GRAND CENTRAL
PROPERTIES

TENANT INFORMATION MANUAL

Updated October 2026

Grand Central Place	Cochrane
Cochrane Town Square	Cochrane
Grand Professional Centre	Cochrane
Griffin Business Park	Cochrane
Cochrane Protective Services	Cochrane
Cochrane Community Health Centre (Urgent Care)	Cochrane
2540 Kensington Road	Calgary
Executive Place	Red Deer

Dahlya Molina • President
Rod Haas • Director, Property Mgmt. and Operations
Jose Muyot • Facilities Manager

Grand Central Properties Inc. (“Grand Central”) is a locally owned and managed commercial real estate development and holding company. For over a quarter century, Grand Central has owned, managed and leased quality properties to excellent tenants. As a community relationship-based leader, the company has been meeting the commercial real estate demands of one of the fastest growing communities in Canada - Cochrane, Alberta as well as proudly serving the Calgary and Red Deer markets.

Our Vision

To be a durable, progressively scaled, intergenerational real-estate organization that upholds a culture of excellence and has a positive impact on the communities we serve.

Our Values

At Grand Central, we operate in STRIDE – managing capital responsibly, building mutually beneficial relationships, and executing with discipline and integrity.

STEWARDSHIP
TENANT AND COMMUNITY PARTNERSHIP
RESPECT
INTEGRITY
DISCIPLINE
EXPLICIT ACCOUNTABILITY

Grand Central’s portfolio of properties represents a place where tenants can build their businesses, achieve their dreams, and set a foundation for strong communities. We are dedicated to providing proactive property management services to our tenants based on open communication and professional, expedient service.

OUR MAILING ADDRESS
Suite 120, 100 Grande Blvd.
Cochrane, AB
T4C 0S4

PHONE
Phone: (403) 932-7533
EMAIL
admin@grandcentralproperties.com

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!

GRAND CENTRAL PROPERTIES

Contact Information

Grand Central Properties Inc.

ROLE	NAME	PHONE / EMAIL
President	**Dahlya Molina**	403.932-7533 dmolina@grandcentralproperties.com
Director, Property Mgmt. and Operations	**Rod Haas**	403.932-7533 rhaas@grandcentralproperties.com
Facilities Manager	**Jose Muyot**	403-341-5387 jmuyot@grandcentralproperties.com
After Hours Emergency Cochrane & Calgary	**Rod Haas**	403.932.7533
Red Deer	**Jose Muyot**	403.506-9594 (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 to **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 to **admin@grandcentralproperties.com**.

Utilities

Where the Premises are separately metered, the Tenant is responsible for setting up utility accounts in its own name with the local service providers. The meter and site ID numbers for your unit will be recorded on the Move-In / Move-Out Inspection Report to help you set up your accounts. If you have questions or need help finding meter or service locations for your unit, please contact our office at 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 Property Manager.

PROMPT REMOVAL OF DEBRIS

Tenants **MUST** keep their premises, including the back entrance (if applicable), 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. Please contact **admin@grandcentralproperties.com** who will assist you with any of your required lock work.

SIGNAGE

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

Please direct all signage inquiries to the office at **403.932-7533** 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 'Tenant Contact Information Form' included in your Welcome Package. 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 at **admin@grandcentralproperties.com** in an effort to keep all information accurate and up to date.

SERVICE REQUESTS

For better record keeping, we request that any service requests be made in writing. For convenience, you may complete the enclosed **Service Request Form** and email it to **admin@grandcentralproperties.com**.

Tenant service requests will be treated and responded to with utmost priority.

GRAND CENTRAL
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Service Request Form

Grand Central Properties Inc.

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

REQUEST DETAILS

TENANT	REQUEST DATE
CONTACT	**PHONE NUMBER**

DETAILS OF REQUEST

FOR OFFICE USE ONLY

ACTION

AUTHORIZED BY	DATE