

January 25, 2021

Via Regular Mail &
Via Email: [Tenant Email]

[Tenant Name]
[Tenant Address]

**Re: Welcome to East Washington Place ~ SAMPLE
[New Tenant]
Petaluma, California**

Dear Merchant,

Vestar Property Management would like to welcome you and your employees to East Washington Place!

As you near your store opening, we would like to schedule an introduction meeting with you and your manager to provide you with a detailed Merchant Handbook; 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 105 Crescent Drive, Pleasant Hill, CA 94523. The Management Office is open Monday – Friday from 8:00 am – 5:00 pm and closed from 12pm – 1pm. Your Management personnel are as follows:

Regional Director	Jennifer Duarte	jduarte@vestar.com
Marketing Manager	Sherrie Martinez	smartinez@vestar.com
Assistant Property Manager	Nicholle Jensen	njensen@vestar.com
Administrative Assistant	Meghan Johnson	remittance@vestar.com
Security Director	Michael Taylor	michael.taylor@aus.com
Office Telephone	(925) 246-9337	
Security	(707) 280-0501	

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. We will be happy to supply names of

various 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. Please note that no vendors will be allowed on the roof or in utility rooms without first supplying a certificate of insurance with the additional insureds listed under the insurance section of this letter.

Trash Removal and Recycling

Trash removal can be a very costly expense if it is not handled correctly. 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.

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 cardboard dedicated bins
- Place food waste and compostable food wrappers directly into the compost bin – never in plastic bags.
- 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 place in the correct designated bins
- If you have excess trash, make arrangements through the management office for additional pick-ups. (this may result in an additional cost)
- Any construction trash, pallets, fixtures or hazardous materials are your responsibility for removal

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. Physical possession of your Premises cannot be turned over until an insurance certificate with the correct additional insureds is supplied to the Management Office. Please inform your insurance carrier to the following as additional insured:

<u>Certificate Holder:</u>	<u>Additional Insured:</u>	<u>Additional Insured:</u>
Vestar Petaluma EWP LLC c/o Vestar Property Management 105 Crescent Drive Pleasant Hill, CA 94523	UBS Realty Investors LLC 455 Market Street, Suite 1000 San Francisco, CA 94105	Vestar Properties, Inc. 2425 E. Camelback Rd. Suite 750 Phoenix, AZ 85013

Rental Payments

Rental payments are due by the 1st day of each month to the address provided below. This address can be used for regular mail or overnight delivery. Please note that we can not accept checks at the on-site Management Office. Allow five days for receipt when mailing as late fees will be assessed accordingly for late payments. Please also ensure you supply an email address for receipt of monthly statements when you complete the Tenant Contact Sheet.

Vestar Petaluma EWP LLC
c/o Vestar Property Management
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 remittance@vestar.com or mailed to the Management Office. We can not accept verbal sales reports by telephone.

Employee Parking

Employees are required to ensure the most convenient parking spaces are available for customers at all times. Please park a minimum of 10 stalls away from any business entrance in the Center.

Center Marketing

Vestar offers marketing services that include the following opportunities: social media postings, website listings, e-mail blasts, job postings and onsite posters. Please contact Sherrie Martinez, Marketing Manager at smartinez@vestar.com for a copy of the free marketing opportunities packet.

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 remittance@vestar.com.

Tenant Services Portal

Please visit our Tenant Service Portal to view additional forms and resources regarding the property:
<http://vestartenantervices.com/homepage/east-washington-place/>

We are very excited about the opening of your store at East Washington Place and we look forward to a long and prosperous relationship with you. Together, we will continue to make East Washington Place a great place for shopping and dining. If you have any further questions or comments, do not hesitate to contact the Management Office at (925) 246-9337. Thank you.

Sincerely,

Jennifer Duarte

Jennifer Duarte, CSM
Regional Director