



TENANT INFORMATION MANUAL

Grand Central Place (Cochrane)
Cochrane Town Square (Cochrane)
Grand Professional Centre (Cochrane)
Cochrane Protective Services (Cochrane)
Cochrane Community Health Centre (Urgent Care) (Cochrane)
Executive Place (Red Deer)

Randy Mabbott, General Manager
Paul Mabbott, Operations Assistant

GENERAL INFORMATION

Grand Central Properties Inc.

Grand Central Properties Inc. is dedicated to providing proactive property management services to its tenants based on open communication and professional, courteous service.

The Grand Central Properties group of companies also includes Grand Central Health Inc. and Grand Central Developments Inc.

The Grand Central Properties office is located at:

Second Floor, Cochrane Movie House
218 5th Ave West
Cochrane, AB
T0L 0W0
(Mabbott & Company office)

Our Mailing Address is:

Box 266
Cochrane, AB
T4C 1A5

Phone (403) 932-7533

Our office is open Monday to Friday from 8:30am – 4:30pm. We are closed on all statutory holidays.

We look forward to a long and positive business relationship!

CONTACT INFORMATION

General Manager	Randy Mabbott	403.932-7533 rmabbott@grandcentralproperties.com
Operations Assistant	Paul Mabbott	403.932-7533 pmabbott@grandcentralproperties.com
Operations Manager (Red Deer – Executive Place Only)	Jose Muyot	403-341-5387 jmuyot@grandcentralproperties.com
<u>After Hours Emergency:</u>	Randy Mabbott	403.681-6530 (cell)

TENANT SERVICES

We ask that each tenant designate one person to act as the principal contact between our office and your office. This contact person should be responsible for making all enquiries or service requests to our tenant services department.

Please inform us of your designated employee's name on the attached Contact Information Form. Please forward this form admin@grandcentralproperties.com as soon as possible.

By restricting this responsibility to one principal liaison, it will allow us to provide better delivery of service and consistency in our communications with you.

RENTAL PAYMENTS

All rental payments are due the **first** day of each month. All payments shall be made by pre-authorized debit unless otherwise permitted by the Landlord.

No invoices will be sent for regular rent payments. Other charges incurred will be invoiced separately.

INSURANCE CERTIFICATES

This information must be kept current to ensure compliance with the terms of your Lease and to ensure the Landlord is named as an additional insured. Please have your insurance broker forward a Certificate of Insurance to our office each year with the renewal of your policy. Please have your insurance company email this document directly to admin@grandcentralproperties.com.

ALTERATIONS TO THE PREMISES

Tenants wishing to make changes to their premises **MUST** obtain approval from the Landlord prior to the commencement of any work. Information about the building and the conditions that govern tenant premise alterations can be obtained by contacting the General Manager.

PROMPT REMOVAL OF DEBRIS

Tenants **MUST** keep their premises, including the back entrance, free of garbage and debris. Prompt removal of garbage and debris will help to ensure the premises are tidy and hazard free.

NO SMOKING POLICY

As per a Municipal Bylaw, no smoking is permitted within the building or within 3 meters of an entrance or exit to the building.

KEYS AND LOCKS

The keying of any tenant space must conform to the building's master lock system. It is recommended that you use the building's locksmith for any of your lock work. Please contact the General Manager who will forward your request.

SIGNAGE

The signage for all units must conform to the buildings standardized sign program and Municipal Sign By-laws.

Please direct all signage inquiries to the General Manager at 403.932-3066 or admin@grandcentralproperties.com

Tenants may not, at any time, erect any signage – permanent or temporary – before obtaining Landlord approval. Management reserves the right to not allow the posting of any sign it deems objectionable and to remove any which has already been placed, at the Tenant's expense.

TENANT CONTACT FORM

Please complete and return the attached 'Tenant Contact' form. This provides us with the appropriate contact in the event of after-hours emergency as well as appropriate contact information during business hours.

Any changes to the assigned contact should be forwarded to our office in an effort to keep all information accurate.

SERVICE REQUESTS

All service requests must be made in writing. For convenience, you may complete the attached *Service Request Form* and fax or email to the General Manager.

Service Request Form

Grand Central Properties is committed to provide the highest level of proactive tenant services through open communication and professional, courteous service.

ALL SERVICE REQUESTS MUST BE REPORTED IN WRITING AND DIRECTED TO THE GENERAL MANAGER

TENANT: _____

REQUEST DATE: _____

CONTACT: _____

PHONE NUMBER: _____

DETAILS OF REQUEST:

(For office use only)

ACTION:

P.O. # _____

Authorized by

Date

Contact Information Form

We ask that each tenant designate one person to act as the principal contact between our office and your office. This contact person should be responsible for making all enquiries or service requests to our tenant services department.

Please complete this form and return it to admin@grandcentralproperties.com

TENANT: _____

DESIGNATED CONTACT: _____

BUSINESS PHONE NUMBER: _____

CELL PHONE NUMBER: _____

ALTERNATE PHONE NUMBER: _____

EMAIL ADDRESS: _____

FAX: _____

OTHER IMPORTANT INFORMATION:

