

Chevy Chase Pavilion Electronic Tenant® Portal

Created on September 25, 2019

Amenities: On-Site Amenities

Chevy Chase Pavilion is located in the heart of Washington, DC's upscale neighborhoods of Chevy Chase and Friendship Heights. This nine-story building includes a Class-A Office Tower, The Cheesecake Factory restaurant, Embassy Suites hotel, and an indoor connection to the Friendship Heights Metrorail station. Chevy Chase Pavilion also features amenities such as an on-site Property Management team, 24-hour Security, Concierge Services, and shipping drop boxes. The building also has an enclosed shopping mall with popular stores such as H&M, World Market, Starbucks, J. Crew, Old Navy, and Civil Lounge among others.

For more details about retail shopping and events at Chevy Chase Pavilion, visit the building's website at www.chevychasepavilion.com.

Emergency Procedures: Medical Emergencies

With the number of people that work and visit the building, the occurrence of an occasional medical emergency should be expected. However, unless you and the people within your organization know how to respond promptly, the occurrence may become more serious than it otherwise would be.

If you observe someone hurt or stricken by a medical condition (seizure, heart attack, etc.), the following steps should be taken:

1. Immediately summon aid and/or have an employee or co-worker go for assistance.
2. Call 911 for an ambulance immediately: our local rescue service is just minutes away.
3. Try to ascertain as much information concerning the illness or injury as possible.
4. Try to keep the injured person as comfortable as possible (e.g., loosen belts, ties, etc.)
5. DO NOT MOVE THE INJURED PERSON.
6. Call Security at 202.237.7900 to report the emergency.

AED defibrillators are kept at the Security Desk and Office Lobby Desk and members of staff are trained on the use of the equipment.

Emergency Procedures: Bomb Threat

Most bomb threat calls are false alarms, meant only to disturb or disrupt. However, at no time should any call be regarded as just a false alarm. The following guidelines should be followed whenever a bomb threat occurs:

Keep the threat maker on the line as long as possible. Ask him or her to repeat the message.

Obtain as much information from the caller as possible, such as:

- a. Location of the bomb.
- b. Time of detonation.
- c. Outside appearance or description of bomb.
- d. Reason for planting it.
- e. What will cause the device to explode.

Tell the caller the building is occupied and the bomb might cause the death of some innocent people.

Listen for background noises that might help determine where the call was made.

Following any bomb threat do not:

- a. Use radio equipment to transmit messages.
- b. Turn building lights on or off.
- c. Smoke.
- d. Accept delivery of any package.
- e. Shake, shock or attempt to cover any suspected bomb.

After hanging up, immediately report the threat to the DC Metropolitan Police at 911, Security at 202.207.7900, and Property Management at 202.594.3890, giving as much of the following information as possible:

- a. Your name.
- b. Your location and phone number.
- c. Time of bomb threat.
- d. Name of anyone listening in to the threat call.
- e. Name and work location of any employee threatened by the caller.
- f. Time bomb is supposedly set to explode.
- g. Exact location of alleged bomb.
- h. Description of alleged bomb.
- i. DO NOT DISCUSS the call with anyone other than your office manager or supervisor, your Property Management team, Security, and the DC Metropolitan Police.

The building staff will coordinate and work with the DC Metropolitan Police to set up command post operations. The designated office manager for each Tenant will receive notification by telephone and/or personal contact. The decision to evacuate is then left up to the discretion of said office manager. Please note that the Landlord recommends evacuation unless and/or until the authorities give notice that there is no threat to the building or personnel. However, during the building search, if a suspicious item is found, the fire alarm system will be activated by the police, and all occupants must evacuate immediately.

All Tenants will be notified when the building has been thoroughly searched by the DC Metropolitan Police. At this time, the decision to return to the building will be left to the discretion of the Client.

Prepare a written report of the incident. This report should be submitted to the Property Management Office in Suite 320 no later than 24 hours after the incident, if possible, while recollections are still clear.

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Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all doors and elevators will be locked and the DC Metropolitan Police will be summoned.

Emergency Procedures: Earthquake Procedures

Summary

- Don't Panic. Duck, Cover and Hold. Do not run.
- When the shaking stops – assess whether it would be safer to evacuate the building or shelter in place.

The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related injuries result from collapsing walls, flying glass, and falling objects.

What To Do During an Earthquake

If indoors...

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building. Advise others to do the same.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture. If you are in a common corridor or elevator lobby in which furniture is minimal, lie face down alongside an interior partition.
- Stay inside until the shaking stops and it is determined to be safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Do not be distressed if the electricity goes out or the sprinkler systems or fire alarms turn on. They will likely be activated by a large tremor.
- DO NOT use the elevators until the building staff has confirmed their safety. The power may fail during or after the earthquake, trapping you in the elevator cab.

If outdoors...

- Stay there if it is safe to do so.
- If necessary, move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops.

If in a moving vehicle...

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires (assume they are hot/live and stay in your car).
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.
- Assess the situation before exiting the vehicle.
- If possible, provide assistance to other motorists.

What To Do After an Earthquake

Be prepared for potential additional tremors and aftershocks. Aftershocks are common after an earthquake. After the first motion is felt, there may be a temporary decrease in motion followed by another shock. Aftershocks can occur several minutes hours or days after an initial shock.

If indoors...

- ...and you decide to shelter in place –
 - Evacuation after an earthquake should never be automatic. There may be more danger outside the building than there is inside. Sheltering in Place during and immediately following the earthquake is most likely the best option.
 - Do not light matches, use any open flames, or turn on electrical switches or appliances – there may be gas leaks in the building after an earthquake, and doing so could create an ignition source resulting in an explosion.
 - Never touch power lines or anything resembling electrical wiring, or any objects that may be in contact with electrical wires.
 - Only use the telephone to call Emergency Services for help. Tying up telephone lines may delay emergency response personnel.
 - Watch out for fires and fire hazards. If it is safe to do so, put out any fires discovered using the nearest fire extinguisher. If any fires cannot be extinguished, pull a fire alarm, contact Building Management and/or call 911.

- ...and you decide to evacuate –
 - Evacuation after an earthquake should never be automatic. There may be more danger outside the building than there is inside. Sheltering in Place during and immediately following the earthquake is most likely the best option.
 - If you decide to evacuate the building, take care to avoid hazards inside and outside the building such as broken glass, gas leakage, chemical spillage, unsafe structures, falling debris, trip hazards, downed power lines, etc.
 - Report to your company's designated Evacuation Assembly location if it is free of the aforementioned hazards.
 - Make sure coworkers are safe and accounted for.
 - Assist people to safety.
 - Administer first aid as needed.
- Cushman & Wakefield will seek to determine if the building must be evacuated and will consider the following:
 - Information and instructions provided by the local authorities.
 - Outside conditions.
 - Conditions of the building.
 - Availability of a safe evacuation path.
 - Availability of safe assembly areas out of doors.
 - Likelihood of further damage or threats due to the condition of building utilities (i.e. gas leaks, etc).

