

# **Concourse Corporate Center Electronic Tenant® Portal**

Created on April 28, 2021

## **Building Amenities: Concourse Athletic Club**

[Concourse Athletic Club](#) is Atlanta's most spectacular athletic and tennis club. Centrally located in the Concourse, the beautifully appointed 80,000 square foot facility abounds with a sophisticated balance of health, athletic, recreational, and social amenities. Concourse Athletic Club includes a full range of state-of-the-art training equipment, both indoor and outdoor swimming pools, and basketball, squash, racquetball, and clay tennis courts. The club is constantly adding the latest in fitness technology.

### **Club Hours**

- Monday - Friday: 5:30 a.m. - 10:30 p.m.
- Saturday - Sunday: 7:30 a.m. - 7:30 p.m.

Please contact the membership department at 770-698-2000 for more information about membership rates.

[www.concourseclub.com](http://www.concourseclub.com)

## **Building Amenities: Auto Maintenance & Car Wash**

### **Auto Detail**

You can have your car washed and detailed while you work. Xtreme Detailing is located in Concourse Parking Deck 6, Level 5 at the end of aisles G & H. They provide hand washed detailing and waxing. Appointments can be made by calling 470-779-9218. The shop is open Monday through Friday at 8:00a.m., weather permitting. Golf cart shuttle service is available to your Concourse destination.

Contact Xtreme Detailing at (470) 779-9218 or **email:** [xtremeautodetailing17@gmail.com](mailto:xtremeautodetailing17@gmail.com)

[Please Click here to view the Extreme Auto Detailing Service Menu](#)

## **Building Amenities: Concourse Athletic Club Spa**

### **CONCOURSE ATHLETIC CLUB SPA**

Whether you seek **rejuvenating stress relief, therapeutic pain management** or simply a **luxurious pampering treat**, our licensed and experienced therapists will be a powerful ally in your wellness regimen.

#### **SERVICES OFFERED:**

**Massage Therapies** (including neuromuscular, sports recovery, prenatal, reflexology, aromatherapy, & more)

**Skin Care Treatments** (including facials & body scrubs, & more)

**Body Waxing** (includes eyebrow shaping to full body)

#### **Schedule your service today at 770-698-2076!**

They are located at 8 Concourse Parkway, Atlanta, GA 30328 in the Concourse Athletic Club. Visit the website [concourseclub.com](http://concourseclub.com) or email [ConcourseSpa@wellbridge.com](mailto:ConcourseSpa@wellbridge.com) for more information.

#### **HOURS:**

Saturday / Sundays: 9:00AM - 7:00PM  
Monday / Friday: 9:00AM - 9:00PM

**PAYMENTS:** All Major Credit Cards, Debit, Checks & Cash are welcomed. As a member of the Concourse Athletic Club, services can be charged to your membership account.

**CANCELLATIONS:** A 12-hour notice for all cancellations is required.

**GIFT CARDS:** Gift Cards are available at the Hospitality Desk for any amount / service you desire.

## **Building Amenities: Wellness Plus Clinic**

**WELLNESS PLUS CLINIC** is a full service **MEDICAL** and **CHIROPRACTIC** facility supporting the most current, state-of-the-art technology to help you live a balanced and healthy life. For over 10 years, Wellness Plus has been servicing corporate Atlanta with excellent results.

The clinic provides such services as: general medicine, chiropractic, pain management, physical therapy, therapeutic massage, medically supervised weight loss, food and chemical allergy testing, auto accident rehabilitative program, nutrition, counseling, and many more. **All major insurance plans are accepted.** For individuals without insurance, the clinic offers flexible and affordable payment options. The Wellness Plus staff would be glad to come to your work and provide the services tailored specifically to your company employees' needs or to educate you through health fairs and lunch-and-learn events.

**Location:** Concourse Two, Suite 160.

**Office hours:** M-F, 10:00 am – 6:00 pm.

**Contact information:** T: 678-691-8239, E-mail: [info@wellnessplusclinic.com](mailto:info@wellnessplusclinic.com), Website: [www.wellnessplusclinic.com](http://www.wellnessplusclinic.com).

## **Building Amenities: Atlanta Spine Dunwoody**

Atlanta Spine Dunwoody is an upscale chiropractic & massage therapy facility that specializes in active wellness care for corporate professionals as well as professional athletes and entertainers. Their "Corporate No Wait Policy" allows individuals to receive quality wellness care in 15-20 minutes without ever having to wait to be seen. Their office works with most insurance carriers and we offer a wellness discount to all Concourse tenants! They also take walk-ins in addition to scheduled appointments so please pay them a visit.

Office hours are Mondays, Wednesdays, and Thursdays from 9:30 a.m.-7:00 p.m. and Saturdays from 9:00 a.m.-12:00 p.m. They are located in Concourse Four, Suite 110, and can be reached at 770-396-9100 or via email at

[atlspinedunwoody@comcast.net](mailto:atlspinedunwoody@comcast.net).

## **Building Amenities: Cafes**

You can satisfy your appetite at one of the following cafes located at Concourse.

### **Concourse Athletic Club Cafe**

The Concourse Athletic Club Cafe is a convenient and healthy snack bar for those on the go. They offer apples, sandwiches, salads, smoothies, or enjoy a refreshing power drink or an energizing coffee.

#### **Hours of operation are:**

Monday - Thursday	5:30 a.m. - 10:30 p.m.
Friday	5:30 a.m. - 8:00 p.m.
Saturday & Sunday	7:30 a.m. - 7:30 p.m.

### **Concourse Coffee Station - Concourse Building Five**

Concourse Coffee Station, featuring Seattle's Best Coffee, is located on the lobby level of Concourse Five. They specialize in fresh ground coffees, espressos, cafe latte, and cafe mocha. Concourse Coffee Station's wide variety of frozen yogurt flavors, protein drinks, premium teas, iced drinks, fresh juices, sandwiches, and freshly baked pastries are some of the items they offer. Catering is available. Please contact 678-443-0538 for more information. Hours of operation are from 6:30 a.m. - 4:30 p.m.

### **Courtside Grille - Concourse Athletic Club**

Courtside Grille is located at 8 Concourse Parkway Atlanta, Georgia 30328 in the Concourse Athletic Club. Please contact 770-698-1650 for more information.

[www.courtside-grille.com](http://www.courtside-grille.com)

#### **Hours of operation are:**

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Monday - Thursday	11:00 a.m. - 10:00 p.m.
Friday:	11:00 a.m. - 9:00 p.m.
Saturday:	11:00 a.m. - 4:00 p.m.
Sunday:	11:00 a.m. - 3:00 p.m.

Catering is available for box meals, salad boxes, and a variety of party trays. They offer lunch and dinner from wrap-ups to salads, house-made desserts, burgers, sandwiches, deli selections, and entrees.

### **The Crown Café & Grill**

Crown Café & Grill is located in the lower level of Concourse Five and is a Cafeteria-style restaurant with a unique made to order menu. It is open for breakfast and lunch Monday through Friday 7:00 am to 3:00 pm serving breakfast until 10:00 am and lunch from 11:00 am to 3:00 pm. Please call 770-256-0768 for additional information.

### **Anna's Kitchen - Concourse Building Six**

Anna's Kitchen is located on the lobby level of Concourse Building Six. The hours of operation are from 7:00 a.m. - 2:30 p.m. Monday through Friday. Catering is also available. They offer breakfast items, and at lunch, a salad bar and daily lunch specials. Please call 770-391-9410 for additional information.

### **Sandy's Grill - Concourse Building Two**

Sandy's Grill is located in the atrium of Concourse Building Two. The cafeteria-style restaurant is open for breakfast and lunch and offers a variety of food including a salad bar, hot entrees, and sandwiches. Hours of operation are from 7:30 a.m. - 2:30 p.m. Monday through Friday. Please contact 770-522-8122 for more information.

### **Tower Newsstand - Concourse Building Six**

Tower Newsstand has a convenient made-to-order sandwich shop located at the rear of the store. Breakfast is from 7:00 a.m. - 11:00 a.m.; you can enjoy their ham and cheese croissant sandwiches, burritos, omelets, large muffins and other yummy hot sandwiches. Lunch is served from 11:00 a.m. - 2:30

p.m. They offer tuna melts, egg sandwiches, Philly cheese steaks, grilled cheese and other hot and cold sandwiches.

### **Savor Bar & Kitchen - Westin Hotel**

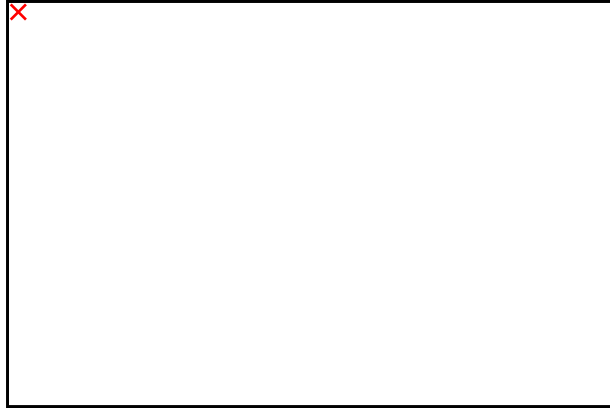
Savor Bar & Kitchen is located at 7 Concourse Parkway, Atlanta, Georgia 30328 in the Westin Hotel. It brings together a passion for modernizing traditional Southern cuisine while utilizing fresh, locally sourced ingredients at their new farm-to-table restaurant. Please call 770-280-9877 or check out the website link for additional information.

