



Titusville Opportunity Park Policy & Procedures

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Table of Contents

1.0	<u>Objectives</u>	6
2.0	<u>Distribution of Policy</u>	6
3.0	<u>Review of Policy</u>	6
4.0	<u>Use of Interior Space by Tenants</u>	6
4.1	<i>Modifications and Leasehold Improvements</i>	6
4.2	<i>Maintenance and Cleaning</i>	7
4.3	<i>Furnace and Other Systems Maintenance</i>	7
4.4	<i>Extermination</i>	7
4.5	<i>Storage</i>	7
4.6	<i>Processes that impact on your neighbors</i>	8
4.7	<i>Restrictions on Forklifts and Other Internal Use Vehicles</i>	8
4.8	<i>Sewer Connections and Use</i>	8
4.9	<i>Temperature</i>	8
4.10	<i>Conduct of Employees</i>	8
5.0	<u>Use of Exterior Space by Tenants</u>	
5.1	<i>Locations for dumpsters, compressors, transformers, etc.</i>	9
5.2	<i>Individual Driveways, Doorways and Entrance Areas</i>	9
5.3	<i>Exterior Walls, Windows, Lawns, etc</i>	9
5.4	<i>Parking, Temporary Parking and Storage</i>	9
6.0	<u>Use of Interior “Common Areas”</u>	
6.1	<i>Common Hallways and Corridors</i>	10
6.2	<i>Common Shipping and Receiving Areas</i>	10
6.3	<i>Common Restrooms</i>	10
6.4	<i>Central Reception Areas</i>	10
6.5	<i>Common Meeting, Presentation and Training Rooms</i>	10
6.6	<i>Shared Utility and Maintenance Costs</i>	11
6.7	<i>Vending Machines</i>	11
7.0	<u>Use of Exterior “Common Areas”</u>	
7.1	<i>Small Common Areas Immediately Adjacent to Leased Space</i>	11
7.2	<i>Large Open Areas</i>	11



Policy & Procedures

7.3	<i>Entrance Corridors and Green Areas</i>	12
7.4	<i>Streets</i>	12
7.5	<i>Littering and Uncontrolled Trash</i>	12
8.0	<u>Mail</u>	
8.1	<i>Location of Mail boxes</i>	12
8.2	<i>Individual Company Addresses</i>	12
8.3	<i>Fed. Ex., U.P.S. and Similar Services</i>	13
9.0	<u>Parking</u>	
9.1	<i>Assigned Employee Parking</i>	13
9.2	<i>Visitor Parking</i>	13
9.3	<i>V.I.P. Parking</i>	13
9.4	<i>Short Term Parking for Shipping and Receiving</i>	13
9.5	<i>Long Term Storage of Trucks, Trailers, etc.</i>	14
9.6	<i>On-Street Parking</i>	14
10.0	<u>Signs</u>	
10.1	<i>Main Entrance Identification Signs</i>	14
10.2	<i>Individual Space Identification Signs</i>	14
10.3	<i>Directional Signs</i>	14
10.4	<i>Temporary Signs</i>	14
10.5	<i>Warning and Safety Signs</i>	14
11.0	<u>e-Mail</u>	
11.1	<i>Obtaining or Registering e-mail Addresses</i>	15
11.2	<i>Official Mode of Correspondence Within the Park</i>	15
12.0	<u>Intranet</u>	
12.1	<i>Establishment</i>	15
12.2	<i>Proposed Uses and Suggestions</i>	15
12.3	<i>How to Obtain Access and Input Authorization</i>	15
13.0	<u>Telephone</u>	
13.1	<i>Available Telecommunication Services</i>	15
13.2	<i>Arrangement of Service</i>	16
14.0	<u>Utilities</u>	
14.1	<i>Utility Bill Calculation</i>	16
14.2	<i>Contact</i>	16
14.3	<i>Common Utility Costs/Calculation Choices</i>	16