If in an elevator...

- ...and there is power –
 - Assess the situation to determine if you should evacuate or shelter-in-place. Notify an employee or colleague of your whereabouts, and use the elevator call button/phone.
- ...and if there is no power –
 - Remain in the elevator. Do not attempt to open the doors.
 - Utilize the stop alarm button, and press the emergency elevator phone/button, and let the contact know who to call and inform of your whereabouts.

If trapped under debris...

- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

Cushman & Wakefield Management Responsibilities

- Cushman & Wakefield will gather information from authorities on an ongoing basis and follow their instructions.
- If it is safe to do so, Cushman & Wakefield will conduct a thorough inspection of the building after an earthquake for the following conditions:
 - Structural damage to the building and damages to major pieces of equipment.
 - Leaking or damaged water, gas, and electrical lines.
 - Downed power lines.
 - Electrical wiring which is shorting out.
- Report any utility damage to the utility companies and follow their instructions.
- Prepare for remedial measures by contacting the necessary contractors as soon as possible.
- Communicate with Clients using one or more of the following methods:
 - Email.
 - Personal visit.
 - Website.
 - Twitter.
 - Mass Notification System.
 - Public Announcement System.

Additional Resources (links updated September 19, 2011):

- FEMA: <http://www.fema.gov/hazard/earthquake/>
- Ready America (Partner of FEMA) <http://www.ready.gov/>
- DC specific emergency procedures and contacts: <http://emergencycenter.dc.gov/>
- Sign up for DC text or email alerts: <https://textalert.ema.dc.gov/>
- Sign up for terrorism advisory alerts: <http://www.dhs.gov/files/programs/ntas.shtm>
- View the specific evacuation route for home or office address: <http://dcatlas.dcgis.dc.gov/evac/>

- Create a customized family emergency plan: <http://makeaplan.dc.gov/>

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Emergency Procedures: Elevator Malfunction

Each elevator is equipped with a telephone which rings directly into Datawatch Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, pick up the phone IMMEDIATELY. Give them the building location and the cab number you are in (this information is displayed in the top left corner of the elevator as you are facing the doors). Datawatch will contact building security and they will dispatch an engineer and elevator company personnel immediately.

While being trapped in an elevator may be an inconvenience, you are in no danger as long as you remain in the cab. Never try to pry the elevator doors open to get out. It is extremely dangerous since the cab may not be properly aligned with the floor. Wait for a qualified elevator mechanic or fireman to assist you.

In an emergency fire situation, elevators should never be used. Please avoid using the elevators when an alarm sounds.

Emergency Procedures: Emergency Contacts

Fire Department:	911
Police Department:	911
Admiral Security	202.237.7900
Property Management:	
Chevy Chase Pavilion Services (8:00 a.m. - 6:00 p.m.)	202.594.3890
Datawatch Systems	301.654.3282
Ambulance	911
Emergency Room Sibley Memorial Hospital	202.537.4000
Poison Control Center	202.625.3333

Important Notes

If you call 911 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Emergency Procedures: Fire and Life Safety

Occupant and Visitor Responsibilities

IN CASE OF FIRE, PULL FIRE ALARM & EVACUATE, CALL 911

Pre-Evacuation Procedures

All occupants shall:

1. Familiarize themselves with the location of fire extinguishers and manual fire alarm stations.
2. Know the location of the exits.
3. Recognize the sound of the fire alarm.
4. Know how to activate the fire alarm.
5. Know how to notify the fire department.
6. Familiarize themselves with the building fire evacuation procedures.
7. Notify management of any employees with special requests or disabilities.
8. Proceed directly to the exit whenever the fire alarm is heard.

General Guidelines

1. As the emergency situation dictates, pull the nearest fire alarm located in lobbies, stairwells and suite areas. DO NOT ATTEMPT TO FIGHT THE FIRE YOURSELF.
2. Immediately call Fire Department (**911**). Tell them:
 - a. What is on fire.
 - b. Type of occupancy: Mixed use building (office, retail and hotel).
 - c. Address – 5335 Wisconsin Avenue, NW, Washington, DC.
 - d. Floor numbers – Where fire is, if known.
 - e. Telephone number where you are available.
 - f. Then stop and listen to dispatcher instructions.
3. After you have spoken with the dispatcher:
 - a. Call Security at 202.207.7900, available 24/7.
 - b. Call Property Management at 202.594.3890.

General Guidelines

4. When an alarm sounds, all occupants should immediately begin evacuating the building.
 - a. In the event of a false alarm, you will be advised to disregard the alarm.
 - b. Close all doors behind you, especially the door to a burning or smoke-filled room – this will slow the spread of fire.
 - c. Proceed directly to the stairwell exits. NEVER USE THE ELEVATORS DURING A FIRE EMERGENCY. Smoke could enter the elevator shaft and asphyxiate the occupants. In a fire emergency, all elevators are immediately called to the lobby level.
 - d. Proceed quickly and calmly to the lobby level and exit immediately.
 - e. Assist those requiring help.
 - f. In all instances, follow the directions of fire and security personnel.
 - g. Assemble in a designated area 500 feet away from the building.
 - h. Do not return to the building until instructed to do so by authorities.
 - i. **Smoking during a fire drill or evacuation is absolutely prohibited!**
5. If your exit route is blocked by smoke:
 - a. Stay calm, and stay low in smoke; the air is easier to breathe near the floor. Take short breaths (through nose) until you reach an area of refuge.
 - b. Feel the door that leads from your office to the corridor before opening it. If it is hot or smoke is seeping in, do not open. If you become trapped in your office, keep the door closed and seal off any cracks around the doors and vents. Use a phone to call the fire department by dialing 911.
 - c. Signal at the window to rescuers. If there is a phone in the room, give the fire department your exact location, even if they are on the scene.
 - d. If door feels cool, open it cautiously. Be braced to slam it shut if hall is full of smoke or if you feel heat pressure against door. If the hall is clear, proceed with the safety/evacuation plan.
6. The building staff will conduct an annual fire evacuation drill to ensure that personnel are familiar with procedures. Participation is required by all Clients.

Fire Protection System

Chevy Chase Pavilion is equipped with a sophisticated fire protection system that includes a smoke/heat detection system, full-coverage sprinklers, automatic fire department notification, annunciate and evacuation alarm and procedure direction speakers.

