrobat Reader software, version 5.0 or higher. If not pre-installed on your computer, you can download the free software from Adobe. [Click here to download the free Acrobat Reader software.](#)

[Download FourFortyFour's Electronic Tenant® Portal PDF](#)

****Please consider the environment before printing this document.**

Operations: Accounting

Rent payments and other Building charges should be mailed to the following lockbox remittance address:

JLL REAL ESTATE CAPITAL LLC PO
BOX 31001-4018
PASADENA CA 91110-4018

Should you have any questions regarding rent payments or sundry billing, please contact the [Property Management Office](#) at 213-624-3229.

Payments for parking should be made payable to:

CVFI-444 S Flower, LP - Parking
Dept# 34274
P.O. Box 845838
Los Angeles, CA 90084-5838

Should you have any questions regarding the parking invoices, please contact the Parking Office at 213- 629-5276.

Operations: Holidays

FourFortyFour South Flower will observe the following holidays:

- New Year's Day
- Martin Luther King Jr.'s Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Should you require any Building services not offered on the observed holiday, please contact the Property Management Office twenty-four (24) hours in advance at 213-624-3229.

Operations: Parking

The on-site parking entrance is located on Flower Street. There are a total of thirteen handicapped spaces available in the garage: two on Level A (visitor valet), nine on Level B, and two on Level C. Employees who arrive early will be able to enter the parking structure, park, and lock vehicles in unreserved single stalls or against the wall in tandem stalls. Assisted tandem parking will be provided for all other vehicles. The parking garage is always accessible to monthly parkers via their parking access cards. Monthly parking is available on Levels B and C. Any vehicles still parked on Levels B and C after 8:00 pm can find their keys at Valet on Level A.

Visitors may enter the garage Monday through Thursday from 4:30 am until 8:45 pm, Friday from 4:30 am until 7:45 pm, Saturday from 7:45 am until 3:45 pm. Visitor valet parking is available on Level A. The maximum clearance for all vehicles entering FourFortyFour South Flower is 6' 6" in height.

Garage hours are subject to change and hours of operation may vary during holidays. To arrange for monthly parking or to obtain validation tickets, please contact the FourFortyFour South Flower Parking Office at 213-629-5276 or you can visit the Office on Level A near the garage exit.

If a tenant is having an event within their suite and more than ten guests are expected to arrive, it is the tenant's responsibility to notify the Parking Office at least twenty-four (24) hours prior to the event. This will allow for the appropriate level of staffing needed to accommodate the tenant's guests. All applicable charges for extra staffing during the event will be billed to the requesting tenant.

Authorized tenant representatives can purchase validation funds that can be used to validate their guest's parking tickets using a standard web browser, kiosk, or mobile app through the [SWEB online validation portal](#).

Operations: Property Management Office

The Building is open to the public from 8:00 am to 6:00 pm Monday through Friday and 9:00 am to 2:00 pm on Saturday. There are no business hours on Sunday.

The Property Management Office is responsible for the management, maintenance and overall operations of FourFortyFour South Flower. The Property Management Office is located in Suite 2360 and is open from 8:00 am to 5:00 pm, Monday through Friday.

Please do not hesitate to contact the Property Management Office at:

Phone: 213-624-3229

The following personnel are available to address your needs:

Ellisa Glover	General Manager	ellisa.glover@cbre.com
Angelica Powell	Senior Real Estate Manager	angelica.powell@cbre.com
Jessica Wang	Meeting and Events Supervisor	jessica.wang1@cbre.com
Dao Nguyen	Senior Real Estate Accountant	dao.nguyen1@cbre.com
Paul Warnstedt	Chief Engineer	paul.warnstedt@444southflower.net
Warren Jones	Assistant Chief Engineer	warren.jones@444southflower.net
Carlos Celaya	Security Director	carlos.celaya@444southflower.net
Ashley Mejia	Post Commander	ashley.mejia@444southflower.net
Miguel Velasquez	Parking Manager	miguel.velasquez@444southflower.net
Olga Villagran	Assistant Parking Manager	olga.villagran@444southflower.net
Elizabeth Rios	Janitorial Manager	elizabeth.rios@444southflower.net

Operations: Security

Security officers are on duty at FourFortyFour South Flower at all times, including holidays. Security patrols are conducted on an ongoing basis in the Building, garage, plaza area, and perimeter of the property. Other areas such as the elevators, escalators, and stairwell locations are also monitored by remote camera. Officers are in constant radio contact with Building staff and are trained in emergency response procedures. In addition to their security responsibilities, officers are available to provide helpful information to tenants, visitors, clients, and employees.

Security officers can be reached by calling the Property Management Office at 213-624-3229 or by calling the lobby security console at 213-624-6319.

Should you have any special concerns or requests, please feel free to call Carlos Celaya, Security Director, at 213-624-6319.

Operations: Tenant Liaison

Each tenant must submit a list of personnel authorized to submit requests to the Property Management Office. The Approved Signatures Form enables specific individuals from a company to sign property removal permits, building access forms, work orders and other service requests. Without this information, delays may occur when removing property from the premises or gaining after-hours access. Tenants are also responsible for keeping all information updated and submitting all changes to the Property Management Office.

