



January 25, 2021

Tenant Name
[Tenant Address]
Attention:

Re: *Welcome to Alameda Landing ~ SAMPLE*
[New Tenant]
Alameda, California

Dear Tenant:

Vestar Property Management would like to welcome you and your employees to Alameda Landing.

As you near your store opening, we would like to schedule an introduction meeting with you and your manager; 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 Pacific Commons Shopping Center in Fremont, CA. The management office is open Monday – Friday from 8:00 am – 5:00 pm. The office is closed from noon to 1:00pm daily. Management personnel will visit Alameda Landing weekly; however, Allied Universal Security is on-site 24 hours a day, seven days a week.

Your management personnel are as follows:

General Manager	Jennifer Duarte	jduarte@vestar.com
Assistant Property Manager	Candis Greene	cgreene@vestar.com
Assistant Property Manager	Tren Hallesy	thallesy@vestar.com
Regional Marketing Director	Heath McCue	hmcue@vestar.com
Property Management Office	(510) 770-9798	
On-Site Security (24 hours)	(510) 239-9549	

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 page. Any deficiencies should be reported immediately to avoid problems caused by our failure to act.

Mailbox

You will receive your mail from a central cluster box unit. At our initial on-site 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.

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 (with the exception of 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, general maintenance of the heating, ventilation and air conditioning systems (HVAC) is the tenant's responsibility. Each tenant must have a maintenance contract of not less than quarterly service with a licensed HVAC contractor. A copy of this contract needs to be received within 10 days of your store opening.

Trash Removal and Recycling

Vestar Property Management receives service from Alameda County Industries for trash, recycling & organic waste. Trash removal is a costly item. You and your employees can help minimize costs and thereby save yourself money with the following suggestions:

- Flatten all cardboard boxes so they do not take up excess room in the compactors or bins
- Place garbage in plastic bags and tie them before depositing in the bin
- Place trash only in the designated areas; do not leave trash outside your doors or on the ground at any time
- Be sure to separate all recyclables and compostable items and place in the correct designated bins. All food waste MUST be separated and placed in the designated container.
- If you have excess trash, make arrangements through the management office for additional pick-ups
- Any construction trash, pallets or fixtures are your responsibility to have removed

Further, Alameda Landing participates in a shared trash program with a 3rd party vendor called Green Waste. Tenants will be billed directly by Green Waste for their monthly trash costs based off their usage factor. Managing trash in this manner results in significant cost savings.

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:

<u>Certificate Holder:</u> <u>BIT Investment Seventy-Nine, LLC</u> <u>c/o Vestar Property Management</u> <u>43440 Boscell Road</u> <u>Fremont, CA 94538</u>	<u>Additional Insured: 1</u> <u>BIT Investment Seventy-Nine, LLC</u> <u>575 Market Street, Suite 2900</u> <u>San Francisco, CA 94105</u>	<u>Additional Insured 2:</u> <u>Vestar Properties, Inc.</u> <u>2425 E. Camelback Rd.</u> <u>Suite 750</u> <u>Phoenix, AZ 85013</u>
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Rental Payments

Rental payments are due by the 1st day of each month to the lockbox address on the attached sheet. We have provided addresses for regular mail, overnight delivery or ACH payment. Allow five days for receipt when mailing as late fees will be assessed accordingly for late payments.

Employee Parking

Employees are required to ensure the most convenient parking spaces are always available for customers. The current policy is to park a minimum of 10 stalls back from the front door of any store or restaurant premises. Please inform all employees of the policy. Failure to follow this policy may result in an employee’s vehicle being ticketed and for multiple offences, towed at the employee’s expense.

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 alanding@vestar.com. We cannot accept verbal sales reports by telephone.

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 alanding@vestar.com.

Tenant Services Portal

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

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

Sincerely,

Vestar Property Management Team