



## 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)  
2540 Kensington Road (Calgary)  
Griffin Business Park (Cochrane)

Dahlya Molina, President  
Paul Mabbott, Operations Manager  
Jose Muyot, Facilities Manager

## 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.

We are currently in the midst of moving our offices, so if you need our physical location please reach out on the phone line below.

Our Mailing Address is:

Box 266  
Cochrane, AB  
T4C 1A5

Phone (403) 932-7533

In Case of Emergencies :

Cell (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**

President	Dahlya Molina	403-932-7533 <a href="mailto:dmolina@grandcentralproperties.com">dmolina@grandcentralproperties.com</a>
Operations Manager	Paul Mabbott	403-932-7533 <a href="mailto:pmabbott@grandcentralproperties.com">pmabbott@grandcentralproperties.com</a>
Facilities Manager	Jose Muyot	403-341-5387 <a href="mailto:jmuyot@grandcentralproperties.com">jmuyot@grandcentralproperties.com</a>
<b><u>After Hours Emergency:</u></b>	Paul Mabbott	403.991.0811 (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](mailto: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](mailto: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(Cochrane) or 5 Meters (Calgary and Red Deer) 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 [admin@grandcentralproperties.com](mailto:admin@grandcentralproperties.com) 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 office at 403.932-7533 or [admin@grandcentralproperties.com](mailto: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

For better record keeping, we request that any service requests be made in writing. For convenience, you may complete the attached *Service Request Form* and email to [admin@grandcentralproperties.com](mailto:admin@grandcentralproperties.com)

*Service Request Form*

---

---

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

---

---

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](mailto:admin@grandcentralproperties.com)

---

---

TENANT: \_\_\_\_\_

DESIGNATED CONTACT: \_\_\_\_\_

BUSINESS PHONE NUMBER: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_

ALTERNATE PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

FAX: \_\_\_\_\_

OTHER IMPORTANT INFORMATION:

---

---

---

---

---

---

---

---

---

---