Policies: General Rules and Regulations

1. The sidewalks, halls, passages, exits, vestibules, entrances, public areas, elevators and stairways of the Building shall not be obstructed by any of the tenants or used by them for any purpose other than ingress to and egress from their respective Premises. Building stairwells are to be used for emergency purposes only. The halls, passages, exits, entrances, elevators and stairways are not for the general public, and Landlord shall, in all cases, retain the right to control and prevent access thereto by all persons whose presence in the judgment of Landlord would be prejudicial to the safety, character, reputation and interests of the Building and its tenants, provided that nothing herein contained shall be construed to prevent such access to persons with whom any tenant normally deals in the ordinary course of its business, unless such persons are engaged in illegal activities. No tenant and no employee or invitee of any tenant shall go upon the roof of the Building. If the Premises are situated on the ground floor with direct access to the street, then tenant shall, at tenant's expense, keep the sidewalks and curbs directly in front of the Premises clean and free from dirt, refuse and other obstructions.
2. No sign, placard, picture, name, advertisement or notice visible from the exterior of any tenant's Premises shall be inscribed, painted, affixed or otherwise displayed by any tenant on any part of the Building without the prior written consent of Landlord. Landlord shall have the right to remove, at tenant's expense and without notice or liability, any sign installed or displayed in violation of this rule. All approved signs or lettering on doors, windows and walls shall be printed, painted, affixed or inscribed at the expense of the tenant by a person or entity selected by Landlord, using materials of Landlord's choice and in a style and format approved by Landlord. Written material visible from outside the Building will not be permitted. Landlord shall place tenant's name on the directory in the lobby of the Building and on the individual floor directory, if available. Landlord reserves the right to restrict the amount of directory space utilized by tenant. Tenant shall not have the right to have additional names placed on the directory without Landlord's prior written consent. If such consent is given, the addition of such names shall be at tenant's expense.
3. The Premises shall not be used for the storage of merchandise held for sale to the general public, for lodging or sleeping. No cooking shall be done or permitted by any tenant on the Premises, except the use by the tenant Underwriters Laboratories approved microwave oven or equipment for brewing coffee, tea, hot chocolate and other similar beverages which shall be permitted, provided that the power required by such equipment shall not exceed that amount which can be provided by a 30-amp circuit and that such use is in accordance with all applicable federal, state and city laws, codes, ordinances, rules and regulations. Repair and maintenance of garbage disposals, dishwashers, icemakers and other similar equipment shall be at tenant's expense. If the Premises or any part of the Building become infested with vermin as a result of tenant's use, tenant shall reimburse Landlord for the expense of extermination.
4. No tenant shall employ any person or persons other than the janitor of Landlord for the purpose of cleaning the Premises, unless otherwise agreed to by Landlord in writing. Except with the written consent of Landlord, no person or persons other than those approved by Landlord shall be permitted to enter the Building for the purpose of cleaning the same. No

tenant shall cause any unnecessary labor by reason of such tenant's carelessness or indifference in the preservation of good order and cleanliness. Janitorial services will not be furnished to portions of the tenant's Premises which are occupied after 7:00pm, unless Landlord and tenant agree in writing that such service is to be provided at a later hour for specifically designated rooms. Landlord shall not be responsible to tenant for any loss of or damage to property on its Premises, however occurring.

5. Landlord will furnish each tenant with two keys to each door lock to its Premises free of charge. Landlord may make a reasonable charge for any additional keys. No tenant shall have keys made except by Landlord's designated locksmith. No tenant shall alter any lock or install a new or additional lock or bolts on any door of its Premises without the prior written consent of Landlord. Tenant shall in each case furnish Landlord with a key for any such lock. Each tenant, upon the termination of its tenancy, shall deliver to Landlord all keys to doors in the Building which shall have been furnished to tenant. In the event of the loss of any key furnished to tenant by Landlord, tenant shall pay to Landlord the cost of replacing the same or of changing the lock or locks opened by such lost key if Landlord shall deem it necessary to make such a charge.
6. The carrying in or out of freight, furniture or bulky material of any description must take place during such hours as Landlord may from time to time reasonably determine, which shall not include peak hours of elevator usage. Landlord shall designate appropriate entrances and a "freight" elevator for deliveries or other transportation of goods to or from the Premises and tenant shall not use any other entrances or elevators for such purposes. The installation and moving of such freight, furniture or bulky material shall be made upon previous notice to the Building Manager and the persons employed by the tenant for such work must be reasonably acceptable to Landlord. Tenant may, subject to the provisions of the immediately preceding sentence, move freight, furniture, bulky matter and other material into or out of the Premises after 6:00 pm and before 7:00 am, Monday through Friday, Saturday after 1:00 pm and anytime on Sundays; provided tenant pays the additional costs, if any, incurred by Landlord for elevator operators, security guards and other expenses arising by reason of such move by tenant. If, at least two days prior to such move, Landlord requests the tenant to deposit with Landlord, as security for tenant's obligation to pay such additional costs, a sum which Landlord reasonably estimates to be the amount of such additional costs, then tenant shall deposit such sum with Landlord as security for such costs. Landlord shall have the right to prescribe the weight, size and position of all equipment, materials, furniture or other property brought into the Building and placed in the Premises. Heavy objects, if considered necessary by Landlord, shall stand on wood strips of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such property from any cause and all damage done to the Building by moving or maintaining such property shall be repaired at the expense of tenant. Business machines and other equipment shall be placed and maintained by tenant at tenant's expense in a setting sufficient, in Landlord's reasonable judgment, to absorb and prevent unreasonable vibration and prevent noise and annoyance.
7. No tenant shall use or keep in the Premises or the Building any kerosene, gasoline or flammable or combustible fluid or material other than limited quantities thereof reasonably

necessary for the operation or maintenance of office equipment; or without Landlord's prior written approval, use any method of heating or air conditioning, including, without limitation, portable floor heaters and fans, other than that supplied by Landlord. No tenant shall use or keep or permit to be used or kept any hazardous or toxic materials or any foul or noxious gas or substance in the Premises or permit or suffer the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors, vibrations, or interfere in any way with other tenants or those having business therein.

