



January 22, 2021

Via USPS
Email: [Tenant Email]

[Tenant Name]
[Tenant Address]

**Re: Welcome to Pacific Pearl ~ SAMPLE
[Tenant}
Pleasanton, California**

Dear Tenant,

Vestar Property Management would like to welcome you and your employees to Pacific Pearl! As you near your business opening, we would like to schedule an introduction meeting with you and your manager to provide you with detailed information regarding the shopping center; review important policies and procedures and answer any questions you may have. Please contact me at the email or telephone number below, so we may schedule at your earliest convenience.

To help you get settled prior to the meeting, we would like to acquaint you with a few key facts that will be important to the safety and smooth operation of our Center.

Vestar Property Management

The Vestar management office is located at 43440 Boscell Road, Fremont, CA 94538. However, the Property Manager will be visiting Pacific Pearl at least weekly and can meet you at your location when required. The management office is open Monday – Friday from 8:00 am – 5:00 pm. Your management personnel are as follows:

Regional Director	Jennifer Duarte	JDuarte@Vestar.com
Marketing Director	Sherrie Martinez	SMartinez@Vestar.com
Assistant Property Manager	Candis Greene	CGreene@Vestar.com
Administrative Assistant	Meghan Johnson	pacificpearl@Vestar.com
Security – Allied Universal	(925) 322-3619	7:30 a.m. to 8:30 p.m.
Management Office Telephone	(510) 770-9798	
Management Office Facsimile	(510) 770-9796	

Mail

You will receive your mail from a cluster box unit located to the side of Snowflake. At our initial meeting, I will provide you with two mailbox keys. Please note that the Landlord does not retain a key to your mailbox. If your keys are lost, you will be required to contact a locksmith at your cost to change the lock.

Common Area Maintenance

All repairs or problems regarding the common areas of the Center are to be handled by Vestar Property Management. If you are aware of any problem in the common areas, please call the Management Office or Security at the numbers listed on the first page. Any deficiencies should be reported immediately to avoid problems caused by our failure to act.

Building Repairs

Vestar Property Management is responsible for the roof of your building and the structural walls only. Any interior repairs are the responsibility of the individual tenant (except for any items covered under warranty due to new construction). We will be happy to suggest contractors for your needed repairs, but the cost and scheduling of these repairs is up to you. We have plans of the buildings in our office and will make them available to you if required.

Heating and Air Conditioning

Pursuant to your Lease Agreement, the Landlord has elected to take responsibility for the general maintenance of the heating, ventilation, and air conditioning systems (HVAC) serving your Premises. The Landlord is contracting with a licensed HVAC contractor and will bill this expense with the Common Area Maintenance billing. If you have any issues with the operation of your HVAC unit; please call or email the Management Office.

Grease Interceptor Maintenance

The Landlord will be maintaining all shared grease interceptors and billing restaurant tenants their shared cost through Common Area Maintenance charges.

Vendor Insurance and Roof Access

Please note that vendors will not be permitted roof access unless an insurance certificate is provided with the correct additional insureds in advance. In addition, roof access is only provided between the hours of 6:00 a.m. to 6:00 p.m. If you require roof access, please contact the Management Office.

Trash Removal, Recycling and Composting

Your employees are required to sort recyclable materials, food waste and trash into separate containers. ***This is not only required in your Lease, but it is the law, and failure to do this can result in fines from the County.*** Trash removal is a very costly item. You and your employees can help minimize costs and thereby save yourself money by doing the following:

- Flatten all cardboard boxes so they do not take up excess room in the mixed recycling bin.
- Place food waste and compostable food wrappers directly into the compost bin – never in plastic bags.
- Transport all waste in a wheeled cart to prevent spills and drips in the parking lot and sidewalks.
- Place trash only in the compactor; do not leave trash outside your doors or on the ground at any time.
- Any construction trash, pallets, fixtures, or hazardous materials are your responsibility to have removed.
- No used cooking oil containers are permitted in the trash enclosure. Store used oil within your Premises.

See the attached flyers for more information on what items are recyclable and compostable. Failure to follow the above requirements, can result in fines to your business.

Merchant’s Insurance

Each Merchant is required to carry and maintain certain types and limits of insurance coverage. Review your Lease carefully to determine your obligation. Please inform your insurance carrier to the following as additional insured.

<p>Certificate Holder: Stoneridge Drive Retail Investors, LLC c/o Vestar Property Management 43440 Boscell Road, Fremont, CA 94538</p>	<p>Additional Insured: UBS Realty Investors LLC 455 Market Street, Suite 1000 San Francisco, CA 94105</p>	<p>Additional Insured: Blake Griggs Properties, LLC 550 Hartz Ave., Suite 200 Danville, CA 94526</p>	<p>Additional Insured: Vestar Properties, Inc 2425 E. Camelback Rd. Suite 750 Phoenix, AZ 85013</p>
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Rental Payments

You will receive a monthly statement, sent via email to the email address that you designate. Rental payments are due by the 1st day of each month to the address below. This address is for regular mail or overnight delivery. Your rent is due on the first day of the month whether you receive a statement or not. Allow five days for receipt when mailing as late fees will be assessed accordingly for late payments. We cannot accept checks at the Vestar Management Office in Fremont. For online payments, ClickPay instructions are included in this welcome packet.

STONERIDGE DRIVE RETAIL INVESTORS, LLC
P.O. Box 60051
City of Industry, CA 91716

Sales Reports

Pursuant to your Lease, you may be required to report gross sales from your business on a monthly, quarterly, or annual basis (leases vary). Your sales report must be submitted via email to pacificpearl@vestar.com. We cannot accept verbal sales reports by telephone.

Employee Parking

It is critical that we provide ample, convenient customer parking. As such, we are instituting a 3-hour maximum parking policy throughout the Center for customers. As per the Lease, we will be enforcing an employee parking policy seven days a week at the Center. Employees are required to always park in designated employee parking areas. See the attached map showing the employee parking areas. Please inform all employees of the attached policy. Failure to follow this policy may result in an employee's vehicle being towed at the employee's expense and/or a \$50.00 fine per day to the Tenant.

Tenant Contact Sheet

It is vital that we have your correct contact information including designated individuals to call in case of emergency. If you have not previously completed this form or you have changes, please complete the attached form in full and email to pacificpearl@vestar.com.

Tenant Services Portal

Please visit our Tenant Services Portal to view additional forms and resources regarding the property:
<http://vestartenantsservices.com/homepage/pacific-pearl/>

We are very excited about the opening of your business at Pacific Pearl and we look forward to a long and prosperous relationship with you. Together, we will make Pacific Pearl an outstanding source for shopping and dining. If you have any further questions or comments, do not hesitate to contact me at (510) 770-9798. Thank you.

Sincerely,

Jennifer Duarte

Jennifer Duarte, CSM
Regional Director

Cc: Ryan McNamara, Blake Griggs
Walter Chui, UBS