Policy & Procedures

15.0	<u>Storage</u>	
15.1	<i>Temporary/Indoor</i>	17
15.2	<i>Temporary/Outdoor</i>	17
16.0	<u>Rail Sidings</u>	
16.1	<i>Availability</i>	17
16.2	<i>Storage of Rail Cars</i>	17
16.3	<i>Contact</i>	17
17.0	<u>Security</u>	
17.1	<i>General Park Security</i>	17
17.2	<i>Individual Building Security</i>	18
17.3	<i>Keys</i>	18
17.4	<i>Restrictions on Movement</i>	18
17.5	<i>Privacy Issues</i>	19
18.0	<u>Maintenance</u>	
18.1	<i>Tenant Responsibilities</i>	19
18.2	<i>Common Area Responsibilities</i>	19
18.3	<i>Scheduled Maintenance</i>	19
18.4	<i>Long-term Improvements</i>	19
18.5	<i>Contact</i>	19
18.6	<i>Emergency Contact</i>	19
18.7	<i>“Outside” Contractors</i>	19
18.8	<i>Trash Pick-up</i>	20
18.9	<i>Snow Plowing/Walk Shoveling</i>	20
18.10	<i>Charge Assessment</i>	20
18.11	<i>Inquiries/Complaints/Requests for Service</i>	20
19.0	<u>Liability Issues & Insurance</u>	
19.1	<i>Company Liability</i>	20
19.2	<i>Common Area Liability</i>	20
19.3	<i>Fire/Damage Coverage</i>	20
19.4	<i>Other Tenants</i>	20
19.5	<i>Contact</i>	21
20.0	<u>Pets</u>	
20.1	<i>Pets</i>	21
21.0	<u>Visitors</u>	
21.1	<i>Location</i>	21
21.2	<i>Parking</i>	21
21.3	<i>Security</i>	21



Policy & Procedures

22.0	<u>Lease Payments</u>	
22.1	<i>Making Payments</i>	21
22.2	<i>Status of Account</i>	22
22.3	<i>What's Included</i>	22
23.0	<u>Contact Information</u>	
23.1	<i>Management Offices</i>	22
23.2	<i>Maintenance</i>	22
23.3	<i>Billing Questions</i>	22
23.4	<i>Power Outages</i>	22
23.5	<i>Water Leaks or Pressure Problems</i>	22
23.6	<i>Heating</i>	22
23.7	<i>Telecommunications</i>	22
23.8	<i>Internet</i>	22
23.9	<i>Scheduling Use of Common Areas</i>	22
23.10	<i>Marketing/Public Relations</i>	22
23.11	<i>Finance</i>	22
23.12	<i>Additional Space</i>	22
23.13	<i>Security Issues</i>	22
23.14	<i>General Complaints</i>	22
23.15	<i>Fire</i>	23
23.16	<i>Police</i>	23
23.17	<i>Medical Emergency</i>	23
23.18	<i>Neighbors</i>	23



Policy & Procedures

1.0 Objectives

The key objectives of Titusville Opportunity Park's policy and procedures are as follows:

- To provide a quality, safe and secure environment for Park tenants in a cost effective way;
- To protect the asset value of the Park's stock through maximising the life of components and minimising the risk of defects occurring;
- To enable the Titusville Redevelopment Authority to anticipate future repair expenditures and make provisions in the overall financial planning of the park;
- To minimise losses associated with tenancy changes;
- To deliver responsive customer service to each tenant in accordance with their lease in a way which is sensitive to individual tenant circumstances.

2.0 Distribution of Policy

This policy is issued to each park tenant and is available on request to any other affected party. It is also posted on the park's web site.

3.0 Review of Policy

The Titusville Redevelopment Authority will review this policy at least every 2 years.

4.0 Use of Interior Space leased by tenants

4.1 Modifications and Leasehold Improvements

Any structural or electrical modifications to the leased space must be approved, in writing, before they can be initiated by tenants. Drawings and detailed descriptions of the work to be performed must be submitted so that they may be reviewed by the appropriate engineering professionals, to assure that the building systems or general uses are not likely to be compromised by the alterations.

Due to the interrelationship of most of the buildings systems, only contractors authorized by the TRA are permitted to complete such work, regardless of who will be billed.



Policy & Procedures

4.1 *Maintenance and Cleaning*

Maintenance and cleaning within leased space is the responsibility of the tenant. Tenants have the option of either cleaning their own leased space or requesting the janitorial services of the TRA for a fee. If maintenance involves work on any of the major systems of the building, TRA staff must be notified. TRA staff will either complete the maintenance work or oversee the completion of work by a TRA approved contractor. If the cause of the repair is due to no fault of the tenant, no charge will be assessed. If the need for the repair can be attributed directly to the tenant's use of the space, then a charge will be assessed, based upon actual time and material costs. Tenants are required to submit a maintenance request form to the Redevelopment Authority office for any work they would like to have done.

4.2 *Furnace and Other Systems Maintenance*

Park maintenance staff will conduct routine maintenance activities normally associated with building systems owned by the Landlord. Access must be given to allow them to complete such tasks unhindered. An example of such tasks is: *replacement of furnace filters*; these will be checked periodically and replaced as needed. The cost shall be passed directly on to each tenant. Because each tenant will not generate the same level of air born particles, which clog up these filters, it is only fair that each company bears the cost of the frequency of their replacement. An invoice for material and service will be sent to the tenant.