Whenever a floor goes into alarm status, the floor above and the floor below will also go into alarm. At that time, all elevators will automatically go to the lobby and open their doors to allow passengers to exit. When building staff is present, an announcement will be made that a possible fire emergency exists in the building and that the elevators will not be operating.

For example: if the elevator lobby smoke detector on the 5th floor goes off, at the same time the 4th and 6th floors will both go into alarm status. This means that these three floors and, initially, only these three floors, must evacuate the building via stairwells 6 and 7. During an alarm, the stairwells will pressurize for your safety, making it a little more difficult to open the doors.

After the fire department arrives and evaluates the situation, they will either put the building into full alarm, at which time all floors must evacuate, or they will re-set the alarms. Because of the all-concrete construction of the building and the particular type of sprinkler system, this procedure gives maximum protection to all Clients and causes the least amount of inconvenience.

Each floor above the lobby level has two manual fire alarm pull stations; they are located near both stairwells. Everyone should know where these two stations, as well as the fire extinguisher and the exit stairwells, are located. **DO NOT USE THE ELEVATORS DURING A FIRE ALARM.**

FIRE ALARM EVACUATION PLAN

1. Know where the nearest stairwell door is and the quickest route to it.
2. When alarm sounds, BE CALM. MOVE QUICKLY but carefully to the nearest stairwell.
3. Upon reaching the first floor, **leave the building and report to the designated evacuation area.**
4. Do not use elevators during a fire alarm.
5. Always offer assistance to anyone who appears to be in need of assistance. If a person is incapable of using the stairs, use the buddy system. Have a capable person inform fire or security personnel or building staff while the other waits.
6. **DO NOT ATTEMPT TO FIGHT THE FIRE ON YOUR OWN.**

Fire alarm tests are conducted quarterly between 6:00 am and 8:00 am. During these tests, you may see strobe lights flashing or hear announcements over the PA system. In addition, there are periodic tests performed on this system by the engineers and the District of Columbia Fire Department.

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Emergency Procedures: Flooding

In the event of a flood that may cause damage to Tenant property or affect the normal operation of the building, designated Tenant representatives will be contacted by Property Management personnel as soon as possible.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergency Procedures: Emergency Preparedness

Chevy Chase Pavilion recommends that each Tenant have an emergency action/evacuation plan in place to help their employees prepare for and react quickly to any emergency. This plan should include the appointment of trained floor wardens who know your organization's emergency procedures and can help respond to emergencies.

Click on the links below to access a variety of resources that can aid your organization in preparing for an emergency.

Fairfax County, Virginia

<http://www.fairfaxcounty.gov/emergency/>

Washington, DC - District of Columbia Emergency Education Center

<http://dc.gov/page/education-resource-center>

Montgomery County, Maryland

<http://www.montgomerycountymd.gov/index.aspx>

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

The following local media outlets will provide important information during an emergency situation:

WTOP Radio – 103.5 FM

<http://www.wtop.com>

The Washington Post:

<http://www.washingtonpost.com>

NBC4 Channel 4

<http://www.nbc4.com/index.html>

WJLA Channel 7

<http://www.wjla.com>

WUSATV Channel 9

<http://www.wusatv9.com>

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Emergency Procedures: Pandemic Preparedness

What You Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

- The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.
- When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.
- A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.
- As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at www.flu.gov/professional/index.html.
- The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

- Pandemicflu.gov
This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.
- Centers for Disease Control and Prevention (CDC)
The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1.800.CDC.INFO (1.800.232.4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1.888.232.6348). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.
- Department of Homeland Security (DHS)
DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—DHSPandemic@dhs.gov.
- BOMA Resources
BOMA/Greater Toronto Pandemic Flu Report
The report addresses the threat to commercial buildings from an avian flu pandemic.

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio.
- Watch news reports on television.
- Read your newspaper and other sources of printed and Web-based information.
- Look for information on your local and state government Web sites.
- Consider talking to your local health care providers and public health officials.

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Emergency Procedures: Power Failure

Loss of electrical power in a building can cause inconvenience, but there is no need to panic. All Cushman & Wakefield buildings are equipped with emergency lighting systems that illuminate stairway lights, exit lights, and designated lights in elevator lobbies and your suite. If an electrical outage occurs in your building, an automatic transfer will activate a generator and supply power for all emergency lighting. If necessary, please use stairs to exit.

Emergency Procedures: Explosions

Upon receiving notification that an explosion has occurred, call Security at 202.237.7900. In the event of injuries or fire, immediately call 911.

Give the following information:

1. Your name, location and phone number.
2. Cause of explosion.
3. Extent of casualties and number and type of injuries.
4. Whether the explosion caused fire or other imminent danger and, if so, at what location.

Tenants should then immediately evacuate the building until the cause of the explosion and the extent of the damage can be determined.

Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Property Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Emergency Procedures: Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Introduction: Welcome

The information provided in this Electronic Client® Handbook is meant to provide for you a better understanding of Chevy Chase Pavilion and to facilitate your company's operations. There is a great deal of important information in this handbook. We hope that you will take the time to familiarize yourself with this information as it may become a valuable resource for you and your company. Please note that the Cushman & Wakefield Property Management Office is available to address any concern or question you may have. The Property Management Office may be reached at 202.594.3890 from 8:00 am to 5:00 pm, Monday through Friday. For after-hours emergencies, contact Security at 202.237.7900.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Property Management Office will promptly notify you of any significant changes. Thank you for your attention to the important information. We are here to serve you.

Welcome to Chevy Chase Pavilion - a premier Cushman & Wakefield managed property.

For general information please feel free to contact:

Office Tower Concierge: 202.686.5335
Monday through Friday 8:00 am to 5:00 pm

Introduction: About Chevy Chase Pavilion

Chevy Chase Pavilion is a Class-A mixed-use project located in Northwest Washington, DC on top of the Friendship Heights Metro Station, along one of the District's most desirable corridors in a burgeoning high-end retail district. Constructed in 1990, the building is comprised of a 198-room hotel, 155,305 rentable square feet of retail space, and a 204,621 square foot nine-story office tower. The retail portion of Chevy Chase Pavilion includes major retailers such as H&M, Old Navy, J Crew, World Market, and The Cheesecake Factory. Chevy Chase Pavilion is in close proximity to prestigious retailers such as Bloomingdales at the new The Shops at Wisconsin Place, as well as Saks Fifth Avenue, Tiffany & Co., and Cartier at The Collection at Chevy Chase. The property also includes a three-level manned parking garage, which operates 24 hours a day, 7 days a week.

Building Features

- Conveniently located on top of the Friendship Heights Metro Station (Red Line).
- On-Site Property Management and Engineering Staff.
- Hourly or monthly parking available.
- Paid membership fitness centers located onsite.
- Beautiful atrium with cushioned seating, a three story LED screen, and wireless internet.
- Convenient to Reagan National, Washington Dulles International and Baltimore/Washington International Airports.