8. Landlord shall have the right, exercisable without notice and without liability to any tenant, to change the name and street address of the Building.
9. The Security Officer in charge reserves the right, on behalf of the Landlord, to refuse to admit tenant or any of tenant's employees, agents, or associates or any other person to the Building after ordinary business hours without prior notification from the tenant or other satisfactory identification demonstrating such person's right to access the Building. Each tenant shall be responsible for all persons for whom it requests after-hours access and shall be liable to Landlord for all acts of such persons. Landlord shall, in no case, be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In the case of invasion, mob, riot, public excitement or other circumstances rendering such action advisable in Landlord's opinion, Landlord reserves the right to prevent access to the Building during the continuance of the same by such action as Landlord may deem appropriate including closing doors. Landlord also reserves the right to exclude or expel from the Building any person who, in Landlord's judgment, is intoxicated or under the influence of liquor or drugs or who is in violation of any of the Rules and Regulations of the Building.
10. No curtains, draperies, blinds, shutters, shades, screens or other coverings hangings or decorations shall be attached to, hung or placed in, or used in connection with any window of the Building without the prior written consent of Landlord. No files, cabinets, boxes, containers or similar items shall be placed in, against or adjacent to any window of the Building so as to be visible from the outside of the Building. Tenant shall cooperate fully with Landlord in obtaining maximum effectiveness of the cooling system of the Building by closing draperies and other window coverings when the sun's rays fall upon windows of the Premises. Tenant shall not obstruct, alter or in any way impair the efficient operation of Landlord's heating, ventilating, air conditioning, electrical, fire safety or lighting systems, nor shall tenant tamper with or change the setting of any thermostat or temperature control valves in the Building other than room thermostats installed for tenant's use. Landlord reserves the right to install solar film on the windows of the Building to aid the efficiency of the HVAC system and to reduce energy costs. Tenant shall not remove solar film from any window. Tenant shall also cooperate with Landlord to comply with any governmental energy-saving rules, laws or regulations. No bottles, parcels or other articles may be placed in the halls or in any other part of the Building, nor shall any article be thrown out of the doors or windows of the Premises.
11. Each tenant shall see that the doors of its Premises are closed and locked, that all water faucets, water apparatus, equipment, lights and other utilities are shut off before tenant or tenant's employees leave the Premises, so as to prevent waste or damage; and for any

default or carelessness in this regard, tenant shall make good all injuries sustained by other tenants or occupants of the Building or by Landlord. On multiple tenancy floors all tenants shall keep the doors to the Building corridors closed at all times except for ingress and egress.

12. The lavatory rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed; no foreign substance of any kind whatsoever shall be thrown therein and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees, shall have caused it. Landlord may require that all or some of the toilet rooms be locked. In such event, a reasonable number of keys shall be provided to tenant. Tenant shall pay for all replacement keys.
13. Except with the prior written consent of Landlord, no tenant shall sell, or permit the sale at retail of newspapers, magazines, periodicals, theater tickets, airline tickets or any other goods or merchandise to the general public in or on the Premises nor shall any tenant carry on or permit or allow any employee or other person to carry on the business of stenography, typewriting or any similar business in or from the Premises for the service or accommodation of occupants of any other portion of the Building, nor shall the Premises of any tenant be used for manufacturing of any kind or any business or activity other than that specifically provided for in such tenant's Lease.
14. No tenant shall install any radio or television antenna, loud speaker or other device on the roof or the exterior walls of the Building without the prior written consent of Landlord. No awnings, air conditioning units or other projections shall be attached to the outside walls or windowsills of the Building or otherwise project from the Building, without prior written consent of Landlord.
15. There shall not be used in any space or public halls of the Building, either by any tenant or any others, any hand trucks except those equipped with rubber tires and side guards or such other material-handling equipment as Landlord may approve. No other vehicles of any kind except wheelchairs or other similar devices shall be brought by any tenant into the Building or kept in or about its Premises.
16. Each tenant shall store all its trash and garbage within its Premises. No material shall be placed in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the city where the Building is located without being in violation of any law or ordinance governing such disposal. All garbage and refuse disposal shall be made only through entry ways and elevators provided for such purposes and at such times as Landlord shall designate.
17. Each tenant shall participate in any recycling program for the Building. Landlord shall provide information describing the Building's recycling program and facilities and shall provide each tenant with receptacles for separating and collecting specified recyclable materials. Tenant shall make the receptacles available for use by its employees and shall encourage participation in the recycling program by all employees. All recycling receptacles shall be retained in each tenant's Premises until pick-up by designated personnel at times and in the manner established by Landlord.