<http://www.westinatlantanorth.com/restaurant>

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## Building Amenities: Child Care



**KinderCare Learning Center** - Located at 9 Concourse Parkway Northeast Atlanta, Georgia 30328. KinderCare adheres to the highest safety, cleanliness and maintenance standards. This center is accessible via single-entry security with keypad access, with daily sign-in and strict parent/guardian identification procedures. Their curriculum is structured with tutorial programs that are phonics and reading adventures, cooking adventures, music and learning adventures and science adventures.

They provide childcare from infants 6 weeks to 12 years of age. Their programs include infants, toddlers, discovery preschool 2 years, preschool 3-4 years, prekindergarten, before and after school enrichment programs, and summer programs.

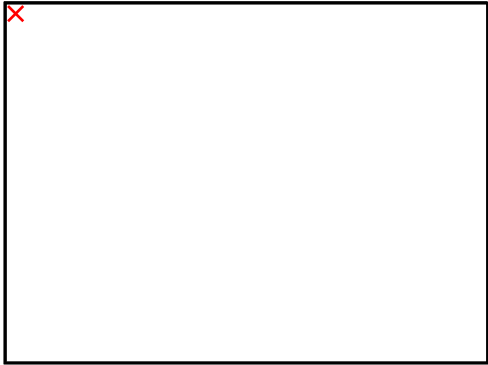
For more information about the programs offered and tuition fees, please call 770-551-9663 or visit [www.kindercare.com](http://www.kindercare.com).

Also, ask about the Concourse Discount that KinderCare offers to those who work in the Concourse Office Park.

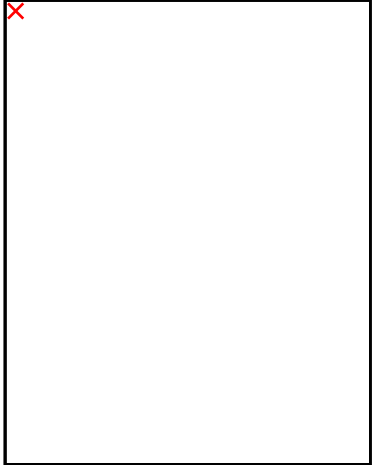
**Building Amenities: Tenant Conference Centers**

Two conference rooms are available for use by tenants at Concourse Buildings Five and Six. The conference rooms are available for meetings, seminars and informal social gatherings. They are located on the lobby level of Concourse Five. For additional information or to reserve the conference center, contact the property management office receptionist at 770-677-0518.

**King Training Room - seats up to 40**



**Queen Executive Boardroom - seats up to 16**



## **Building Amenities: Concierge Services**

**Remy Fulton**

*Corporate Concierge*

P: 770-698-2211

[concourseconcierge@csoa.com](mailto:concourseconcierge@csoa.com)

Monday - Friday 8:30 a.m. - 5:30 p.m.

Daily Lunch Schedule 12:30 p.m. - 1:30 p.m.

### **CONCIERGE SERVICES-GENERAL INFORMATION**

One of Concourse's most unique amenity programs is the Corporate Concierge. Concierge, meaning "keeper of the candles" first originated in luxury European and American hotels. Years later, only the finest hotels offered these services.

Our Concierge is a professional, dedicated to personal service and assistance to the tenants and guests of Concourse. It is their responsibility to see that your business day is enhanced with enjoyable activities and conveniences. They are available to help you in any way or answer any questions you may have.

Please feel free to call or stop by the concierge desk in the lobbies of Concourse Five Monday, Wednesday & Friday or Concourse Six Tuesday & Thursday.

### **Some of the many services available through your Concierge are:**

Airport Transportation	Gift Ideas
Audio Visual Rental	Hotel Accommodations
Beauty & Spa Appointments	Inventions for Events
Birthday/Special Occasions	Limousine Service
Cakes	Notary Public
Car Rentals	Personal Shopping Information
Catering for Meetings/Parties	Recycling Information
Cinema Discount Tickets	Restaurant Reservations
Company Picnics and Outings	Special Event Tickets
Courier Services	Travel Arrangements
Discount Theme Park Tickets	
Dry Cleaning Services	

Take advantage of Concourse's Concierge Discount Program. All Concourse tenants are eligible for this program through your concierges. Below is a list of discount tickets currently available:

Biltmore Estate & Winery	Six Flags
Zoo Atlanta	White Water
Stone Mountain Park	Chastain Park Concerts
Georgia Aquarium Passes	Fox Theater
AMC & Regal Movie Tickets	Atlanta Symphony Orchestra
High Museum	Alliance Theater

## **Building Amenities: Newsstand**

Concourse has three Newsstands from which to choose.

**Gateway Newsstand** is located in Building One on the lobby level. Hours of operation are from 9:00 a.m. - 5:30 p.m. You can reach them by calling 404-452-9794.

### **Concourse Coffee Station - Concourse Building Five**

Concourse Coffee Station, featuring Seattle's Best Coffee, is located on the lobby level of Concourse Five. They specialize in fresh ground coffees, espressos, cafe latte, and cafe mocha. Concourse Coffee Station's wide variety of frozen yogurt flavors, protein drinks, premium teas, iced drinks, fresh juices, sandwiches, and freshly baked pastries are some of the items they offer. Catering is available. Please contact 678-443-0538 for more information. Hours of operation are from 6:30 a.m. - 4:30 p.m.

**Concourse Building Six Newsstand** is located on the lobby level. Hours of operation are from 7:00 a.m. - 5:30 p.m. Monday through Friday. You can reach them directly at 770-396-7315.

Each offer a variety of soft drinks, an assortment of cards, lottery tickets, magazines and other various items.

## **Building Amenities: Dry Cleaning**

Press 4 Times Dry cleaning offers affordable, competitive pricing on dry cleaning, shoe repair, laundry and alterations. Free pick-up and delivery from your office is available on Mondays and Thursdays by calling 678-725-4210 or emailing [ATL3@pressed4time.com](mailto:ATL3@pressed4time.com).

## **Building Amenities: Shuttle Services**

### **Shuttle Services:**

One of the unique services that are provided to the tenants at Concourse is free shuttle transportation. The shuttle is a complimentary service that runs from the Dunwoody Marta train station to Concourse Building One, the Westin Hotel, Concourse Building Six and Concourse Building Five every 15 minutes from 6:00 a.m. - 6:15 p.m., Monday through Friday. Between 11:00 a.m. and 2:00 p.m., the free shuttle makes an additional stop to the Perimeter Mall at the turnaround between Nordstrom and Macy's.

[Please Click here to view the Concourse Shuttle Schedule.](#)

## **Building Amenities: Hotel**

**[The Westin Atlanta Perimeter North](#)  
7 Concourse Parkway  
Atlanta, Georgia 30328**

Phone: 770-395-3900

Enjoy a beautiful lake view from one of Westin's 371 spacious guest rooms and suites. The Westin Atlanta North at Perimeter is an integral part of the community at Concourse and a popular site for corporate functions, and local civic, cultural, and charitable events. The Westin Hotel offers 20,000 square feet of newly renovated, flexible meeting and banquet facilities. The Grand Ballroom seats up to 600 people and is complemented by an additional 18 meeting rooms from 425 to 1,750 square feet. The Learning Center, a tiered amphitheater with boardroom chairs seats 45 and is also available for meetings.

Please contact the Westin at 770-395-3900 or visit their website at [www.westinatlantanorth.com](http://www.westinatlantanorth.com)

## **Building Operations: Accounting**

### **RENTAL PAYMENT POLICY**

Rental payments are due on or before the first day of each month. Late penalties will be assessed pursuant to the terms of your lease. You will be invoiced for any special requests that may arise during your tenancy.

**Rental payments should be made payable to:**

#### ***Concourse Center Five***

**U.S. Post Office Mailing:**

REJV Concourse Atlanta LLC  
P.O. Box 603701  
Charlotte, NC 28260-3701

**Wire / ACH Payments:**

Wells Fargo Bank, N.A.  
San Francisco, CA 94105

ABA Number:121000248  
Account Number: 4307202937  
Account Name: REJV Concourse Atlanta LLC

#### ***Concourse Center Six***

**U.S. Post Office Mailing:**

REJV Concourse Atlanta LLC  
P.O. Box 603705  
Charlotte, NC 28260-3705

**Wire / ACH Payments:**

Wells Fargo Bank, N.A.  
San Francisco, CA 94105

ABA Number:121000248  
Account Number: 4307202937  
Account Name: REJV Concourse Atlanta LLC



## Building Operations: Building Management

The staff of Concourse is dedicated to making your work environment as safe and pleasant as possible. The building office is located at Six Concourse Parkway, NE Suite 280.

**Please do not hesitate to contact the management office at:**

**Phone:** 770-677-0518

**Fax:** 770-677-0496

**Address:**

Six Concourse Parkway, NE Suite 280  
Atlanta, GA  
30328

**Cheryl Stewart**

Property Group Manager

[cstewart@regentpartners.com](mailto:cstewart@regentpartners.com)

**Ronnie Moore**

Chief Engineer

[rmoore@regentpartners.com](mailto:rmoore@regentpartners.com)

**Chris McDonald**

Property Manager

[cmcdonald@regentpartners.com](mailto:cmcdonald@regentpartners.com)

**Marpu Clark**

Administrative Assistant

[mclark@regentpartners.com](mailto:mclark@regentpartners.com)

**Yonette Oakley**

Senior Project Accountant

[yoakley@regentpartners.com](mailto:yoakley@regentpartners.com)

**Kelly Canipe**

Operations Assistant

[kcanipe@regentpartners.com](mailto:kcanipe@regentpartners.com)

## **Building Operations: Holidays**

### **HOLIDAYS**

The Concourse management team observes six (6) national holidays. On these days, the buildings will be closed and standard services will not be provided.