Introduction: About Clarion Partners

INVESTMENTS BUILT ON EXCEPTIONAL JUDGEMENT

We create real estate value for our institutional investor clients by relying on the fundamentals of proprietary research, innovative ideas and the judgment of over thirty years of experience. Our goals have been consistent over time:

- to deliver strong investment performance through the cycles
- to remain focused on our clients with innovative products built around investor objectives
- to execute a research-driven investment approach through our locally-based professionals

In our partnership culture, clients come first.

We provide investors with long-term real estate solutions, mindful of our obligations of responsibility, transparency and trust.

[Clarion Partners](#)

Introduction: Operating Instructions

Navigation

You move through The Electronic Client® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Client® Handbook has special features, such as a [Forms Section](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Client® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Client® Handbook or need assistance, please e-mail or call the Management Office.

Introduction: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Portal is now in the palm of your hand! By downloading / bookmarking the Chevy Chase Pavilion Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Portal wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

Step 1: Access the Mobile Site:

Type, or copy and paste, the below URL into your Smartphone's Web browser:

<http://chevychasepavilion.info/mobile.cfm>

Step 2: Add the App to your Mobile Device's home screen:

iPhone / iPad:

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

BlackBerry:

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

Android:

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

Operations: Accounting

The accounting department is an integral part of the management team: collecting rent income and paying service bills in a timely manner, reporting to our investors, and much more.

Rent Payment Procedures. Please keep in mind that your rent is due on the first day of every month. Inquiries regarding your account may be made to our Property Management Office by calling 202.594.3890.

All payments should be made payable and sent to the following address:

CLPF CC Pavilion LP
P.O. Pox 30315
New York, NY 10087-0315

If you would prefer to electronically process this payment, please contact the Property Management Office and we will be happy to assist you in providing specific instructions.

Estimated Annual Rent Increases

In the fourth quarter of each year, after completing our operating plan for the upcoming year, our Property Management Office will forward information to your organization regarding your annual rent to become effective on January 1 of the upcoming year. As we prepare the annual operating plan, we consider the Washington Metropolitan market place and the building's position within it, the general building conditions, as well as the overall satisfaction of our Clients. We make every effort to keep expenses as low as possible while maintaining quality building services.

Depending upon the terms of your Lease, your rent will be based upon our estimate of your pro rata share of the increases in real estate taxes, operating expenses and/or a predetermined percentage increase amount. For additional information regarding these calculations, please contact our Property Management Office at 202.594.3890.

We understand that many organizations begin their annual budget preparations and require this information prior to the fourth quarter. If so, you can contact our Property Management Office at 202.594.3890. They will be happy to assist you.

Annual Rent Settlements

In the first quarter of each year, our Property Management Office forwards information, also known as a settlement, regarding expenses from the previous calendar year and its impact on your rental amount. We put forth every effort to maintain expenses within the year's budget to avoid any further charges to you. Fortunately, in some cases with these efforts, expenses may be less than expected and you may receive a refund.

This settlement will be based upon your pro rata share of the actual increases in real estate taxes and operating expenses for the prior year.

It is our objective to minimize annual rent settlements. Our professional staff is very conscientious in trying to provide estimates close to actual expenses. Rent increase letters will be mailed in the fourth quarter of each year.

Other Charges

From time to time you may receive invoices for additional services such as afterhours heating and air conditioning or additional work provided in your space. Assistance in processing these invoices for payment within thirty days is greatly appreciated.

If you have any questions regarding an invoice or believe there is an error on an invoice, please contact any member of our Property Management Office at 202.594.3890

As you know, there are specifics that are outlined in your lease regarding the financial aspects of your tenancy. We invite you to review these and call one of these professionals if you have any questions. They will be happy to assist you.

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Operations: Contacts

Your priorities are our priority.

Your Cushman & Wakefield team of professionals make sure your needs are met every day:

Title	Contact	Phone	Email
Sr. Property Manager	Dante Jofferion	202.594.3891	dofferion@cushwake.com
Assistant Property Manager	Laurie Snyder	202.594.3890	laurie.snyder@cushwake.com
Property Administrator	Sarah Wadkins	202.594.3892	sarah.wadkins@cushwake.com
Concierge	Darnell Smith	202.686.5335	ccpavilion@capitolconcierge.com
Chief Building Engineer	Milton Fuentes	202.594.3888	milton.fuentes@cushwake.com

Operations: Holidays

The Office Tower may be closed on the following legal holidays. The security access system will be activated, though regular heating, ventilating and air conditioning will not be on and cleaning services will not be performed. In the event that you need some of these services, please refer to previous sections for activation.

Cushman & Wakefield will send you notification prior to the holiday reminding you the building will be closed or of any changes to our normal holiday observance.

Observed legal holidays:

New Year's Day
Martin Luther King's Birthday
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Operations: Leasing

Only minutes from Downtown Washington, DC and in the heart of Chevy Chase's chic shopping district, Chevy Chase Pavilion has a 198-room Embassy Suites, retail shops - including H&M, Old Navy, J. Crew, World Market, Starbucks and Civil lounge - and a nine-story office tower.

With indoor connections to the Friendship Heights Metrorail station and underground parking, the building is convenient for the area's affluent population with an average household income of \$156,213 within three miles.

For retail leasing please contact:

Michael Howard
[202.255.4202](tel:202.255.4202)
mhoward@rappaportco.com

Kyle Gamber
[443.992.5020](tel:443.992.5020)
kgamber@rappaportco.com

For office leasing please contact:

Matt Sullivan
Senior Vice President, Principal
Cushman & Wakefield
2101 L Street, NW, Suite 700
Washington, DC 20037
202.266.1187

matt.sullivan@cushwake.com

[Click here](#) to learn more about Chevy Chase Pavilion's space availability and area demographics.

To view VTS for this property, please click on the VTS logo below:



Policies and Procedures: Building Rules and Regulations

[Chevy Chase Pavilion's Building Rules and Regulations - A Guide for Tenant Construction](#)

Policies and Procedures: Contractor Services

After the initial construction of your space has been completed, you may find that you need additional items or specific requirements have changed. As you discover changes, notify us. We have resources for a variety of contractual services. Whether you are installing an additional electrical outlet or constructing major renovations, please contact your Property Management Team to contract these services. They will be happy to assist you.

If you prefer to contract for work yourself, please remember that all construction, electrical work, etc. must be approved by us prior to any work starting in the building. All contractors should follow the guidelines set forth in the Tenant construction handbook, Building Rules and Regulations.

In all instances we require that your contractor execute a Release of Lien and provide copies of licenses and insurance to Cushman & Wakefield. Depending on the scope of the work, we may require drawings for our files that show the changes made.