4.3 *Extermination*

All office space, leased or not, will be exterminated on a quarterly basis by an Authority approved exterminator. If interim extermination is required in a leased space and the cause can be attributed to tenant activity, the tenant will be responsible for the cost of service.

4.4 *Storage*

Tenants are responsible for the safety of all materials stored within their leased space. Proper "right to know" documentation must be kept and made available to any potentially affected parties. Storage in "common areas" within the building is expected to be short term in nature (no more than two days,) for functions such as "staging" a shipment for the same day or goods delivered that day that have not been transferred to the leased space. Materials stored for more than one day will be subject to charges based upon the square footage of space they effectively prevent others from using. This includes spaces between boxes and aisles necessary to allow for mechanical transport. Outside storage can be arranged by contacting TRA prior to placement.



Policy & Procedures

Charges will vary depending upon the duration of storage and the proximity to buildings.

“Cold storage” is available in the vacant buildings within the complex upon request.

4.5 *Processes that Impact on your Neighbors*

All tenants are responsible for notifying the TRA of any processes, associated with their production that may adversely influence the peaceful enjoyment or operations of any neighboring business. Such as processes that create excessive noise, vibration, dust, heat, etc. Any costs associated with the mitigation of this impact will be the responsibility of the tenant.

4.6 *Restrictions on Fork Lift Trucks and Other Internal Use Vehicles*

All forklifts and similar vehicles used for loading or moving of goods within the buildings, as well as, any other vehicle used within the buildings must be either propane or electric powered. No gasoline or diesel powered equipment will be permitted for use within the buildings unless it is for a special short-term occurrence such as unloading heavy machinery for installation. At no time should fork lifts be used to open doors. The tenant will be held responsible for cost incurred by the repair of doors that have been damaged as a result of this practice.

4.7 *Sewer Connections and Use*

Both the City and the DEP will closely monitor sewer use within the park. All uses of sewer connections must adhere to their guidelines. Sewer pretreatment questionnaires must be completed prior to move in and any changes in use thereafter must be reported.

4.8 *Temperature*

Temperature levels within buildings with central controls will be maintained at the levels suggested by the Public Utilities guidelines, unless the majority of the tenants of the affected space can agree upon a higher or lower setting. Due to safety issues, individual space heaters are strictly prohibited. Specific needs of individual tenants that vary from those norms should be brought to the attention of the TRA for possible solutions.

4.9 *Conduct of Employees*

The tenant will be held responsible for the actions of all of their employees during the time they are within the confines of the Park. This includes such concerns as parking in designated areas, littering, destruction of property, theft, trespass into space leased by others, disputes with other tenants of the Park or their employees, etc.



5.0 Use of *Exterior* Space by Tenants

5.1 Locations for Dumpsters, Compressors, Transformers, etc.

Tenants are responsible for the removal of their own trash. No dumpsters, air compressors, electrical transformers or any other equipment, which cannot be contained within leasehold space, shall be placed outside or upon any building without written approval from TRA. If a dumpster is filled to capacity, contact park maintenance staff for a temporary solution. Do not overfill dumpsters.

5.2 Individual Driveways, Doorways and Entrance Areas

At no time may individual driveways, doorways or entrance areas into one tenants space be blocked by another. Any shared doorways or common corridors must be kept free from obstruction at all times.

5.3 Exterior Walls, Windows, Lawns, etc.

No attachments of any type may be made to the exterior of walls, or roofs, without written permission from TRA.

No modifications to or protrusions from windows are permitted without written authorization.

No fixtures, permanent or temporary are to be placed in lawn areas without prior authorization.

5.4 Parking, Temporary Parking and Storage

Designated tenant parking areas are identified in each tenant's lease. Illegally parked vehicles are subject to towing at owner's expense. In the event that a tenant should require an area for the temporary storage of production material or equipment, in any area outside of their leased space a request must be submitted to the TRA for assignment and written approval.

If parking is required in areas, other than those assigned under the tenants lease, for the temporary parking of trucks, trailers, or other vehicles, written approval must be obtained from TRA.

6.0 Use of *Interior* "Common Areas"

6.1 Common Hallways and Corridors

Common hallways and corridors are intended for the common use of all tenants within a particular building. These areas must be kept clear of any obstructions to the free flow of commerce and pedestrians. No storage of any type can be permitted at any time within these areas.

Tenants are also reminded that any unusual maintenance or janitorial requirements in these corridors assignable to their activities could be reason for additional charges.