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

Please remember that should anyone need to gain access to the building on these days, a building access card must be utilized.

## Building Operations: Leasing

The leasing company for Concourse Buildings Five and Six is Regent Partners, LLC.

### Located at:

Six Concourse Parkway, NE Suite 280  
Atlanta, GA  
30328

The main phone number is 770-677-0518. Listed below is the direct contact information for the Regent Partners representatives.

<b>Name</b>	<b>Phone</b>	<b>E-Mail</b>
Adam Allman	404-995-1517	<a href="mailto:aallman@regentpartners.com">aallman@regentpartners.com</a>
John Bell	404-995-1511	<a href="mailto:jbelle@regentpartners.com">jbelle@regentpartners.com</a>

## **Building Security: Overview**

Concourse's contracted security company is Allied Universal Security Services. coverage at Concourse is provided 24 hours a day, seven days a week.

### **SECURITY SERVICE CENTER, 770-395-3705**

*Director of Security*

**Bradley Knight**  
770-395-3038

Note: In the event of an emergency after hours, contact the Security Service Center at 770-395-3705.

### **SECURITY ASSISTANCE SERVICES**

The security staff will provide escorts to vehicles parked at Concourse and provide jump-starts to dead batteries, on a first-come, first-serve basis. Please call the Security Service Center at 770-395-3705 and arrange for security personnel to meet you at your desired location.

**Building Security: Access To Roof, Telephone and Equipment Rooms**

Access to the roof, telephone or equipment rooms is strictly prohibited without prior approval of property management.

## **Building Security: After Hours Access**

### **After-Hours Security Access and Assistance**

The buildings are open from 7:00 a.m. until 7:00 p.m. Monday through Friday, and from 8:00 a.m. to 1:00 p.m. on Saturday. Tenants and guests who desire to enter the buildings after these hours will be required to adhere to the following procedures.

Those persons holding service access keys/fobs which are programmed for after-hours access may enter the buildings by way of the access reader located at the lobby entrance. Once inside the building, it is also necessary to activate the elevator via the access reader located at the bottom of the elevator control panel. Access readers are located in all elevators.

Visitors or employees without security access keys/fobs must summon a security guard via intercoms located at the entrances. Security will provide access to these individuals only after authorization from the tenant emergency contact is obtained.

Your understanding and cooperation is necessary in order to maintain building security. If you need security assistance after-hours, please call the Security Service Center at 770-395-3705.

## **Building Security: Building Access**

Entrance doors will be open from 7:00 a.m. to 7:00 p.m. Monday through Friday and from 7:00 a.m. to 1:00 p.m. Saturday. The buildings are locked after 1:00 p.m. on Saturday and stayed locked until 7:00 a.m. on Monday morning. A building fob is required to enter the building.

## **Building Security: Deliveries**

The building or security staff do not accept deliveries on behalf of tenants.

The delivery of large objects, furniture, or a quantity of items must occur before 8:00 a. m. or anytime after 5:30 p.m. and should be prearranged by calling the management office at 770-677-0518 to ensure availability of the service elevator and loading dock.

Small deliveries that can be carried without the aid of hand trucks or other equipment may be made by using the passenger elevators. All other deliveries Must be made by using the service elevator. Hand trucks are specifically prohibited on the passenger elevators and we would appreciate your advising vendors of this policy.

Early deliveries of large objects must be completed by 8:00 a.m. Monday - Friday.



## **Building Security: General Office Security**

### **OFFICE SECURITY CHECKLIST**

Good security starts with you. By answering "yes" to these questions, you are following simple procedures which will help protect your property.

Do you restrict office keys to those who actually need them and keep a list of key distribution?

Do you have adequate procedures for collecting keys from terminated employees?

Do you restrict duplication of keys except for those specifically ordered in writing through the Management Office?

Are filing cabinet keys accounted for and are filing cabinets locked at night?

Do you record all office equipment serial numbers (i.e. computers, calculators, etc.) to maintain correct identification in case of theft or fire?

Do you immediately deposit incoming checks and cash so that you do not keep large sums of money in the office overnight?

Do you keep blank company checks properly secured at all times?

Do you have desktops clear of important working material that should be safeguarded when you leave work?

Is the reception area attended at all times?

Are handbags, briefcases, totes, etc., in drawers or cabinets that can be locked rather than in open areas?

Are laptop computers, calculators, and other personal items secured at night?

Do you report solicitors or any suspicious persons?

Do you challenge any unknown person in your suite by asking, "May I help you?"

Is one person responsible for insuring that entrance doors to your space are secured after the majority of employees have left at the end of the working day?

**Respect your security system. If you do not follow the prescribed procedures, you cannot expect others to do so.**

## **Building Security: Key and Lock Policy**

### **KEYS**

The management office will supply keys to your suite upon move-in. Additional suite keys may be obtained by written request from the management office for a nominal fee. Tenants cannot make duplicate keys. Lock changes must be requested in writing to the management office and will be at tenant's expense.

Security access keys/fobs are also provided at the time of move-in. Additional access keys/fobs may be obtained for a fee of \$15.00 each by completing a work order in ANGUS (Maintenance Service under the Maintenance Requests) and submitting a signed EWA Form (Extra Work Agreement).

[Click here to download a Key Request Form](#)

[Click here to download an Extra Work Agreement Form](#)

**Building Security: Lost and Found**

Please contact the Security Service Center at 770-395-3705 to claim items that have been lost or to turn in found items.

## **Building Security: Solicitation**

### **Solicitors and Unauthorized Persons**

Solicitation is not permitted in the buildings. If such persons enter your suite, please notify the Security Service Center immediately at 770-395-3705.

If suspicious or undesirable persons are seen loitering anywhere in the building or parking areas at anytime, please report them to the management office or security. An officer will respond. Please identify yourself, giving your name, company name, suite location, and the location and brief description of the suspicious person.

**Building Services: Building Signage and Directory**

[Click here to download the Concourse Door Sign Form/Directory Listing](#)

## **Building Services: Concierge**

**Remy Fulton**

*Corporate Concierge*

P: 770-698-2211

[concourseconcierge@csoa.com](mailto:concourseconcierge@csoa.com)

Monday - Friday: 8:30 a.m. - 5:30 p.m.

Daily Lunch Schedule: 12:30 p.m. - 1:30 p.m.

### **CONCIERGE SERVICES-GENERAL INFORMATION**

One of Concourse's most unique amenity programs is the Corporate Concierge. Concierge, meaning "keeper of the candles" first originated in luxury European and American hotels. Years later, only the finest hotels offered these services.

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Please feel free to call or stop by the concierge desk in the lobbies of Concourse Five Monday, Wednesday & Friday or Concourse Six Tuesday & Thursday.

Some of the many services available through your Concierge are listed under the [building amenities section](#).

Take advantage of Concourse's Concierge Discount Program. All Concourse tenants are eligible for this program through your concierges. Below is a list of discount tickets currently available.

Biltmore Estate & Winery

Zoo Atlanta

Stone Mountain Park

Georgia Aquarium Passes

AMC & Regal Movie Tickets

High Museum

Atlanta History Center Tickets -

Special Events ONLY

Six Flags

White Water

Chastain Park Concerts

Fox Theater Combo

Atlanta Symphony Orchestra

Alliance Theater

## **Building Services: Cleaning**

### **CLEANING / JANITORIAL SERVICE**

Good housekeeping is a very important part of our building operation. Cleaning services are provided on a contract basis Monday through Friday. We want to know when service is not satisfactory so that appropriate corrective action can be taken. When inadequacies are noticed, please call the Tenant Service Center at 770-677-0518.

**Please be sure to share this information with all your employees.**

Any trash to be removed by cleaning personnel, with the exception of usual wastebaskets, must be clearly marked "TRASH". Cleaning personnel are not required or expected to remove large packing cases or shipping boxes. Special arrangements must be made for such removals. Items to be disposed of in this manner should not be placed in the corridor unless by instruction from the management office. Office personnel should take care to place on or in wastebaskets only that which is to be discarded, as retrieving discarded items is usually impossible. Please notify the management office if you intend to hold an after-hours function in your suite that would require cleaning after normal cleaning hours. Requests for extra or special cleaning should be made, in writing, to the management office.

## **Building Services: Recycling Program**

We have structured this program to be as convenient as possible and encourage everyone to participate. Please keep in mind that by participating in our program you are doing your part to save the environment, save on natural resources, and conserve scarce landfill space. Your participation is appreciated.

[Republic Services](#)

[Online Newsletter](#)

[Volunteer HVAC](#)

[Restroom Upgrades](#)

[Electronic Recycling Drive](#)

### **Republic Services**

Republic Services separates all office papers, newspapers, junk mail, books, file folders, and soda cans at their plant.

After the separation process, these items are sent to various companies to be made into new products: tissue paper, new cans and even the carpeting and cubicle covering you see in your offices.