Policies and Procedures: Insurance Protection

Pursuant to your lease, a Certificate of Insurance is required for your firm. Requirements vary by lease. If you have questions regarding your insurance requirements, please contact your [Property Management Office](#).

Your Certificate of Insurance must include the following information:

Additional Insured:

CLPF- CC Pavilion, LP
Clarion Partners, LLC
Cushman & Wakefield Commercial Real Estate Services, Inc., d/b/a Cushman & Wakefield as Agent for Owner

Certificate Holder:

CLPF- CC Pavilion, LP
c/o Cushman & Wakefield
5335 Wisconsin Avenue, NW
Suite 320
Washington, DC 20015

Please submit the certificate thirty days prior to expiration to the Cushman & Wakefield Property Management Office at 5335 Wisconsin Avenue, NW, Suite 320, Washington, DC 20015.

Policies and Procedures: Deliveries

With the exception of hand held items, all deliveries must be made to the loading dock which is located on Military Road near the Embassy Suites hotel entrance. All deliveries should be received or unloaded at this location between the hours of 7:00 am – 7:00 pm and made through use of the freight elevators. Depending on availability, couriers making hand-held deliveries may be allowed to park in the turnaround zone. The use of dollies and carts is not permitted in the Office Tower lobby or common areas.

For ease of delivery, we recommend that you direct your couriers to this entrance and inform them that the entrance to the loading dock is just past the Embassy Suites canopy. Upon arrival, your courier will be greeted by our Dock Master and will be asked to present a photo ID and sign in.

Routine Deliveries

Routine deliveries may occur between 8:00 am and 6:00 pm on weekdays. A routine delivery is one made by a clearly marked delivery truck that consumes 15 – 30 minutes of time on the dock. Routine deliveries are allowed on a first-come first-served basis. Examples of routine deliveries include delivery of office supplies, caterers, bottled water, or kitchen supplies. This also will include US Postal Service deliveries and pickups, services from [FedEx](#), [UPS](#), [DHL](#), and other major delivery services that require the use of a hand cart or hand truck.

Routine delivery personnel must use the freight elevators only.

The use of dollies and carts is explicitly prohibited in the Office Tower lobby.

[Click here to download a floor plan of the back hallway leading from the Loading Dock to the Office Tower freight elevator.](#)

To reserve an elevator for private use, please make arrangements by submitting a Service Request by [clicking here](#).

IMPORTANT - Please do not allow your delivery staff to wedge anything in the elevator doors or prop the doors because this will burn out the door motor and temporarily reduce the number of elevators servicing the building.

Scheduled Deliveries

A scheduled delivery is one that consumes more than 30 minutes, but less than two hours. Scheduled deliveries should be cleared by calling the on-site management office at 202.594.3890 at least 48 hours in advance.

Moving of safes, loaded files or other heavy objects must be coordinated with the Management office in advance by contacting 202.594.3890 or submitting a service request.

The use of dollies and carts is explicitly prohibited in the Office Tower lobby.

Moving Procedures

Moves or Lengthy Deliveries

Moves or lengthy deliveries (requiring more than two hours) need to be arranged through the on-site management office by contacting your [Property Management Office](#) or submitting a service request at least seventy two hours in advance. All such moves or deliveries must take place after 6:00 pm Monday through Friday or on weekends. For moves or deliveries taking place during non-business hours on weekdays or on weekends, an additional security guard may be required at Client expense. A building engineer or porter may also be required to complete the move or delivery.

Your mover or delivery company will be required to produce a Certificate of Insurance naming CLPF - CC Pavilion, LP, Clarion Partners, LLC, and Cushman & Wakefield Commercial Real Estate Services, Inc. as Agent For Owner as additional insureds.

Once you are onsite to complete your move or lengthy delivery, a security guard will assist in locking and unlocking the freight elevator for you. Please check in upon arrival at the security desk, located adjacent to Embassy Suites in the retail portion of the building.

Please remind your movers that they must provide masonite protection for floors and carpets. Any damage caused by movers to the premises will be charged to the Client. The loading dock cannot accommodate large tractor-trailers for moves.

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Policies and Procedures: Smoking

As required by law, the building is a non-smoking facility. Consequently, all public areas shall be designated as non-smoking, including interior and exterior suite balconies, the garage, elevator lobbies, stairwells, all restrooms, the loading dock and all atrium common areas and retail spaces. In other outdoor areas, smoking is permitted outside of a twenty-five (25) feet perimeter of the property in order to prevent or minimize exposure of building occupants, indoor surfaces, and systems to environmental tobacco smoke.

There is a designated smoking area located on the patio and landscaped area at the corner of Military Road and 42nd Street.

Security: Building Access

Access Control System

Your building is equipped with an access control system monitored by [Datawatch Systems](#). The office tower lobby doors are locked from 6:00 pm to 8:00 am Monday through Friday and 24 hours on weekends and holidays. Your employees may gain access to the office tower during security hours with their Datawatch keycards.

Access to the main building is provided through the parking garage 24 hours a day, 7 days a week. The Metro entrance doors are unlocked between 6:00 am and 12:00 am Sunday-Thursday and 6:00 am and 2:00 am Friday-Saturday. The Wisconsin Avenue and interior Embassy Suites glass entrance doors are unlocked between 7:00 am and 11:00 pm, 7 days a week.

Once you are inside the elevator within the office tower, during the hours of 6:00 pm to 8:00 am, you must use your Datawatch keycard in order to proceed to your floor. Touch your cardkey to the card reader. Do this until the green light on the reader activates, then press the elevator button to your floor until it lights and the elevator will take you to your floor. When traveling in a down direction, it is not necessary to use the cardkey. However, the car will not stop at any floor except the main lobby. Your Datawatch keycard is not necessary to operate the elevators during normal weekday business hours from 8:00 am to 6:00 pm.

Datawatch Cards

Datawatch keycards are issued to you prior to your move-in. To ensure the safety and security of all employees in the building, it is very important that you keep track of those cards that are authorized for new employees and immediately report any cards that are lost. Authorization or revocation of keys is performed by Datawatch Systems through the Property Management office. To request a new keycard, please contact the Property Management Office.

Visitors and Special Admits

If you are expecting a visitor during security hours, you may make prior arrangements by contacting the Property Management Office.

You may also arrange access by contacting Datawatch Systems at 301.654.DATA and tell them you are calling to arrange a "special admit" so they can connect you with the appropriate department.

To arrange for weekday admittance, please contact one of these resources before 5:00 pm on the day the guest will arrive. Weekend visitation must be arranged on Friday before 5:00 pm of the designated weekend. You will be asked to provide the following:

- Visitor name.
- Day the visitor is expected.
- Approximate time of arrival.
- Permission for admittance.
- Personal Datawatch keycard number (for authorization).