18. Canvassing, peddling, soliciting and distribution of handbills or any other written materials in the Building are prohibited and each tenant shall cooperate to prevent the same.
19. Tenant and its authorized representative and invitees shall not make or permit any noise in the Building that is annoying, unpleasant or distasteful, interfering in any way with other tenants or those having business with them, or bring into or keep within the Building or Common Areas any animal (except for seeing eye dogs), bird, bicycle or other vehicle except wheelchairs or other similar devices, or such vehicles as are permitted to park in the parking areas, in accordance with the Rules and Regulations.
20. Tenant shall not mark, drive nails, screw or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof, except to install normal wall hangings. Tenant shall repair any damage resulting from non-compliance with this rule.
21. Landlord shall direct licensed electricians as to where and how telephone and electrical wires are to be introduced. No cutting or boring for wires shall be allowed without Landlord's consent. The location of telephones, call boxes and office equipment affixed to the Premises shall be subject to Landlord's approval. Neither tenant, its subtenants, assignees, agents, employees nor contractors shall have access to or make any changes, alterations, additions, improvements, repairs or replacements (collectively, "work") to the telephone closets, telephone lines or any other communications facilities or equipment (collectively, the "telephone lines") within the Building without the prior written authorization of Landlord, which authorization may be withheld in Landlord's sole discretion. All contractors designated by tenant to perform work on the telephone lines shall be licensed and shall be subject to Landlord's prior written approval, which approval may be withheld by Landlord in its sole discretion. Contractors performing work shall be required to provide evidence of insurance coverage satisfactory to Landlord, including, without limitation, naming Landlord as an additional insured on all liability policies. Any costs, expenses, and liabilities incurred by Landlord as a result of tenant or tenant's contractor performing work on the telephone lines shall be included in tenant's indemnification obligations under the Lease.
22. Tenant shall not lay linoleum tile, carpet or any other floor covering to the floor of the Premises, except as approved by Landlord.
23. The requirements of the tenant will be attended to only upon appropriate application by an authorized individual to the Property Management Office. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord.
24. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.
25. Tenant assumes any and all responsibility for protecting its Premises from theft, robbery and pilferage, which includes keeping doors and other means of entry to the Premises closed and locked when the Premises are unattended.
26. Neither tenant nor its employees shall park their vehicles in any parking area designated by Landlord as areas for parking by visitors to the Building. Neither tenant nor its employees shall leave vehicles in the Building parking areas overnight nor park any vehicles other than automobiles, motorcycles, motor driven or non-motor driven bicycles or four-wheeled

trucks in the Building parking areas. Landlord may, in its sole discretion, designate separate areas for bicycles and motorcycles. Landlord may establish additional Rules and Regulations that apply to the parking areas.

27. There shall be no smoking in the common areas of the Building, which areas include, without limitation, the tenant's Premises, the lobby and the areas on individual floors in the Building devoted to corridors, fire vestibules, elevators, foyers, lobbies, electric and telephone closets, restrooms, mechanical and service rooms servicing the Building, janitor's closets, and other similar facilities for the benefit of all tenants and invitees. Smoking shall mean carrying or holding a lighted pipe, cigar or cigarette of any kind, or any other lighted smoking equipment or the lighting thereof or emitting or exhaling the smoke of a pipe, cigar or cigarette of any kind. Each tenant shall cooperate to enforce this prohibition, including giving notice of such to its employees.
28. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant or tenants, nor prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all of the tenants of the Building.
29. Landlord may from time to time during the term of the Lease publish and distribute to tenant a tenant Handbook. Tenant shall comply with all procedures and regulations established by Landlord and included in the tenant Handbook. Tenant understands and acknowledges that the provisions of the tenant Handbook are subject to change and Landlord expressly reserves the right from time to time to make reasonable additions, modifications, supplements, deletions or interpretations thereto or thereof.
30. These Rules and Regulations and tenant Handbook are in addition to, and shall not be construed to in any way modify or amend, in whole or in part, the terms, covenants, agreements and conditions of any Lease of Premises in the Building. To the extent that these Rules and Regulations are inconsistent with any provision of the Lease, the provisions of the Lease shall control.
31. Landlord reserves the right to make such other reasonable Rules and Regulations as, in its judgment, may from time to time be needed for the safety, care and cleanliness of the Building, and for the preservation of the order therein.
32. Landlord shall not be responsible to tenant or to any other person for the non-observance or violation of these Rules and Regulations by any other tenant or other person. Tenant shall be deemed to have read these rules and to have agreed to abide by them as a condition of its occupancy of the space Leased.
33. The "Ordinary Business Hours" of the Building shall be 8:00 am to 6:00 pm Monday through Friday and 9:00 am to 2:00 pm on Saturday (Sundays and holidays excluded).

Policies: Moving Policy

Move In Check List

The relocation of a company is a very important and often challenging and time-consuming process. The [Property Management Office](#) is prepared to answer any questions you may have regarding the relocation of your firm. The following information will also inform you of moving policies and procedures at FourFortyFour South Flower.

The Move

Reserve the freight elevator and the loading dock as soon as you know your move date and time (reservations are made in a first come first serve basis), but we request no later than 48 hours in advance. Reservations are made via the [Building Access Request Form \(opens in new window\)](#).

Mail

Notify the Post Office of your move-in date and your new mailing address. Each tenant is assigned a mailbox located in the mailroom on Plaza Level. Tenants are provided one mailbox key through the [Property Management Office](#). Duplicate keys can be purchased via the FourFortyFour South Flower work order system. The last pickup for outgoing mail from the drop boxes at FourFortyFour South Flower is 2:00 pm, Monday through Friday. Several delivery services also have convenient drop boxes located in the mailroom.

Fill out and return the following forms to the [Property Management Office](#) at least one week prior to your move- in date:

[Tenant Contact and Emergency Information Form \(opens in new window\)](#)

Submit a list of employees who will receive Building access cards. All employees must possess Building access cards to gain entry to FourFortyFour South Flower.

Keys

At least three weeks prior to your move-in date, or as soon as possible, meet with the Chief Engineer and Property Manager to discuss your requirements for keying your suite. A key schedule will be developed and keys will be made. Two complimentary office keys and two women's restroom keys are provided.

You may pick up your suite keys on the day prior to move-in date.

Janitorial

Inform the [Property Management Office](#) of any special cleaning requirements. Please provide the date you would like cleaning to begin in your Suite. Upon move-in, the Building's Janitorial Manager will meet with you to discuss details.

Signage

As soon as possible prior to moving in, submit the exact verbiage you would like to have on your elevator lobby directional sign, directory strip and tenant door plaque on the forms provided. These signs are provided at the tenant's expense unless otherwise stated in the Lease.