***Last year Concourse recycled 207.64 tons of mixed recyclable material. The diversions of these materials resulted in the following positive impact to the global environment:***

- Saved 3,530 trees
- Saved 1,453,480 gallons of water
- Saved 12,458 lbs of air pollution
- Saved 851,739 kilowatt hours of electricity

[Click here to download information on the Desk Side Waste Basket Recycling Program](#)

### **Volunteer HVAC**

**Concourse implemented a voluntary “by request only” HVAC system on Saturdays. Water-cooled air conditioning accounts for more than one-third of total water consumption in office buildings. For every hour we eliminate weekend air conditioning, we can conserve up to 3,150 gallons of water.**

Since the program commenced, Concourse has saved over 1 million gallons of water.

### **Restroom Upgrades**

**Restrooms are retrofitted with automated faucets, commodes and paper towel dispensers.**

### **Electronic Recycling Drive**

**Concourse holds quarterly electronics recycling drives.**



## Building Services: Elevators

Buildings Five and Six are equipped with modernized, custom designed high-speed passenger elevators and freight service.

For your protection, these elevators are equipped with emergency bells and intercom systems which are located in each elevator for assistance as needed. In the event of an elevator malfunction, pushing the designated button in the elevator can activate the emergency bell. Help can also be summoned by the emergency intercom. The intercom will automatically dial security who will then dispatch security and maintenance to take necessary corrective action. These intercoms are monitored 24-hours a day, 7 days a week.

After 7:00 p.m. and until 7:00 a.m. on weekdays, after 1:00 p.m. Saturdays, and all day Sundays and holidays, the security key access system is activated. To gain access to office space after normal working hours, employees must use their building access key or fob to release the elevators. The service elevator may only be utilized after hours by first making arrangements with the management office.

All tenants are notified that employees should not use the service elevator as a passenger elevator nor use the loading dock for entry into the building as these are to be used for deliveries only.

If a delivery cannot be carried safely in one's hand, it should not be carried on the passenger elevator cabs. Large boxes or deliveries requiring the use of a hand truck or other transportation devices should be made using the freight elevators only. In cases where extended use of the freight elevator may be required, arrangements **must** be made in advance with property management; including, but not limited to tenant move-ins and move-outs.

If damage is caused to a cab as a result of not adhering to this rule, the tenant and/or delivery service causing the damage will be liable for any necessary repairs.

## **Building Services: Energy Management**

**Each tenant can aid in the conservation of energy consumption in our building by cooperating with the following measures:**

- Did you know that lighting accounts for thirty percent of the building's energy use? You can help by turning off lights that are not in use or when you are the last to leave.
- Did you know that blinds are part of the HVAC system design? You can have an office that is at a comfortable 73 degrees but if the blinds are not angled to block the sun the surfaces the sun hits may be approaching 90 degrees. That goes for you and your clothing. In the summer tilt your blinds up so the sun is blocked. In the winter, angle the blinds to help allow some of that sun in.
- Next time you go to purchase an appliance or a computer for the office look for one that has the ENERGY STAR® label. These devices maintain a higher level of energy savings and as new saving technology is brought forth the criteria for savings is increased.
- Equipment that has a sleep mode still uses energy. Every ten computers in the sleep mode is like having a computer left running. Screen savers are not energy savers. Using a screen saver may in fact use more energy than not using one and the power-down feature may not work if you have a screen saver activated. In fact, modern LCD color monitors do not need screen savers at all.

## **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](http://www.adobe.com).

[After Hours HVAC Request Form](#)

[After Hours Work Request Form](#)

[Bomb Threat Checklist](#)

[Contractor Insurance Requirements](#)

[Dock Space Request Form](#)

[Door Sign Form](#)

[Key Release Form](#)

[Moving Policies and Procedures Form](#)

[Parking Registration Form](#)

[Physically Impaired Form](#)

[Property Removal Permit](#)

[Tenant Authorization for Special Services Form](#)

[Tenant Insurance Requirements](#)

## Building Services: HVAC

Ever wonder what HVAC stands for? Heating -Ventilation and Air Conditioning

**If the temperature in your office needs adjustment, please contact your company representative who will contact the building management office. It is very helpful to provide this information to your office contact:**

- Office number or location and who to see.
- Describe what you are experiencing and if it seems to be relative to the time of day include this information.
- Keep in mind that temperatures controllers have a range that will drift about 1 degree from set point. A thermostat set at 73 degrees will fluctuate around 1 degree above or below this setting.
- You are not alone on the zone that controls your comfort. We must maintain comfort for the whole zone which affects more than yourself. If you are within range of that comfort zone we will not be able to change temperatures that will adversely impact the other occupants.
- Personal space heaters are not allowed in the building. They can be a fire hazard and they confuse the base building equipment.

The standard hours of operation of the heating and air conditioning systems are 8:00 a.m. – 6:00 p.m. Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

[Click here to download the After Hours HVAC Request Form](#)

## Building Services: Mail Service

The building or security staff do not accept packages or letters on behalf of the tenants.

To expedite mail service, the following address format is suggested:

The ABC Company  
\_\_\_\_ Concourse Parkway  
Suite \_\_\_\_\_  
Atlanta, GA 30328

Mail is delivered once a day to individual lock boxes in the mailroom located in your building. These lock boxes are set up directly through the [U.S. Postal Service](#).

A drop box for U.S. mail as well as Express Mail next-day service is also located in the mailrooms. To initiate mail service and obtain mailbox keys or additional copy of keys it is necessary to contact the post at the following numbers:

General Information: 1-800-275-8777  
Local number: 770-649-0834

Address:  
Northridge Post Office  
1185 Hightower Trail  
Atlanta, GA 30350-2997

Mailboxes are controlled and maintained by the U.S. Postal Service. To set up a mailbox, a company representative will need to take a copy of the executed lease, or sublease, to the Post Office located at the address shown above. The cost is \$28.00 and they will let you know how to receive your key.

For overnight courier service, Federal Express, UPS, Airborne, and US Express drop boxes and supplies are located in the mailrooms or parking garage, depending on your building. Please do not leave packages in the hallways outside your suite for pickup.

## **Building Services: Maintenance Requests**

### **MAINTENANCE SERVICE, (770) 677-0518**

Maintenance requests include repairs, janitorial requests, electrical outlet additions, additional office keys, heating and air conditioning adjustments to name a few. Maintenance personnel are on duty from 7:00 a.m. to 5:30 p.m.

### **MAINTENANCE / OPERATIONS**

The building maintenance staff is always prepared to serve your needs. An engineer will be on duty weekdays from 7:00 a.m. to 5:30 p.m. However, please refer all service calls to our online tenant work order system, Angus. Please note that maintenance personnel are neither permitted nor equipped to move furniture, hang pictures, etc. Dollies are available for checkout. Please contact our security service center 770-395-3705 to arrange for checkout.

Heating, air conditioning and lighting are provided from 8:00 a.m. until 6:00 p.m., Monday through Friday, and by request from 8:00 a.m. until 1:00 p.m. on Saturday. Should you require services beyond normal building operating hours, an hourly fee will be charged for additional heating or air conditioning.

Submit your requests for additional heat or air conditioning in writing via the online tenant work order system, Angus, to the management office, at least 24 hours in advance.

### **SERVICE REQUEST**

Our user-friendly, web-based service request system is called Angus Anywhere.

The system eliminates redundancy, increases the speed in which service calls are answered, and provides up to the minute status information on service requests.

To better serve you, we ask that one person within your office be designated as the contact person to report any service requests, such as, temperature control, electrical, janitorial, etc. This coordination will avoid duplicate calls for the same request. If you should have an emergency related request after hours or on the weekends, security answers these calls on behalf of tenant services.

Our Security Service Center will relay any emergencies to the proper personnel. Non-emergency calls received during off-hours will be handled the next business day.

To have you or a representative from your staff use our user-friendly, web-based Service Request System, please contact our tenant services department at 770-677-0518 for assistance.

To place a service request using Angus Anywhere, please visit [www.concourseofficepark.com](http://www.concourseofficepark.com).

**Building Services: Pest Control**

Pest Control is provided by an outside contractor. If you have a specified request please contact tenant services at 770-677-0518 or add a service request to our online tenant work order system, Angus.

## **Emergency Procedures: Accident**

Any accident (auto, slip & fall or property damage, etc) should be reported immediately to Security (770-395-3705) and the Management Office (770-677-0518). For medical emergency assistance, dial 911 first, and then report the emergency to Security.



**Emergency Procedures: Active Shooter Video**

# Emergency Procedures: Bomb Threat

## Bomb Threat Information

Each year across the country, thousands of bomb threats are received. Fortunately most of them are just that – threats; however, every threat should be taken seriously and investigated. Threats may come via telephone, mail, or e-mail.

## WRITTEN THREATS

For a letter or parcel bomb look for:

- Excessive postage
- No return address
- Excessive weight
- Incorrect titles
- Restrictive markings, such as confidential or personal
- Oily stains or discolorations

Save all materials, envelopes and containers. Avoid unnecessary handling to preserve fingerprints, handwriting, printing, and postmarks. Preservation of evidence is essential.

## Upon receipt of a written threat or suspicious package:

1. Prevent anyone else from handling it.
2. Notify security, fire safety director, and floor warden.
3. Follow instructions of emergency personnel.

## TELEPHONE THREATS

The majority of threats are communicated by telephone. **Remain calm.** Write down the exact wording of the threat. Ask questions, for example:

When is the bomb going to explode?

Where is it right now?

What does it look like?

Why are you doing this?