Visitors can also be authorized via the Datawatch website at:

www.datawatchsystems.com.

If the visitor arrives at the building between the hours of 6:00 pm and 8:00 am, they should use the phone outside the main lobby doors to gain admittance. When Datawatch answers, visitors should identify themselves and tell Datawatch who they are visiting. If you have arranged for their admittance, their names will be on an "admit list" and Datawatch will allow them immediate access to the building. Once the visitors are in the elevator, they must call Datawatch again on the elevator phone and repeat the procedure as for the front door.

If not previously authorized, an employee or visitor seeking access to the Office Tower should visit the Security Desk located in the retail mall adjacent to the Embassy Suites entrance. A security guard will phone the suite's emergency contact to gain authorization for admittance and will escort the individual to the appropriate location upon verbal approval from the emergency contact.

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Security: General Office Security

Security Contacts

On-site Security Desk 202.237.7900

Daytime Security. Security of your suite is important to us and we ask for your cooperation in maintaining its integrity. Here are several steps offered by the Metropolitan Police Department, your building security provider and Cushman & Wakefield to help protect you and your organization.

- **Do not let anyone follow you through the building access points.** Everyone authorized to enter the building after hours has a security access card that they should use to gain access. The police state that intruders often follow authorized persons into buildings to conduct thefts.
- **Secure your laptop computers.** While this may be difficult to accomplish during business hours, laptops are a prime target for thieves. Extra effort should be made to secure laptops at the end of the day and on weekends.
- **Protect your computer data and serial numbers.** Make regular backups of your computer systems and store a complete set of the data off-site. Also, keep a list of all serial numbers of laptops and other office equipment. Store serial numbers in a secure location, as thieves have been known to steal that information.
- **Engrave names and tax identification numbers on valuables when possible and photograph them.** This will help speed their identification upon recovery and help ensure their return to you.
- **Maintain an accurate list of security devices (Datawatch keycards, etc.) issued to your office.** Extra security devices and office keys should be kept in a locked location. Report all lost cards to your security provider immediately so unauthorized persons cannot use them. Our building security providers also recommend that each building Client periodically review the listing of security devices currently issues to employees in each suite. Please audit your list, marking out those individuals who no longer work in your suite and making any other changes to the key list as necessary. Please return this list to Property Management.
- **Maintain a presence in your reception area and don't allow anyone to wander through your suite or the building unattended.** Be especially aware of your front door activity during the lunch hour and as the office is closing at the end of the day. Payment for services should always be made in the reception area and not in the office where petty cash is kept.
- **Report all suspicious individuals in the building immediately to Security at 202.237.7900 and Cushman & Wakefield Property Management at 202.594.3890.** Always escort vendors and service technicians. Do not allow anyone to remove equipment without verifying that they are authorized to do so by asking for photo identification, calling their office or the person who made the request and/or viewing the work order. We will do our best to inform you if we are doing work in the building. If you are unsure about the identity of a service provider seeking access to your space, please call us. Remember that all Cushman & Wakefield building staff is uniformed and carries identification.
- **Do not leave purses or billfolds in open, visible locations, or in obvious places** (i.e. the top desk drawer, the top file cabinet, or the inside of a jacket hanging on the door).
- **Lock your door and secure your suite alarm system** from the inside when working late or early. Remember to secure your suite alarm system at the end of the day as well. The cleaning personnel have been instructed to take extra precautions by checking suite and stairwell doors to make certain they are properly locked.

If you are using the parking garage, we recommend that valuable items should not be left in your vehicle or at a minimum are not visible through the windows of your vehicle. This would also include equipment associated with valuables such as GPS holders and power cords for electronic devices.

Additional Security

As a measure of additional security, we provide an attendant from Admiral Security 24 hours a day, 7 days a week. The information and security desk is located on the Street level of the building, adjacent to the Embassy Suites entrance. The attendant is there to assist you, and is mainly responsible for checking the building periodically and observing and reporting any suspicious people or activities; monitoring security cameras; and is even available to walk you to the garage. To further our security efforts, the Concierge or lobby attendant is discouraged from accepting packages, unlocking your suite door, and allowing visitors into the offices (this should be done through [Datawatch Systems](#)).

Datawatch Systems has additional suite security systems available for a nominal cost if your firm requires added security. There are several devices available to enhance daytime safety such as doorbells, door chimes and electric lock releases. If you need additional daytime security, please contact the Property Management Office, who will be happy to discuss the security options available to you. Options may vary

according to suite configuration.

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Security: Lost and Found

For assistance with lost and found items, please building security at 202.237.7900. When contact information is available, e.g. a phone number or address, security does its best to reach the owner of the item as a courtesy. Lost items are then stored in a locked cabinet at the security desk. Items of considerable value are kept in the security office onsite. When applicable, the owners of these items are contacted by Security Account Manager, Fred Simmons. Once owners come to retrieve their lost items, they are asked to fill out and sign a form. All items are kept for thirty (30) days and then discarded. Lost credit cards are cut up before being disposed of. All lost and found items and actions taken are logged.

Security: Solicitation

The building has a strict policy against soliciting. Please contact the security desk at 202.237.7900 if a solicitor comes to your suite or confronts you elsewhere in the building. If security is unavailable, contact the Concierge 8:00 am to 5:00 pm or the Property Management Office .

Services: Building Signage and Directory

To obtain building signage, please complete the form linked below and forward to the on-site Management office. Please complete the order form included with this package and forward to the onsite property management office at Chevy Chase Pavilion.

[Click here to download a Door Lettering / Signage Order Form](#)

Services: Cleaning

Cleaning service in the Office Tower is provided by Total Quality, Monday through Friday (except legal holidays) in the evenings. The cleaners generally arrive between 5:30 pm - 6:00 pm and complete their duties by 10:00 pm - 10:30 pm.

All the employees of the cleaning contractor are uniformed and carry photo identification badges. The cleaners have been instructed to always clean behind locked doors for your suite security and their personal safety. If you witness an open, propped or unlocked door by a cleaner, please notify us immediately.

Vacuuming

Vacuuming is done on an as-needed basis relative to the purpose and frequency of area use.

Dusting

All unobstructed surfaces are dusted on a regular basis. The cleaning staff is instructed not to move or pick up objects on desks, bookcases, credenzas, etc., so only horizontal surfaces clear of objects will be dusted. If furniture needs to be polished, arrangements can be made with your cleaner.