Parking

Prior to moving in, contact the Parking Office at 213-629-5276. The Parking Manager will assist you in completing the individual parking applications required for monthly parking permits. The completed forms should be turned in to the Parking Office one week prior to the move-in date. You may pick up your parking cards on the day prior to move in.

If you plan to use reserved parking spaces, please provide the Parking Manager with the exact lettering for your reserved parking signs as soon as possible.

Rent Payments

Inform your accounting department of the rent check remittance address. Rent checks are due on or before the first day of the month at the following address:

CVFI	-	444	S.	Flower,	LP
C/O	JLL	REAL	ESTATE	CAPITAL	LLC
PO		BOX			31001-4018
PASADENA CA 91110-4018					

Should you have any questions regarding rent payments, please contact the [Property Management Office](#) at 213-624-3229.

Parking payments shall be remitted to:

CVFI-444	S	Flower,	LP	-	Parking
Dept#					34274
P.O.		Box			845838
Los Angeles, CA 90084-5838					

Should you have any questions regarding parking invoices, please contact the Parking Office at 213-629-5276.

Insurance

Prior to moving in, please provide the [Property Management Office](#) with a certificate of insurance as outlined in your Lease.

Emergency Procedures

Within fourteen (14) days of commencing occupancy in the Building, you are required to complete the Building's Fire and Life Safety Training Program. Please ensure that all employees participate in this training as required by the City of Los Angeles.

[Click here to access Fire and Life Safety Training \(opens in new window\)](#)

Moving Policy

The following rules pertain to moving furniture, equipment, and supplies in and out of FourFortyFour South Flower.

The mover must provide and install clean masonite sections on all finished floor areas where heavy furniture or equipment is being moved with wheel or skip type dollies. The masonite must

be at least one-quarter inch thick. For elevator lobbies and corridors, 4' x 8' masonite sheets must be used. For doorways and tenant spaces 32" sheets may be used. All sections of masonite must be taped together to prevent sliding.

The mover must provide and install approved protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.

All floors, walls, door facings, elevator cabs and other areas along the route to be followed during the move will be inspected by the Property Management Office and moving company personnel before and after the move. Any damage to the Building or its fixtures caused by the move shall be repaired by or paid for by the moving company.

Only the freight elevators shall be used for the movement of furniture, equipment and supplies unless prior approval to use additional elevators is granted by the Property Management Office. The dimensions of the freight elevators are as follows:

Freight #19	Freight #22
Height - 8'4"	Height - 9'11"
Depth - 5'-11 ½"	Depth - 8'0"
Width - 4' 6 "	Width - 5' 5"
Door Opening 8'4" X 4'5"	Door Opening 8'4" X 4'6"
Weight Capacity 3,500 lbs	Weight Capacity 4,500 lbs.

The Building's loading dock does not accommodate large trucks. The maximum truck dimensions allowed in the dock are as follows:

- Height: 13'6"
- Width: 11'6"
- Length: 18'

Moving of furniture, equipment or supplies is allowed after 6:00 pm on weekdays and all day on Saturday and Sunday with the prior consent of the Property Management Office.

A representative of the tenant must coordinate with the moving company and the Property Management Office to make arrangements for use of the loading dock and freight elevator. A Building Access Request Form must be submitted to the Property Management Office for approval by 12:00 pm on the business day prior to the move. A four (4)-hour minimum charge will be billed to the tenant for freight reservations.

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Policies: Smoking

FourFortyFour South Flower maintains a no smoking policy throughout the Building including all common areas, lobby areas, restrooms, stairwells and elevators. Smoking is only permitted in the designated area on the third floor Bridge Terrace.

Security: After Hours Access

The Building is accessible after-hours to tenants who possess the proper Building access card. Visitors may also gain access to tenant space after-hours but must be registered in the Visitor Management System.

[Click here to access the Visitor Management System \(opens in new window\)](#)

Security: Contractor Access

The Property Management Office must approve all construction, painting, or any type of improvement prior to the commencement of any work. You may download a list of approved contractors below. The Building Access Request Form should specify details regarding the work that will be performed in your suite along with the specific time and date.

[Click here to download the Building Access Request Form \(opens in new window\)](#)

[Click here to download the Certificate of Insurance Requirements for Vendors \(opens in new window\)](#)

[Click here to download the Approved Building Contractors List \(opens in new window\)](#)

Security Procedures:

We respectfully request that all visiting guests and contractors follow the Building's rules and regulations at all times to maintain tenant safety.

Access Card Procedures

Contractors are required to show state-issued identification at the loading dock to enter the Building. Each worker will be issued an access card on a daily basis. If a construction worker is found on the Property or a construction floor without the proper access card, he/she will be immediately escorted off the Property.

Miscellaneous Deliveries:

All deliveries of materials for construction must be approved one (1) business day in advance through the Property Management Office. Deliveries of construction materials will be held at the loading dock entrance until the manifest and content are inspected and approved by security personnel. Drivers and delivery personnel moving materials up and into the Building must be properly identified and issued an access card before proceeding. Loading dock reservations and freight reservations are required twenty-four (24) hours in advance of all deliveries.

Property Removal

A Property Removal Permit will be required for any item being removed from the Building.

[Click here to download a Property Removal Permit \(opens in new window\)](#)

Parking Procedures

All contractors must use the monthly parking garage whenever possible. The height clearance for the parking garage is 6'-6". Vehicles of greater height must park elsewhere. Reserved parking on the loading dock requires prior approval and can only be obtained from the Property Management Office. Contractors must park in designated areas on C Level. Individuals whose vehicles are found on other levels or areas will have their parking privileges revoked and may be dismissed from the job.