**Note: background sounds, caller's voice and accents. Do not put the caller on hold, and don't hang up.**

## Upon receiving a telephone threat:

1. Immediately notify the fire safety director and your floor warden.
2. Fill out a telephone bomb threat checklist as soon as possible. (See Bomb Threat Checklist Form)
3. Follow instructions of emergency personnel.

[Click here to download a Bomb Threat Checklist Form](#)

## SUSPICIOUS PACKAGE CHECKLIST

If a suspicious object is found:

**UNDER NO CIRCUMSTANCES SHOULD ANYONE TOUCH, OPEN, OR IN ANY WAY HANDLE SUSPECTED BOMB OR DEVICE.**

- Call 911
- Clear the immediate area.
- Call security, fire safety director and/or floor warden. Report findings. Give description of object: size, color, and markings. Give location of object: the building, floor, room number, and location with room and proximity to utilities.
- Begin evacuation procedures. Leave doors and windows open to provide explosion relief. (Explosions will follow the path of least resistance).
- Follow floor wardens' instructions and fire emergency procedures for evacuation.
- Remain in safe refuge area.

- Do not re-enter building until instructed to do so.
- Remain calm and do not spread rumors.

[Click here to download Letter and Package Bomb Indicators](#)

## **SUSPECT PACKAGE ALERT**

Provided by the Department of the Treasury, Bureau of Alcohol, Tobacco and Firearms.

- Is addressee familiar with name and address of sender?
- Package/letter has no return address.
- Is addressee expecting package/letter? If so, verify expected contents.
- Improper or incorrect title, address, or spelling of name of addressee.
- Title but no names.
- Wrong title with name.
- Handwritten or poorly typed addresses.
- Misspellings of common words.
- Return address and postmark are not from same area.
- Stamps (sometimes excessive postage, unusual stamps) versus metered mail.
- Special handling instructions on package (e.g., special delivery, open by addressee only, foreign mail, airmail).
- Restrictive markings: such as confidential or personal.
- Over wrapped, excessive securing material such as masking tape, string, or wrappings.
- Oddly shaped or unevenly weighted packages.
- Lumpy or rigid envelopes (stiffer than normal, heavier than normal).
- Lopsided or uneven envelope.
- Oily stains or discolorations.
- Strange odors.
- Protruding wires or tinfoil.
- Visual distractions (drawings, unusual statements, hand drawn postage).

**Please be advised that this is only a general checklist. The best protection is personal contact with the sender of the package/letter. For information on bomb security or bomb threats, contact your local ATF office.**

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## Emergency Procedures: Civil Disturbance

If you receive notification that a civil disturbance threatens the building or your office space, **call 911** and then contact the Security Service Center at 770-395-3705. Give as much of the following information as possible:

- Exact LOCATION of the demonstrators
- Approximate number of demonstrators
- Demonstrators current activity
- Your name, company name and location

Notify your employees and visitors about the civil disturbance.

**For the safety and protection of your personnel and company assets, assign specific duties to execute the following emergency procedures:**

- Lock or have a warden stand by to lock all entrances and “sensitive areas” as appropriate; i.e., office doors, equipment rooms, storerooms, mailrooms, desks, file cabinets, and vaults to protect company assets, employees and visitors.
- Notify all personnel of the disturbance and warn them to avoid personal contact with the demonstrators. Try not to make any comments or statements that further anger the demonstrators.
- Advise all personnel to avoid leaving the building.
- Warn all personnel and visitors that elevator service will be reduced or cut off during the emergency to prevent access by demonstrators.
- Advise all personnel to avoid walking through the lobby areas while the demonstrators present a threat.
- Important – Periodically update all employees and visitors of the situation.

**If the demonstrators have invaded the building and are on your floor:**

- Immediately **call 911**, and then contact the property management at 770-677-0518. Warn all employees and visitors of the emergency situation, and that movement within the building will be impeded because the elevators will most likely be turned off to prevent the demonstrators from involving other areas of the building.
- Advise all floor wardens and assistant wardens to execute the following additional emergency procedures for the safety and protection of your personnel and company assets:
  - Lock main entrance door(s). Note: Have a warden stand by at the entrance door with a key to allow authorized personnel only to enter and/or leave.
  - Lock all “sensitive areas”, as appropriate.
  - Make notes of all rooms and/or areas invaded by the demonstrators to facilitate a search for suspicious items.

When the demonstrators leave, or are removed from your office, and the civil disturbance is no longer threatening the building, advise floor wardens and assistant wardens to initiate a search of invaded floor(s) and office(s) for any items that are unusual or foreign to the normal environment.

### **IMPORTANT:**

Advise all wardens to be on alert for unattended and suspicious items that were carried by the demonstrators, e.g. clothing, knapsacks, bag. Suspicious items should not be touched, moved, jarred, disturbed or covered. Warn all employees and visitors accordingly.

Request that wardens advise you immediately upon completion of the search whether or not any suspicious items were found and if so, immediately relay the information to 911.

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## Emergency Procedures: Elevator Emergency

### IN AN EMERGENCY:

- Elevators, because of their extensively redundant safety systems, are one of the safest forms of public transportation.
- During a power outage, one elevator in each bank of elevators is powered by an on-site generator and will service all floors in a routine manner until normal power is restored.
- If a fire emergency occurs, we recommend exiting the building via stairways, rather than using the elevators, or follow the directions of the fire department.
- As with all electronic-mechanical systems, elevators will from time-to-time experience malfunctions. The safety system's response to any malfunction is to bring the elevator to a controlled stop, which is always the safest action.
- In the event you are stuck, the elevators are equipped with emergency bells and intercom systems. The emergency bell is activated by pushing the designated button. Help can be summoned by the emergency intercom. The intercom will automatically dial Security who will dispatch an officer and maintenance to take necessary corrective action. The intercoms are monitored 24 hours a day, 7 days a week.

### ELEVATOR MALFUNCTION

In the event you are in an elevator which stops between floors, or if the doors will not open, **DO NOT ATTEMPT TO FORCE THE DOORS OPEN**. Use the labeled telephone located within the small door panel to obtain assistance. Follow the instructions on the inside panel. Advise them of the nature of the problem and elevator personnel will be called to assist you. Stay calm and be assured that help is on the way.

The elevators are equipped with numerous safety devices which prohibit them from failing under emergency conditions. Under no circumstance should you attempt to exit a car except through the doors, which have opened level with a floor.

### **DO NOT TRY TO CLIMB OUT AND JUMP TO A FLOOR BELOW SHOULD THE DOORS OPEN BETWEEN FLOORS.**

In the event of a power interruption to the building, the elevators will (one at a time) be automatically lowered to the lobby level, and the doors will open.

An elevator technician is available on site Monday through Friday 7:00 a.m. - 3:30 p.m. On call technicians are available 24 hours a day/seven days a week.

## Emergency Procedures: Emergency Contacts

All Emergencies	911
Building Management Office	770-677-0518
Building Security/After-Hours Emergencies	770-395-3705
Fire Department (Non-Emergency)	770-730-5600
Police Department (Non-Emergency)	770-551-6900
Northside Hospital	404-851-8000
Saint Joseph's Hospital	404-851-7001
Poison Control	800-222-1222

### Important notes

If you call 911 as a result of a medical emergency, please be sure also to notify security with your name, callback number, and location so that they 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.

### OFFICE EMERGENCY CONTACT

We strongly recommend that each tenant establish an internal procedure for handling emergency situations. An office representative should be appointed and given the responsibility of coordinating emergency procedures in cooperation with the management office. It will be their responsibility to remain by the telephone and relay instructions to your office staff in the event of an emergency.

The tenant's representative should be familiar with the location of all emergency exits and the telephone numbers of all emergency services as outlined in this booklet.

The management office should have the name and telephone number (both during and after office hours) of the tenant's representative and a listing of all physically impaired persons who work for your company. If you have not provided this information to our office, please do so at your earliest convenience on the attached form.

[Click here to download the Physically Impaired form.](#)

# **Emergency Procedures: Evacuation**

## **Evacuation Procedure**

If the fire alarm sounds on the floor, occupants should walk to the nearest stairwell and proceed down the stairs to evacuate the building. They should proceed to a designated Safe Refuge Area and regroup so that the fire warden may account for all occupants.

Physically impaired persons needing assistance will remain in the stairwell until the emergency is verified. Assistance for the physically impaired is the responsibility of the designated Floor Warden, who should notify a manager in a green vest of any physically impaired persons. In an actual emergency, neither Security nor Maintenance will be dispatched to rescue a physically impaired person, unless emergency personnel request assistance. Firemen are assisted by breathing apparatus and can override the elevator to safely rescue individuals.

## **Emergency Exits**

Concourse Five and Six have two stairwells located on opposite ends of the elevator shafts. Exits are clearly marked on each floor. Stairwell doors are normally locked for security reasons, but unlatched electronically during an emergency. Designated stairwells in each building provide roof access if necessary.

## **Safe Refuge Area**

By definition, a safe refuge area is an area inside or outside of a building that provides an acceptable level of protection from a given disaster or emergency. Interior safe refuge is usually an area in the building that will allow safe refuge from the emergency at hand until the Emergency warrants further evacuation or a full evacuation. The exterior safe refuge is an outside-designated area well away from damage and emergency activity.

[Click here to download an Evacuation Route](#)

[Click here to download Concourse Office Park Site Map](#)

## **Emergency Procedures: Fire and Life Safety**

Emergency information concerning life safety, fire procedures and prevention, severe weather conditions, medical emergencies, riot and public disturbance, and bomb threats is reprinted in the following pages from our Life Safety and Emergency Handbook.