Trash and Recycling Removal

All wastebaskets and recycling containers are emptied nightly. Wastebasket liners are replaced as needed. It is not recommended that cups or cans containing liquid be placed in waste cans as this can result in spills on the carpet when the trash is being removed. Empty cartons should be marked "TRASH" or "BASURA" and left within the office. Please do not place in the elevator lobbies. Only trash that is considered "crushable" can be removed. Large items such as furniture or discarded equipment require special handling. If items of this size need to be removed, please submit a service request to the Property Management team through Cushman & Wakefield and we will be happy to make arrangements for a special pick-up for a fee.

Non-Carpeted Floors

All non-carpeted floors are dry mopped or swept nightly, damp mopped as needed, and periodically stripped and waxed. When the cleaning supervisor is scheduling floor waxing in your suite, you will be given advance notification to clear any boxes, furniture, etc. out of the area.

Window Washing

The perimeter windows in the building are washed inside and outside three times each year. You will receive advance notification of the dates the window washers arrive.

Recycling

Recyclable materials are collected as part of the daily housekeeping. Materials that will be collected from your office space include **mixed paper** and **beverage containers**.

Recycling is largely dependent upon the participation of each individual working within the building. The desk recycling boxes used at each individual's work station are for separating **recyclable paper** from trash. As needed, Clients will empty their own desk containers into larger collection boxes located throughout the suite. The cleaning company will be responsible for emptying only these larger collection boxes, in addition to the Beverage Container Collection boxes.

Acceptable **beverage** containers that you wish to recycle must have all food and liquids removed, be rinsed clean and be placed inside the large, plastic lined Beverage Container Boxes.

Cardboard boxes to be recycled must be free of all plastic, wax, Styrofoam and food products. Then it must be broken down and placed neatly in the provided large, Mixed Paper Collection containers.

Failure to adhere to the building recycling program may result in fines imposed by the District of Columbia Office of Recycling in amounts from \$25 to \$1000.

Should you find that you require additional recycling containers, please submit a request to the Property Management team at Cushman & Wakefield. If you have any questions or concerns about the recycling program, please feel free to contact the Property Management Office.

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Services: Integrated Pest Management (IPM)

Pest Management services are provided by the building. Chevy Chase Pavilion utilizes an Integrated Pest Management method that minimizes the use of pesticides and the potential for risk that may result from the exposure to pesticides.

IPM provides the following benefits:

1. Prevents pest situations before they occur.
2. Reduce pesticide use and exposure.
3. Reduce pest emergency expenditures by being proactive rather than reactive.

You, along with your Property Management team, play a crucial role in the effectiveness of this program. In addition to typical pest prevention methods such as keeping food in sealed containers and ensuring clogged drains are reported and resolved, you can assist in the program by collecting pest samples when problems arise.

Because proper identification is crucial for effective pest control, sample collection is an important role you play in ensuring the health and safety of the building and all its occupants. Once the pest sample is taken and examined by Steritech technicians, they can offer recommendations for your suite and/or the building in order to resolve the current situation and develop a long-term solution.

Services: Tenant-Owned Mechanical Equipment

All mechanical equipment requires preventive maintenance and will, occasionally, require miscellaneous repair. Our engineers will maintain the base building mechanical equipment, described in the HVAC section of this booklet. Some of our Tenants, however, will have special/additional mechanical equipment, which are not routinely maintained by our engineers.

Special mechanical equipment is usually located in critical areas, such as computer rooms or telephone equipment rooms. It is quite important that this equipment is in proper working order at all times. If you have special mechanical equipment, please call us to recommend a contractor. Tenants are required to provide copies of their maintenance contracts along with the contractors' certificate of insurance.

Services: Elevator Independent Use Procedures

As we are committed to providing excellent elevator service, we have established certain procedures for "private use," or taking an elevator out of service for independent use. All Office Tower Tenants are required to utilize the office tower freight elevator. This elevator may be placed on independent services. When you are expecting a large delivery, please schedule it with property management. Please note, however, that we do not permit independent elevator usage during the following rush hours:

Monday through Friday

8:00 am - 11:00 am

4:00 pm - 6:00 pm

To reserve an elevator for private use, please make arrangements by submitting a request to the Property Management Office.

IMPORTANT - Please do not allow your delivery staff to wedge anything in the elevator doors or prop the doors because this will burn out the door motor and temporarily reduce the number of elevators servicing the building.

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[Emergency Contact List](#)

[Evacuation Assistance](#)

[Client Emergency Report](#)

[Bomb Threat Checklist](#)

[Key Order Form](#)

[Door Lettering/Signage Order Form](#)

[Request for Extended HVAC Services](#)

[Request for Holiday / Weekend Cleaning or Guard Service](#)

[Move-In / Move-Out Checklist](#)

[Tenant Contact Information Form](#)

Services: HVAC

The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors independent of the rest of the building.

The interior or "core" areas of individual floors are supplied by three air-handling units. Perimeter offices have additional units called VAV boxes with electrical heat resistance which are installed on the ceiling plenum. These VAV boxes are controlled by a wall-mounted temperature sensor in every other office. The sensors determine the temperature in the space and transmit a signal to the VAV box controller. The controller then operates the box that will deliver hot or cool air into the space.

The HVAC system is interfaced with a central computer that is monitored and controlled by Cushman & Wakefield engineers. Besides monitoring normal hours of operation, certain integral functions such as condenser water temperature, condenser water flow, night set-back thermostats and cooling tower temperatures are monitored by our company.

These safeguards have been incorporated into our management practice to ensure a comfortable workplace expected by our Clients in a superior office building.

The HVAC system is serviced regularly for preventive maintenance. To minimize distraction to our Clients, we schedule filter changing and maintenance at night and on weekends. But from time to time an emergency situation may require maintenance or repairs during normal working hours. We try to keep this work to a minimum and, in most instances, advise our Clients prior to commencing service. We appreciate your cooperation in the event we are unable to notify you.

To achieve maximum efficiency from the HVAC system, remember the following guidelines:

- Do not push bookcases, frames etc., up against the temperature sensors. This blocks sensors from properly reading the space temperature air, eventually causing the unit to malfunction.
- Should you ever observe loud noises, please report it to Property Management by submitting a work ticket through [Building Engines](#).
- When requesting air service, please indicate whether the problem is with interior space or exterior space. This saves our personnel considerable time in trouble-shooting problems.

To conserve energy our normal heating, ventilating, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 8:00 am until 6:00 pm. As our Tenant, you are entitled to heating or cooling Monday through Friday (except legal holidays) from 8:00 am to 6:00 pm and on Saturdays between the hours of 9:00 am and 1:00 pm without any additional expense. If you elect additional usage, you will receive a monthly invoice for any additional HVAC hours consumed. Contact the Property Management Office for rates per hour.

Off Hour, Weekend and Holiday Heating and Cooling Requests

To request HVAC service during non-operational hours, you must make prior arrangements by submitting a request to the [Property Management Office](#). If you have any questions concerning the HVAC system, please call us.