Parking Validations

Parking validations can be purchased at the Parking Office located on A Level. Workers with vehicles in the parking garage must have a parking validation before leaving. A vehicle with a lost ticket will be charged the price of one full day.

Please Note: Delivery vehicles are allowed to park on the loading dock for a maximum of twenty (20) minutes. Deliveries that require more time or multiple trips via the freight elevator must be made after hours.

[Click here to download a copy of Contractor Regulations and Guidelines \(opens in new window\)](#)

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Security: Deliveries

Passenger elevators are designed solely and exclusively for transporting tenants and their guests. For this reason, all deliveries are restricted to the freight elevators via the loading dock. Under the direction of the Los Angeles Fire Department, wood pallets or pallet jacks are not allowed on a tenant floor under any circumstance. Wood pallets will not be allowed to pass the demarcation point in the loading dock as signage indicates. All pallets must be removed by the delivery company and cannot be left on the loading dock.

Common Area Protection

It is the tenant's responsibility to ensure movers and/or delivery companies are protecting the Building corridors and common areas (i.e. painted walls, wall coverings, all flooring materials, etc.) Any damages incurred to the Building's common areas during such moves or deliveries will be charged to the subject tenant.

Loading Dock

All deliveries must be made through the loading dock located on Fifth Street, east of Flower Street. The loading dock is open from 6:00 am to 6:00 pm Monday through Friday and 7:00 am to 2:00 pm on Saturday. Access is provided on a first-come, first-served basis. Due to a limited number of parking spaces, a 20-minute loading and unloading time limit is enforced.

Deliveries that require longer than 20 minutes must be scheduled after-hours in advance via the Building Access Request Form.

When your vendor arrives at the dock, he/she must sign in with the loading dock security officer. The officer issues an access card and the vendor must leave his/her driver's license with Security until the delivery is completed. Upon leaving the Building, the vendor will be required to sign out, return the access card and receive back his/her driver's license.

The loading dock does not accommodate large trucks. Trucks that exceed the dimensions stated below will not be allowed access. Please inform your vendors of these restrictions: Height 13'6", Width 11'6", Length 18'.

[Click here to download a Building Access Request Form \(opens in new window\)](#)

[Click here to download the Certificate of Insurance Requirements for Vendors \(opens in new window\)](#)

Security: General Office Security

- It is advisable that tenants exercise general security precautions at all times in order to promote office safety. Listed below are some recommended practices: Keep side office/suite doors locked or install a tenant-specific pass card system. Any tenant pass card systems must operate independently and cannot be tied to any of the Building's systems.
- Staff the main reception area at all times when your front door is unlocked, and ensure the receptionist is aware of the policies regarding visitors.
- Store valuables in a locked desk or cabinet.
- Keep the combinations to locks and safes confidential.
- Notify the Property Management Office immediately in the unlikely event that solicitors or strangers are observed loitering on your floor.
- Maintain a current inventory of keys, PIN numbers and/or card keys assigned or loaned to employees.

Security Escort Service

Upon request, a security officer will escort any employee of the Building to his/her car in the FourFortyFour South Flower parking garage or to the perimeter of the Property. Please contact the lobby console at 213-624-6319 for assistance.

Security: Keys

Each new tenant is provided with two complimentary office keys and two women's restroom keys. There is a charge for each additional key or replacement. To obtain additional keys, an authorized tenant representative must submit a request through the work order system.

Security: Lost & Found

To claim items that have been lost or found on the Property, contact the Property Management Office at 213-624-3229.

Security: Property Removal

Furniture, artwork, computers, or other equipment may be removed only when accompanied by a Property Removal Permit signed by an authorized representative of your firm. Identification will be requested from the individual removing the item(s). This procedure is designed to deter theft of property from your premises.

[Click here to download a Property Removal Permit \(opens in new window\)](#)

Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Property Management Office at 213-624-3229, and we will send appropriate personnel to have the solicitor escorted off the Property.

Security: Tenant Access

Building Access Cards

Prior to moving in, an authorized representative of the tenant firm must submit a list of employees who shall receive Building access cards. The Property Management Office will assign every employee a pre-numbered access card. Upon arrival to the Building, each employee will need to come to the main lobby console to get a photograph taken. Pictures are taken from 10:00 am to 12:00 pm Monday through Thursday. Employees must scan the access card at the destination dispatch system outside of the elevators in order to gain access to their floor.

All tenants are required to have a photograph taken for entry in the Building access system database. Photographs are printed directly onto the Building access card. When a Building access card is scanned, the picture will also appear on the monitor at the security console. A Building access card without a photograph is not considered valid.

There is a nominal fee for all new and replacement cards. If a card is lost or damaged, a new card may be obtained by submitting a service requests via [ETS \(opens in new window\)](#). The tenant will be charged the fee for a new card through sundry billing.

Security: Visitor Access

All visitors are required to be pre-registered by the tenant and to provide a valid form of identification to gain access. Authorized tenants may register a guest or visitor by going online to <http://www.visitorreg.com/> ([opens in new window](#)). To gain access to the system, the authorized tenant representative should submit a service request by selecting Security Visitor Registration System and provide the name and email of the staff.

Services: Building Signage & Directory

Building standard tenant door plaques and elevator lobby directional signs are also provided through the Property Management Office. Please contact the Property Management Office at 213-624-3229 to place requests for signage and obtain forms.

Services: Cleaning

General office cleaning is provided Monday through Friday during evening hours with the exception of Building holidays. Common area cleaning is provided Monday through Friday during normal business hours and includes Building interior and exterior lobbies and tenant restrooms.