Regent Partners Management will schedule ongoing safety training with each tenant in connection with our annual fire drills. You may click below to download a Fire and Life Safety Packet or to complete an impaired person(s) form.

[Click here to download a Fire and Life Safety Packet](#)

[Click here to download an Impaired Person\(s\) Form](#)



## **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 building management personnel, regardless of the time of day.

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 are encouraged to contact their insurance carrier for any possible damage claims.

## **Emergency Procedures: General Emergency Guidelines**

Listed below are steps that should be followed in the event of an emergency:

1. Call the appropriate emergency agency (police, fire) by dialing 911 (in some offices you must first dial 9 for an outside line, therefore, the number would be 9-911). Also, contact the management office at 770-677-0518 immediately and relate all pertinent information (building number, tenant name, suite number).
2. Remain calm. Panic can cause more damage in many cases than the emergency itself.
3. Do not become a spectator. Move away from, not toward, the problem area.
4. Follow the directions of those in charge of the situation, either the building staff or the emergency personnel.
5. Should it be necessary to evacuate the building, you will be notified via the building intercom system.

## **Emergency Procedures: Homeland Security**

Regent Partners recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks and an active shooter. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

### **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 Disease Control and Prevention Emergency Preparedness and Response**

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

Local media outlets will provide important information during an emergency situation.

## **Emergency Procedures: Medical Emergency**

In the event that an accident or illness befalls one of your employees or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the emergency dispatcher with the following information:
  - Your name
  - Your building's name and address
  - Your specific floor number, and the exact location of the emergency
  - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Security Service Center at 770-395-3705. Inform security that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual
  - A local doctor

# 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.

## Importance and Benefits of Being Prepared (cont.)

As you begin your individual or company 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.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/checklists.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](http://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](mailto:inquiry@cdc.gov).

### Department of Homeland Security (DHS)

DHS has a "Business Planning Guide," which can found at [flu.gov](http://flu.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**

The buildings and common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency fire, life and safety systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...**DO NOT CALL** the management office unless you need to notify us of the location of a disabled employee.

## Emergency Procedures: Severe Weather

Whenever severe weather conditions exist, an announcement will be made via email, over the fire alarm speaker, by phone or through security. Please keep in mind as a tenant it is your responsibility to be monitors of the outside environment. The following actions should be taken if severe weather is imminent:

1. If a tornado or other severe weather condition is spotted immediately notify security and take cover.
2. Floor wardens should instruct all personnel to move away from the perimeter of the building, closing all doors to exterior offices. **Stay away from windows.**
3. All personnel should move to the interior rooms, hallways, stairwells, restrooms, and elevator lobby
4. If a fire emergency occurs, we recommend exiting the building via stairways, rather than using the elevators, or follow the directions of the fire department.
5. Personnel should crouch down on the floor with their hands behind their neck, similar to the fetal position, with their head as close to their knees as possible.
6. **DO NOT** go to the first floor lobby.
7. If a person is trapped in an outside office, they should seek protection under a desk or table.



## **Emergency Procedures: Stairwells**

There are two stairwells serving each building. Tenants should note the location of the stairwell nearest to their office for emergency use. Stairwells are pressurized so that in the event smoke is present, fans will activate to clear the stair for safe exit. It is for this reason that stairwell doors are to remain closed at all times. For security reasons, please note that stairwell doors remain locked from the inside. Once you have entered the stairwell, you must walk down to the lobby level to exit. There are intercom stations, which can be activated to security if necessary.

## **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 and close doors behind you. Always follow all safety procedures when working with toxic materials.

## **Introduction: Welcome**

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Concourse and to facilitate your company's operations. There is a great deal of information contained within this handbook. Please take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the building management office staff is available to help in any way possible. If you have any questions, our tenant service coordinator will direct your call to the appropriate person or team to assist you.

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 building management office staff will promptly notify you of any such changes. Please feel free to contact us at 770-677-0518 with any questions you may have. We are here to serve you.

Welcome to Concourse. The two high-rise buildings known as the King (Concourse 6) and Queen (Concourse 5) buildings, due to the distinctive architectural crowns topping each building. The buildings are managed by Regent Partners, LLC.

## **Introduction: About Concourse**

### **Welcome!**

[Regent Partners](#) would like to take this opportunity to welcome you to Concourse, one of Atlanta's premier office park developments. We hope you will find it a unique and exciting place in which to work. Concourse is part of a fully integrated multiple mixed-use development consisting of five low to high-rise office buildings totaling over two million square feet. The complex covers 63 acres with amenities that include a Westin Hotel with conference facilities, Concourse Athletic Club and KinderCare Child Care.

This tenant handbook will provide information regarding the management and operation of Buildings Five and Six at Concourse. You will also find useful information on area restaurants, hotels, banks, government services, and other amenities that will help you become better acquainted with Concourse and its surroundings.

The management and leasing office for Concourse is located at: Six Concourse Parkway, NE, Suite 280 Atlanta, GA 30328. Our office is open from 8:00 a.m. to 5:30 p.m., Monday through Friday. Our telephone number is 770-677-0518

We feel privileged that your company has chosen Concourse. We look forward to a long and mutually rewarding relationship. Please feel free to call us if we can be of assistance to you.

## **Introduction: Operating Instructions**

### **Navigation**

You move through The Electronic Tenant® Portal just as you would a traditional website. It's as simple as pointing and clicking. The main page features a navigation bar 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.

### **Special Features**

This Electronic Tenant® 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 Tenant® 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 Tenant® Handbook or need assistance, please e-mail or call the management office.

## **Policies and Procedures: Contractors**

### **SPACE ALTERATION OF TENANT PREMISES**

Please submit all requests for any type of work that would be considered an alteration of space, such as electrical outlet additions or deletions, painting, minor or major remodeling, etc. in writing to the management office for review and approval. All work should be scheduled through the management office.

# Policies and Procedures: General Rules and Regulations

## Rules and Regulations

The rules and regulations set forth in this handbook are typical of that in the lease. Whenever the term "Tenant" is used in these rules and regulations, it shall be deemed to include Tenant, its employees or agents and other persons permitted by Tenant to occupy or enter the Premises. The following rules and regulations may from time to time be modified by Landlord in the manner set forth in the lease.

1. Tenant shall not obstruct any sidewalk, entrance, court, elevator, vestibule, stairway, corridor, or other Common Areas. No articles shall be placed or displayed on window ledges, in windows or in corridors, stairways or other Common Areas. Tenant shall not place any article outside the Premises. Nothing may be placed on balconies, if any, of the Building. Tenant shall keep portions of the Premises visible from the Building's central atrium in neat and orderly condition characteristic of first-class offices.
2. Landlord shall control and operate Common Areas, in such manner as Landlord deems best. Tenant shall not permit the visit to the Premises of persons in numbers or under conditions as to interfere with the use of entrances, corridors, elevators and other Common Areas by other tenants. Tenant shall coordinate in advance with Landlord's property manager deliveries to the Building. Tenant shall not permit its employees and invitees to congregate in elevator lobbies or corridors of the Building. Canvassing and soliciting in the Building are prohibited. Nothing shall be placed, swept or thrown into corridors, halls, elevator shafts, stairways or other Common Areas.
3. Tenant shall not hang or use in connection with any window or door of the Premises any drape, blind, shade or screen, without Landlord's prior consent. Awnings, drapes projections, curtains, blinds, shades, screens and other fixtures shall be of a quality, type, design and color, and shall be attached in a manner, approved by Landlord. Any Tenant-supplied window treatments shall be installed behind Landlord's standard window treatments.
4. Tenant shall not use the water fountains, water, and plumbing and other fixtures for any purpose other than those for which they were constructed.
5. Tenant shall not construct, maintain, use or operate within the Premises any electrical device, wiring or apparatus in connection with a loudspeaker system (other than an ordinary paging system) or other sound system, in connection with any excessively bright, changing, flashing, flickering or moving light or lighting device, without Landlord's prior consent. Tenant shall not construct, maintain, use or operate any such device or system outside of its Premises or within such Premises so that the same can be heard or seen outside the Premises. No flashing, neon or search lights shall be used which can be seen outside the Premises. Only warm white lamps may be used in any fixture that is visible from outside the Premises. Tenant shall not use a space heater within the Premises. Tenant shall not make any unseemly or disturbing noise or disturb or interfere with occupants of the Building, whether by the use of any musical instrument, radio, talking machine or in any other way.
6. Tenant shall not bring any animal or pet into the Building, except service animals for disabled persons.
7. Except as provided to the contrary in the Lease, Tenant shall not cook or permit cooking on the Premises, except for microwave cooking and coffee machines by Tenant's employees for their consumption. Tenant shall not cause or permit unusual or objectionable odors to be produced upon or emanate from the Premises.
8. Tenant shall not place on any floor a load exceeding the floor load per square foot which such floor was designed to carry. Landlord shall have the right to prescribe the weight, position and manner of installation of safes and other heavy equipment and fixtures. Landlord shall have the right to repair at Tenant's expense any damage to the Premises or the Building caused by Tenant's moving property in or out of the Premises or to require Tenant to do the same. Tenant shall not receive into the Building or carry in the elevators safes, freight, furniture, equipment or bulky item except as approved by Landlord, and such furniture, equipment and bulky item shall be delivered only through the designated delivery entrance of the Building and the designated freight elevator at designated times. Tenant shall remove from any sidewalk adjacent to the Building any material there delivered or deposited for Tenant. Except while loading and unloading vehicles, there shall be no parking of vehicles or other obstructions placed in the loading dock area. Landlord reserves the right to inspect all freight to be brought into the Building, except for government classified and confidential client materials, and to exclude from the Building all freight which violates any of these rules or the Lease. Hand trucks, unless equipped with rubber tires and side guards, are prohibited.
9. Tenant shall not place locks or bolts on doors or windows, and shall not make any change in any existing lock, without Landlord's prior approval. Tenant shall provide Landlord with a "master" key for all locks on doors and windows. Tenant shall keep doors leading to a corridor or main hall closed at all times except as such doors may be used for ingress or egress and shall lock such doors when the Premises are unattended. Tenant shall, upon the termination of its tenancy: restore to Landlord keys and security cards which were furnished to, or otherwise procured by, Tenant, and in the loss of any