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Services: Indoor Air Quality

We contract with a professional firm to provide annual air quality inspections. Comprehensive analyses are made of representative samples of the indoor air in the building – together with an assessment of the ventilation rates, filtration status and hygiene standards of the complete air distribution systems. Routine sampling is conducted annually and you will be notified in advance of scheduling. Copies of the report results are available upon request through your [Property Management Office](#).

Services: Mail Service

The mailing address for the building is:

5335 Wisconsin Avenue, NW
Washington, D.C. 20015

Mail pickup occurs generally at 11:00 am and 4:00 pm, Monday through Friday. Mailboxes are located in the Office Tower lobby. To request a mailbox, contact your [Concierge](#).

[FedEx](#) and [UPS](#) Shipping Drop-off boxes are located in Stairwell 9, across from The Cheesecake Factory at the Wisconsin Avenue entrance.

Services: Maintenance Requests

Chevy Chase Pavilion provides an in-house engineering staff. Engineers are onsite from 6:00 am to 6:00 pm. Monday - Friday.

Engineers are available for HVAC and lighting requests as well as other general maintenance. Additional requests may be provided for a fee, which will be known to you in advance of the engineer performing the work.

Contact the [Property Management Office](#) with any questions.

Services: Parking

The parking garage, operated by [Impark](#), is located beneath Chevy Chase Pavilion and is operational twenty-four (24) hours a day, seven (7) days a week. Employees and visitors gain access to the garage via two entrances located off Wisconsin Avenue and Military Road. The Wisconsin Avenue entrance is open from 6:00 am to 10:00 pm, and the Military Road entrance is open 24 hours a day.

Parking contracts may be arranged directly between your office and Solomon Assefew with Impark at 202.966.5111.

Daily Parking

A daily parker is entitled to self-park in the garage at the current hourly rate, provided space is available.

Monthly Parking (Non-Reserved)

A monthly contract entitles you to park in the garage, on a daily basis, 24 hours a day.

Monthly Parking (Tandem Reserved)

A monthly tandem reserved contract entitles you to park in a larger assigned space with one other car. Coordination of this parking arrangement is carefully arranged by the parking garage manager.

Monthly Parking (Reserved)

A monthly reserved contract entitles you to park in an assigned space every day, 24 hours a day. A sign will be installed either in your company name or an individual's name designating a space reserved for you. Please report any problems you experience with the garage personnel to us so we may assist you in receiving prompt and courteous service from the garage at all times.

Because the garage is in use twenty-four hours a day, seven days a week, please remind your personnel and visitors not to block the garage entrance. Any vehicle blocking the garage entrance will be immediately ticketed and towed at the vehicle owner's expense.

Sustainability: Corporate Responsibility

Clarion Partners is dedicated to providing healthy, safe, productive, and resource-efficient places to live, work, shop, and stay. Clarion expects employees, affiliates, vendors, and suppliers to work to reduce environmental impacts in order to provide long-term value to tenants and investors. Our corporate responsibility policies and programs are an integral part of the day-to-day operations at Chevy Chase Pavilion.

Your participation will assist Clarion Partners in:

1. Creating a healthier working environment for all occupants of Chevy Chase Pavilion
2. Making a positive impact on the community within and surrounding Chevy Chase Pavilion

For more information about Clarion Partners' corporate responsibility programs, please visit the Corporate Responsibility section of the [Clarion website](#).

Sustainability: Energy Usage

Coming Soon

Sustainability: Recycling Programs

Clarion Partners' Solid Waste Management Policy aims to reduce the amount of waste and toxins hauled to and disposed of in landfills. It addresses material reuse, recycling, and composting as well as waste measurement and proper disposal of toxic waste. [View it here.](#)

Clarion's recycling program has a goal of recycling over 75% of total waste generated at Chevy Chase Pavilion, and occupant participation is key to this effort. Please contact the Property Management Office to obtain recycling containers for your space.

Here are some easy-to-initiate strategies that can help reduce landfill disposal of waste:

- Donate office furniture and equipment
- Refill toner and printer cartridges rather than replacing entire cartridges every time ink/toner runs out
- Ensure that each desk, printer, and kitchen has both recycling and trash receptacles
- Cancel unwanted subscriptions and register for e-newsletters
- Replace paper towel use by utilizing or installing hand dryers

Please see Clarion's [Green Office Guide](#) for additional strategies.

Electronic Waste

All Clarion Partners properties are encouraged to hold annual e-waste events, typically during Earth Day week in April. Please contact your Property Management Office for information about the next scheduled e-waste event or to request a special pickup.

Sustainability: Green Cleaning

Clarion Partners has a comprehensive Green Cleaning program that aims to reduce the environmental impact of cleaning activities and preserve clean and healthy indoor air in every Clarion building. It addresses everything from cleaning supplies and equipment purchasing to chemical safety.

Sustainability: Indoor Air Quality

Clarion Partners has a comprehensive Indoor Air Quality (IAQ) Inspection Program which aims to maintain clean and healthy indoor air in every Clarion building. It requires periodic IAQ audits, including inspection of equipment, measurement of air and drinking water contaminants, and assessment of occupant comfort.

If you have an indoor air quality complaint, please contact your Office Manager (tenant representative). The Office Manager should submit an online work order and an on-site staff member will be dispatched to follow up on the matter. Property Management will ensure that appropriate action is taken to mitigate the issue. Resolution is reported to the Office Manager.

No-Smoking Policy

This policy aims to maintain clean and healthy indoor air in every Clarion building, preventing or minimizing exposure of building occupants, systems, and indoor surfaces to environmental tobacco smoke (ETS). It prohibits smoking within 25 feet of building entries, outdoor air intakes, and operable windows and addresses signage and designated smoking areas. [View it here.](#)

Sustainability: Alternative Transportation

Transportation programs that encourage carpooling, use of public transit, bicycling, walking, and reduction of unnecessary travel can lower employee costs and reduce air pollution.

Some strategies for alternative transportation and sustainable commuting include:

- Establish an alternative transportation commuting program
- Provide transit fare reimbursement for employee commutes
- Use teleconferences and videoconferences to reduce travel and enable telework

Please see Clarion's [Green Office Guide](#) for additional strategies.

Sustainability: Sustainability Resources

Green Office Guide:

Clarion's Green Office Guide provides simple, low-cost strategies and resources that tenants can use to operate in a more efficient and sustainable manner, including recycling and reducing energy and water consumption. [View it here.](#)

Green Tenant Improvement Guide:

Clarion's Green Tenant Improvement Guide contains a variety of strategies tenants can use during the design and construction process to green their interior spaces and provide a healthy and productive work environment for their employees. [View it here.](#)