Above-standard cleaning or trash removal beyond the ordinary level of service may be arranged through the Property Management Office. Such services may include cleaning premises during the day, loading and unloading tenant dishwashers, washing glass doors or windows, carpet shampooing, or removing discarded office equipment, packing cartons and other non-compactable trash. Special cleaning requests and/or day porters may be arranged at a minimum hourly charge.

The Property Manager and Janitorial Manager regularly inspect the Building, including your suite, to ensure an optimum level of maintenance. Should a problem arise, please contact the Property Management Office at 213-624-3229.

Services: Elevators

FourFortyFour South Flower has two freight elevators, which are operated on a first-come, first-served basis during normal business hours.

To permit an efficient flow of furniture and materials, proper scheduling of elevators must be considered. Tenants may reserve a freight elevator for their exclusive use after-hours (after 6:00 pm Monday through Friday and all day Saturday and Sunday). The date and time must be reserved through the Property Management Office using the Building Access Request Form at least 48 hours in advance. This service is billed at an hourly rate with a four (4) hour minimum. For your reference the dimensions of the freight elevators are as follows:

Freight #19

Height - 8'4"

Depth - 5'-11 ½"

Width - 4' 6 "

Door Opening 8'4" X 4'5"

Weight Capacity 3,500 lbs

Freight #22

Height - 9'11"

Depth - 8'0"

Width - 5' 5"

Door Opening 8'4" X 4'6"

Weight Capacity 4,500 lbs.

Services: Fee Schedule

Pricing for Above Standard Services:

Description	Cost
Suite Key(s)	\$10.00 per key
Mailbox Key	\$6.00 per key
Building Access Card	\$15.00 per new access card
Photo Overlay Replacement	\$5.00 per new access card
Security Report	\$25.00 per report
Engineering Labor (Lighting billed in 15 minute increments; all other work billed in 30 minute increments)	\$65.00 per hour
Security Labor (4 hour minimum)	\$40.00 per hour
Freight Elevator Operator (4 hour minimum)	\$40.00 per hour
Janitorial Labor (30 minute minimum)	\$35.00 per hour
After-Hours Air Conditioning	Consult the <u>Property Management Office</u> (or your Lease agreement)
<u>After-Hours Lighting</u> Monday through Friday: 6:00 pm to 7:00 am Saturday: Before 9:00 am and after 2:00 pm Sunday and Holidays: All day	\$5.50 per hour

Please Note: These services and rates may be subject to an administration fee. All of the above fees may change from time to time at the Property Management Office's discretion.

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are also available from the [Property Management Office](#). To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com ([opens in new window](#)).

[After Hours Air Conditioning and Lighting Quick Guide](#) ([opens in new window](#))

[Bomb Threat Checklist](#) ([opens in new window](#))

[Building Access Request Form](#) ([opens in new window](#))

[Certificate of Insurance Requirements for Vendors](#) ([opens in new window](#))

[Certificate of Insurance Requirements for Tenants](#) ([opens in new window](#))

[Property Removal Permit](#) ([opens in new window](#))

[Contractor Regulations and Guidelines](#) ([opens in new window](#))

[Tenant Contact and Emergency Information](#) ([opens in new window](#))

[Approved Contractors List](#) ([opens in new window](#))

[LAFD Regulations - Holiday Decoration](#) ([opens in new window](#))

Information Required from Tenants

The [Property Management Office](#) requires the following information be provided by new tenants at the start of their occupancy. Tenants are responsible for keeping all information up to date and submitting revised information to the [Property Management Office](#) as changes occur.

- [Tenant Contact and Emergency Information Form](#) ([opens in new window](#)) indicating official tenant contacts and emergency contact phone numbers.
- List of all company employees in order to assign Building access cards.

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Services: HVAC & Lighting

Lighting and air conditioning are provided Monday through Friday during the hours specified in each Lease and Saturday by request. An additional fee is charged for after-hours services. To obtain after-hours lighting and air conditioning services, an authorized tenant representative must submit all requests through the Genea system.

For convenience, light switches are located on floors near the passenger elevator lobbies. Tenants may use these switches to turn on lights after hours. Use of these switches incurs no additional charges. Lights will continue to go off every hour in order to conserve energy.

Energy Conservation

In order to conserve energy and reduce operating costs, tenants should practice the following:

- Turn off lights when you leave the office
- Close window coverings on warm days
- Turn off coffee makers and other appliances when not in use

Tenant Air Conditioning Units

The FCUs (Fan Coil Units) are located along the perimeter below the exterior office windows of the Building. They represent an addition to the Building's HVAC (heating/ventilation/air conditioning) system. With an understanding of their function, most tenants find that the units are an effective source of heating as well as supplemental cooling.

FCUs provide either heating or cooling depending on the temperature the Building's main system is providing. Adjusting the "warmer/cooler knob, controls the degree of heating or cooling. However, you will hear a click as the knob is turned past the 'center' operation. It is recommended that this knob be maintained directly in the center between warm and cool settings, which allows the unit to perform at its most efficient level and minimizes a tenant's need to make continual adjustments. Adjusting the "fan control" knob controls the volume of airflow.

The FCUs are the only source of heat serving tenant spaces. They are located along the perimeter of the Building, where the greatest need for heat is during cold weather. To benefit fully from this system, occupants must control and operate the unit. For example, if an occupant's office is regularly cold upon arrival on winter mornings, he/she should ensure that the FCU is in the "on" position when departing for the evening. This will allow the unit to automatically begin serving the office with heat prior to his/her morning arrival. If an occupant does not wish to have heat in an office in the morning, the FCUs should be left off when departing for the evening.