- keys furnished, Tenant shall pay the replacement cost thereof; and inform Landlord of the combination of any lock, safe and vault in the Premises. At expiration or earlier termination of the Lease Term, Tenant shall deliver to Landlord keys and security cards to the Building and the Premises, and shall inform Landlord of the combination of each lock, safe and vault in the Premises.
10. Except as shown in the Final Construction Drawings, Tenant shall not install or operate in the Premises any electrically operated equipment or machinery (other than standard servers, desk-top office equipment, including desk-top computers and copiers, printers or other similar equipment used in connection with standard office operations) without obtaining the prior consent of Landlord. Landlord may condition consent upon Tenant's payment of compensation for excess consumption of utilities and for the cost of any additional wiring or apparatus that may be occasioned by the operation of such equipment or machinery. Landlord shall have the right to designate the electric service providers for the Building. Tenant shall cooperate with Landlord and service providers and shall allow, as reasonably necessary, access to the Building's electric lines, feeders, risers, wiring and any other Building machinery. Tenant shall not install any equipment of any type or nature that will necessitate changes, replacements or additions to, or changes in the use of, the water system, heating system, plumbing system, air conditioning system or electrical system of the Premises or the Building, without obtaining Landlord's prior consent, which consent may be granted or withheld in Landlord's sole discretion. If any machine or equipment of Tenant causes noise or vibration that may be transmitted to such a degree as to be objectionable to Landlord or any tenant in the Building, Landlord shall have the right to install at Tenant's expense vibration eliminators or other devices sufficient to reduce such noise and vibration to a level satisfactory to Landlord.
  11. Telecommunications services desired by Tenant shall be ordered by and utilized at the sole expense of Tenant. Unless Landlord otherwise consents, Tenant's telecommunications equipment shall remain solely in the Premises and the telephone closet(s) designated by Landlord. Landlord shall have no responsibility for the maintenance of Tenant's telecommunications equipment nor for any wiring or other infrastructure to which Tenant's telecommunications equipment may be connected. Landlord shall have the right, upon reasonable prior notice to Tenant (except in an emergency), to interrupt telecommunications facilities in connection with repairs or with installation of other equipment. Subject to this Lease, Tenant shall not utilize any wireless communications equipment (other than cellular telephones), including antennae and satellite receiver dishes, at the Premises or the Building, without Landlord's prior written consent, which may be granted or withheld in Landlord's sole discretion. No telecommunications or other provider whose equipment is not then servicing the Building shall be permitted to install its lines or other equipment within or about the Building without first securing the prior approval of Landlord. Landlord's approval shall not be deemed any kind of warranty or representation by Landlord, including any warranty or representation as to the suitability, competence, or financial strength of the provider. Without limitation of the foregoing, as specific conditions of any consent: (i) Landlord shall incur no expense with respect to any aspect of the provider's provision of its services; (ii) prior to commencement of any work in the Building by the provider, the provider shall supply Landlord with indemnities, insurance, financial statements, and such other items as Landlord reasonably determines and Landlord shall have reasonably determined that there is sufficient space in the Building for the placement of the necessary equipment and materials; (iii) the provider agrees to abide by such rules and regulations, building and other codes, job site rules and other requirements reasonably determined by Landlord to be necessary; (iv) the provider shall agree to use existing building conduits and pipes or use building contractors (or other contractors approved by Landlord); (v) the provider shall pay Landlord compensation reasonably determined by Landlord to compensate it for space used in the Building for storage and maintenance of the provider's equipment, the fair market value of a provider's access to the Building, and the costs which may reasonably be expected to be incurred by Landlord; (vi) the provider shall agree to deliver to Landlord detailed "as built" plans immediately after the installation of the provider's equipment is complete; and (vii) all of the foregoing matters shall be in an agreement between Landlord and the provider, reasonably satisfactory to Landlord.
  12. Landlord reserves the right to exclude from the Building a person who does not properly identify himself to Building management or an attendant. Landlord shall have the right to exclude undesirable or disorderly persons. Landlord may require all persons admitted to the Building to show satisfactory identification and to sign a register. Tenant shall be responsible for all persons for whom it authorizes entry into the Building and shall be liable to Landlord for all acts of such persons. Landlord has the right to evacuate the Building in an emergency or catastrophe or for holding fire drills.
  13. Tenant shall not permit or encourage any loitering in or about the Premises and shall not use or permit the use of the Premises for lodging, dwelling or sleeping.
  14. Tenant shall not request Landlord's employees to perform work or do anything outside of such employees' regular duties without Landlord's prior written consent. Tenant's special requirements will be attended to upon application to Landlord, and any such special requirements shall be billed to Tenant in accordance with the schedule of charges maintained by Landlord. Tenant shall notify Landlord or the Building manager of any person employed by it to do janitorial work within the Premises, except for full-time employees of Tenant, prior to such person's commencing work, and



such person shall, while in the Building and outside of the Premises, comply with instructions issued by Landlord.

15. Tenant shall not install any wiring on the exterior of the Premises. Landlord will direct electricians as to where and how wires are to be introduced. No boring or cutting for wires or stringing of wires will be allowed without written consent of Landlord. The location of telephones, call boxes and other office equipment affixed to the Premises shall be subject to Landlord's consent. All such work shall be effected pursuant to permits issued by all applicable governmental authorities. Tenant shall not do anything, or permit anything to be done, in or about the Building, or bring or keep anything therein, that will in any way increase the possibility of fire or other casualty or interfere with the rights of, or otherwise injure or annoy, other tenants, or do anything in conflict with pertinent laws, rules, or regulations.
16. Tenant shall not sell, distribute, display or offer for sale any item which, in Landlord's judgment, is inconsistent with the quality of operation of the Building or will detract from the character or image of the Building. Tenant shall not use the Premises for any immoral or illegal purpose. Tenant shall not use, occupy or permit any portion of the Premises to be used or occupied for the storage, manufacture, or sale of liquor.
17. Tenant shall purchase or contract for services for the Premises, only from companies or persons approved by Landlord. Tenant shall not purchase water, ice, coffee, soft drinks, towels, or other merchandise or services from any company or person whose repeated violation of Building regulations has caused, in Landlord's opinion, a hazard or nuisance to the Building and/or its occupants.
18. Tenant shall not remove, alter or replace the ceiling light diffusers, ceiling tiles or air diffusers in any portion of the Premises without the prior written consent of Landlord.
19. Tenant shall not pay any employee on the Premises except those actually employed therein. Tenant shall not use the Premises as headquarters for large scale employment of workers for other locations.
20. Landlord shall have the right, upon notice to Tenant, to require Tenant to refrain from or discontinue advertising by Tenant which, in Landlord's opinion, impairs the reputation of the Building.
21. Tenant shall not in any manner deface any part of the Premises or the Building. Other than ordinary office decorations, no stringing of wires, boring or cutting shall be permitted except with Landlord's prior written consent. Any floor covering installed by Tenant shall have an under layer of felt rubber, or similar sound deadening substance, which shall not be affixed to the floor by cement or any other non-soluble adhesive materials.
22. Should Tenant's use and occupancy of the Premises require the installation of supplemental cooling, and should the Building contain a closed loop, Tenant agrees that its supplemental cooling requirements will be serviced by tapping into the Building's closed loop. Tenant shall be responsible for the cost of connecting into the loop and agrees to pay to Landlord as additional rent the monthly tap fee in accordance with Landlord's then-current rate schedule. Should the Building not contain a closed loop, Tenant agrees to be responsible for fees associated with placing equipment on the roof of the Building.
23. Tenant shall handle its newspapers, office paper, garbage, trash and other waste products in the manner required by Laws and shall conform with any recycling plan instituted by Landlord. Landlord has no obligation to accept waste not prepared for collection in accordance with such requirements. Landlord reserves the right to require Tenant to arrange for waste collection, at Tenant's sole cost, utilizing a contractor satisfactory to Landlord, and to require Tenant to pay all costs, expenses, fines, penalties, or damages imposed on Landlord or Tenant by reason of Tenant's failure to comply with such requirements. If Tenant does not comply with Landlord's standard procedures regarding the internal collection, sorting, separation and recycling of waste, then, upon reasonable advance notice to Landlord, Landlord shall use reasonable efforts to arrange for alternative procedures for Tenant, provided Tenant shall pay Landlord all additional costs incurred by Landlord with respect thereto.
24. Tenant shall not bring or keep, or permit to be brought or kept, in the Building a weapon or flammable, combustible or explosive fluid, chemical or substance.
25. Tenant shall comply with all smoking Laws. There shall be no smoking in bathrooms, elevator lobbies, elevators, terraces, loading docks, or other Common Areas. Smoking is permitted only in smoking areas designated by Landlord, which Landlord may relocate or redirect from time to time in Landlord's sole and absolute discretion.
26. All Cabling installed by Tenant shall be marked and coded, in a manner reasonably acceptable to Landlord, to identify such facilities as belonging to Tenant and the point of commencement and termination of such facilities.
27. Landlord may, upon request of Tenant, waive Tenant's compliance with any of the rules, provided that (a) no waiver shall be effective unless signed by Landlord, (b) no waiver shall relieve Tenant from the obligation to comply with such rule in the future unless otherwise agreed by Landlord, (c) no waiver granted to a tenant shall relieve another tenant from the obligation of complying with these rules and regulations, and (d) no waiver shall relieve Tenant from liability for loss or damage resulting from Tenant's failure to comply with any rule. Landlord reserves the right to rescind any rules and make such other rules as in the judgment of Landlord are needed for the safety, protection, care and

cleanliness of the Building, the operation thereof, the preservation of order, and the protection and comfort of its tenants, their agents, employees and invitees, which rules when made and notice thereof given shall be binding upon in like manner as if originally herein prescribed. In a conflict or inconsistency between these rules, and the terms of the Lease, the terms of the Lease shall prevail.

#### **RETAIL TENANTS ONLY.**

The following rules shall be applicable to retail tenants only:

1. Tenant shall replace promptly any cracked or broken glass in the Premises with glass of like color, kind and quality.
2. Tenant shall not operate its business in a manner which is commonly known as a "discount house", "wholesale house", "cut-rate store", or "outlet store". The Premises shall not be used for conducting any barter, trade, or exchange of goods, or sale through promotional give-away gimmicks, or any business involving the sale of second-hand goods, or fire sale stock, and shall not be used for any auction or pawnshop business, any fire sale, bankruptcy sale, going-out-of-business sale, moving sale, bulk sale or any other business which, because of merchandising methods, would lower the character of the Building.
3. Tenant shall not receive or ship articles of any kind outside the designated loading area for the Premises or other than during the designated loading times.
4. Tenant shall keep any garbage, trash, rubbish or other refuse in rat-proof containers within the interior of the Premises; deposit daily such garbage, trash, rubbish and refuse in receptacles designated by Landlord; and enclose and/or shield such receptacles in a manner approved by Landlord.
5. Tenant shall not sell, display or offer for sale any roach clip, water pipe, bong, coke spoon, cigarette papers, hypodermic syringe or other paraphernalia which in Landlord's opinion are commonly used in connection with illegal drugs, or any pornographic, lewd, suggestive or "adult" newspaper, book, magazine, film, picture or merchandise of any kind.

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## **Policies and Procedures: Insurance Protection**

### **Certificate Holder Needs To Be Listed As Follows:**

Regent Partners, LLC, as Manager  
Six Concourse Parkway, Suite 280  
Atlanta, Georgia 30328

[Click here to download Tenant Insurance Requirements](#)

[Click here to download Contractor Insurance Requirements](#)

## **Policies and Procedures: Moving Procedures**

### **MOVE-IN / MOVE-OUT PROCEDURES**

All move-ins and move-outs must be coordinated through the management office. All moving companies must be approved by the management office and must provide proper insurance coverage prior to any move.

Disposal of moving crates or large boxes will be the responsibility of the tenant. No large crates or moving boxes can be discarded in the dumpsters. Small boxes, however, may be disposed of in the compactor provided the boxes are first broken down.

[Moving Policies and Procedures](#)

## **Policies and Procedures: Parking Rules and Regulations**

Convenient and adequate free parking is provided in the Building Five/Six Parking Deck for the use of tenants, their employees and visitors. The visitor parking area in front of Building Five and all visitor spaces in the Parking Deck are for your clients and guests only and are restricted to one-hour parking. Tenants are not allowed to park in the visitor lot or designated visitor spaces. Violators improperly parked will be booted and fined. All tenants and their employees must park in the parking decks. Controlled access is located at the entrances to parking decks for Buildings One, Two and Four and are controlled by their owner.

### **It is not permissible to park in the following spaces or manner:**

1. Visitor parking, if not a visitor to Concourse
  2. No parking zone
  3. Fire lane
  4. Traffic lane
  5. Handicapped space without a state approved handicapped sticker
  6. Tow away zone
  7. Reserved space (24 hours a day, 7 days a week)
  8. Unlined area
  9. More than one space per vehicle
  10. Loading dock area when not loading or unloading
  11. Driveway leading to loading dock
  12. Time controlled space for longer than allowed time
- a. Certain areas must be kept clear for proper traffic flow and for emergency vehicles.
  - b. Handicapped spaces are provided for the disabled in accordance with Georgia law. Any person who parks in these spaces without the required sticker is violating the law and is subject to a ticket and fine from Fulton County Police or Fire Marshall. Handicap stickers may be obtained from any motor vehicle office. Concourse cannot provide these.
  - c. Although security staff patrol the parking deck continuously, we cannot be responsible for theft or damage to your vehicle. Please lock your vehicle at all times. Items subject to theft such as cellular phones, cameras, briefcases, GPS systems and shopping bags should be stored in the trunk or out of sight. Vehicles should never be left overnight in the deck. Please contact security or the management office should you notice any suspicious activity in the garage.

[Click here to download a Parking Registration Form](#)

## **Policies and Procedures: Smoking**

In order to provide a healthy and more attractive work environment, smoking is prohibited in all common areas; including exterior patio areas adjacent to entrance to buildings, building lobbies, atriums, elevator lobbies, restrooms, stairwells, and public corridors. Smoking areas have been established for each building as designated.

Concourse Five & Six The smoking area is located on the 9th level of the parking deck shared by Buildings Five and Six, behind the west elevators.

[Click here to download the Smoking Location Map](#)

## Policies and Procedures: Telecommunication & Cable/Satellite Providers

### Concourse Five Approved Telecom Providers

AT&T	Kevin Vassell 770-547-0570 <a href="mailto:Kv596t@att.com">Kv596t@att.com</a>
Birch (Birch acquired Cebyond)	Jeff Heyd 678-777-1297 <a href="mailto:jeff.heyd@birch.com">jeff.heyd@birch.com</a>
Cogent Communications Level 3 (Level 3 acquired TW Telecom)	Mark Schell 404-406-1904 <a href="mailto:mark.schell@level3.com">mark.schell@level3.com</a>
Verizon	Heather Alexander 678-259-2775 <a href="mailto:heather.a.alexander@verizon.com">heather.a.alexander@verizon.com</a>
XO	T.A. Mitchell 678-803-0017 <a href="mailto:terran.a.mitchell@xo.com">terran.a.mitchell@xo.com</a>
Zayo	<a href="mailto:sherri.purvis@zayo.com">sherri.purvis@zayo.com</a>

### Concourse Six Approved Telecom Providers

AT&T	Kevin Vassell 770-547-0570 <a href="mailto:Kv596t@att.com">Kv596t@att.com</a>
Birch (Birch acquired Cebyond)	Jeff Heyd 678-777-1297 <a href="mailto:jeff.heyd@birch.com">jeff.heyd@birch.com</a>
Cogent Communications	Alanna Loren Cooke 404-591-5765 <a href="mailto:acooke@cogentco.com">acooke@cogentco.com</a>
Level 3 (Level 3 acquired TW Telecom)	Mark Schell 404-406-1904 <a href="mailto:mark.schell@level3.com">mark.schell@level3.com</a>
Verizon	Heather Alexander 678-259-2775 <a href="mailto:heather.a.alexander@verizon.com">heather.a.alexander@verizon.com</a>
XO	T.A. Mitchell 678-803-0017 <a href="mailto:terran.a.mitchell@xo.com">terran.a.mitchell@xo.com</a>
Zayo	<a href="mailto:sherri.purvis@zayo.com">sherri.purvis@zayo.com</a>

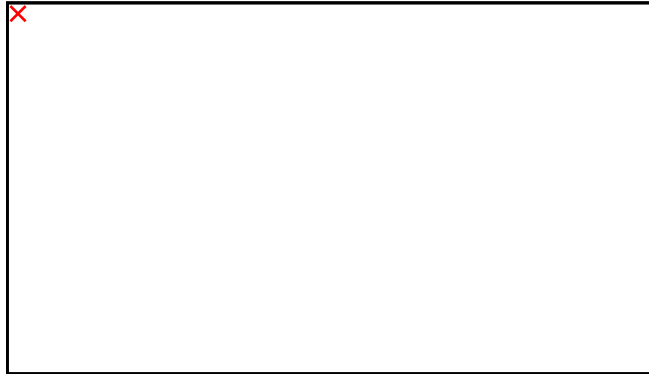
### Building Five & Six Cable/Satellite Providers

Cable	<a href="mailto:frederick_nelthrope@comcast.com">frederick_nelthrope@comcast.com</a>
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## The Neighborhood: 511 Traffic and Travel

Please click on the link below to visit the 511 Traffic and Travel website:



[www.511ga.org](http://www.511ga.org)

5-1-1 is Georgia's Department of Transportation free statewide travel & traffic system, launched in August 2007.

If you are not familiar with 511, you can dial 5-1-1 directly from your cell phone to hear up-to-date traffic reports, report an incident or request HERO assistance, connect to airports in Atlanta and Savannah, connect to transit partners: MARTA, Amtrak, Greyhound, and hear Georgia tourism information and speak with a live operator.