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Services: Mail Service

Each tenant is assigned a mailbox located in the mailroom on Plaza Level. Tenants are provided one mailbox key through the Property Management Office. Duplicate keys can be purchased via the FourFortyFour South Flower work order system.

The last pickup for outgoing mail from the USPS drop boxes is 2:00 pm, Monday through Friday. Several delivery services also have convenient drop boxes located in the mailroom.

Courier Service	Phone Number	Last Pickups
<u>Federal Express (opens in new window)</u>	800-463-3339	4:15 pm
<u>NORCO (opens in new window)</u>	800-225-9139	7:00 pm

Services: Maintenance Requests

Engineers are available at FourFortyFour South Flower to assist you with any needs you may have. Services include replacing non-standard lighting, servicing individual non-standard air conditioning units, and miscellaneous plumbing and electrical repairs. These services can be requested via the work order system and are subject to above-standard charges.

Genea (Energy Services Platform)

Genea provides tenants with a convenient and efficient way to order after-hours lighting and air conditioning. Tenants may access the system using the internet, the smartphone application, or the phone.

Each tenant is assigned a company I.D. number, and each authorized individual within the company is assigned a personal I.D. number. These numbers must be kept confidential in order to prevent unauthorized persons in your office from ordering billable services. Office managers may add or delete users.

The subsequent instructions take you step-by-step through the ordering and cancellation process. Standing orders (orders for lights and air that are continuous) can also be placed through Genea.

[Click here to download the After Hours Air Conditioning and Lighting Quick Guide \(opens in new window\)](#)

Some of the benefits of Genea are:

- Convenience - Tenants may place an order at any time and from anywhere with no paper work.
- Confirmation of Service - The system will repeat your order and give you the total cost of the transaction. Services ordered during Lease hours incur no charge. Services ordered outside of Lease hours are billable. The system will clarify the number of hours that are chargeable.
- Energy and Cost Savings - Orders can be cancelled by logging into the system. Tenants do not incur charges for the cancelled order and energy is conserved.
- Billing - Tenants will receive a detailed monthly invoice that lists each individual order and the authorized person who ordered the service

[Click here to download the After Hours Air Conditioning and Lighting Quick Guide \(opens in new window\)](#)

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Services: Recycling

FourFortyFour South Flower management encourages all tenants to embrace the Building's recycling program, which is user-friendly and easy to follow. Recycling is a shared effort between Building tenants and staff.

One trash container for recyclable materials is needed in each office or under each desk. This receptacle will be used for all trash items within a typical office environment and will be emptied nightly by the janitorial night crew. Acceptable items include all types and colors of paper, including cardboard. Removing staples and paperclips is unnecessary. This receptacle should not contain food waste or liquids in any form.

Tenants should place all liquids and/or food waste in trash containers within each coffee machine area or kitchenette. Food waste containers are designated with a black trash bag. Such containers should also have labels on them that specify that they are "Food Waste Only" containers.

A waste disposal vendor empties the Building's dumpsters on a weekly basis. The collected materials are then transported to a recycling facility where the items are sorted and recycled.

Services: Telecommunications

Riser cable runs the full length of the Building and is capped off on each floor for connectivity, such as cable or satellite television service. If you are interested in Dish Network, please contact Commercial Satellite Services at 800-333-3474. For more information on DirecTV, please contact B2B TV at 866-902-2288. Time Warner Cable may be contacted at 888-892-2253.

Also available are fiber optic connections with services provided by Verizon Business and AT&T. Tenants desiring this service may contact Verizon Business at 877-519-0747 or AT&T at 884-840-5183 for details regarding pricing and installation information.

TELECOM		CONTACT	MAIN PHONE
Summit Riser Systems	Riser Management	Chris Adams	949-251-9266
AT&T	Copper & Fiber Optic, Voice & Data		884-840-5183
VERIZON	Copper & Fiber Optic, Voice & Data		877-519-0747
Level 3/LUMEN	Copper & Fiber Optic, Voice & Data		877-253-8353
Cogent/Light Source	Fiber Optic, Voice & Data		877-726-4368
Charter/Spectrum	Voice & Data, Copper & Fiber Optic and Coax service Cable TV & Broadband Internet		833-267-6094
Zayo - Fiber Optic	Fiber Optic, Voice & Data		866-364-6033
B2BTV/ DirecTV	Satellite, Cable TV Only		866-902-2288
Dish Network	Satellite, Cable TV Only		800-333-3474

Services: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

- Submit and track Work Orders and Certificates of Insurance. Note: Access to complete these options is based on the property's app subscriptions and may not be available for all tenants.
- Customize notification options - receive information via email and/or text!
- View and manage your contact information.
- Sign up for notifications containing critical property information such as updated policies, security procedures, building closings, etc.!
- Receive alerts pertaining to the latest news about the surrounding area like weather and traffic conditions!
- Stay current and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- Learn more and take better advantage of the available amenities and affinity programs at your property!

[SIGN UP](#) [SIGN IN](#)

Need Access?

1. Click on the "[Request Account \(opens in new window\)](#) Opens in new window" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to the Property Management Office for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

Download the App!

How to submit a Service Request:

1. Select Service Request - Request Service;
2. Click the circle, or choose from the drop down menu the service type you are requesting;
3. Enter the location and a brief description relating to the request. Please enter any and all information that will assist the Property Management Office in locating and addressing the request.

How to submit a Reservation:

1. Select Conference Room - Request Reservation;
2. Choose "Select" next to the room you would like to reserve;
3. Enter the details of your reservation.

[Help Center](#)

*Requires being logged into the Tenant Center.

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