Policy & Procedures

6.2 *Common Shipping and Receiving Areas*

The common shipping and receiving areas within buildings are intended to be used as temporary “staging areas” to assemble shipments for pick up the same day, or to hold incoming shipments until arrangements can be made by the tenant to transport them to their leased space. In buildings where individual truck docks are assigned, docks must be kept clear for use by the assigned tenant. Arrangements can be, in most cases, negotiated between tenants to “borrow” additional docking capacity. In buildings where docking bays are not assigned, a shipping and receiving schedule must be established in order to prevent undue costs to tenants waiting to unload while another monopolizes the area. This schedule will be set up by TRA in cooperation with tenants.

Security against loss or damage of goods left in common areas remains the responsibility of the tenant.

It is the responsibility of the tenant to accept their own shipment/fed ex deliveries. If a tenant is unable to be at the park when a delivery is scheduled to occur, it is their responsibility to re-schedule delivery or make arrangements with another tenant, prior to delivery date.

6.3 *Common Restrooms*

In buildings where common restrooms are used, the TRA will be responsible for the routine maintenance and janitorial duties. These costs will be distributed among the tenants using these facilities. It is in their best interest to advise their employees not to unnecessarily mess or damage these facilities for this reason.

These restrooms are to be used for their intended purpose only. No dumping of waste or cleaning of anything aside from hand washing is allowed.

6.4 *Central Reception Areas*

In some of the buildings, central reception areas will be established to act as waiting and receiving rooms for visitors. If traffic warrants, they will be staffed with a shared receptionist. Cost associated with these areas will be distributed amongst the tenants of these buildings.

Please make an effort to keep these spaces attractive, inviting and professional in appearance. Do not attempt to substitute them for a loading dock or storage area.

6.5 *Common Meeting, Presentation and Training Rooms*

It is anticipated that common rooms will be created for use by tenants for meetings, sales presentations, and employee training. Once established, policies and procedures for scheduling will be circulated.



Policy & Procedures

6.6 *Shared Utility and Maintenance Costs*

In order to keep rents at a minimum, the costs associated with the maintenance and upkeep of all of the common areas and shared facilities will be assessed to each tenant. The general formula for assessment of these costs will be based upon the square footage occupied by the tenant - in relationship to the total leaseable space deriving benefit from these services. In cases where a user fee is appropriate, then it will be substituted for the above formula.

Shared costs break down, generally, into two categories; those costs associated with the particular building in which you are located and areas of general use in the Park. Each of these has their own unique set of circumstances. The second area pertains to all of the shared infrastructure and green spaces, in that regard we are similar to a city with a shared responsibility for their care and upkeep and with no means to pay for them outside of user fees and shared cost allocation.

6.7 *Vending Machines*

In order to provide economies of scale and to prevent confusion and conflict between vendors, all vending activities within the Park are controlled by TRA. If you wish special consideration in the placement of vending machines in, or near, your area please contact the office.

Economic models determined by the vendors themselves will largely decide placements.

7.0 **Use of *Exterior* “Common Areas”**

7.1 *Small Common Areas Immediately Adjacent to Leased Space*

Surrounding and adjacent to many of the buildings are areas of grass and landscaping. These are intended to enhance the overall appearance of the building and the Park. They may be used, with written permission from TRA as employee break and recreation areas. Care and upkeep of these areas may be assigned or charged to tenants using them, if appropriate. Regardless of the use, they must be kept presentable and tenants are asked to advise their employees against littering and destructive practices.

7.2 *Large Open Areas*

Most of the large open areas of the Park fall into one of two categories; entrance corridors and developable land. The entrance corridors must be kept open and maintained. The developable land may be made available for temporary storage, with permission from the office. No storage, of any kind will be permitted without written permission. This includes material, trailers, vehicles of any type, or finished goods.



Policy & Procedures

7.3 *Entrance Corridors and Green Areas*

As mentioned above, the entrance corridors into the park are designed, to create a favorable impression upon visitors and customers, they must be kept in presentable condition at all times. Truck and autos are not permitted to park in these areas, causing ruts, congestion and degradation of the landscaping.

7.4 *Streets*

Most of the streets within the Park are public thoroughfares and are governed by laws of the City of Titusville. Tenants are encouraged to obey all posted traffic signage. Due to congestion caused by the location of buildings next to the roadway and the concentration of personnel and delivery vehicles, speeds must be kept at or below 5mph. Accidents are likely to impact directly upon insurance rates for the Park, in general and perhaps, in the case of workers compensation, upon individual tenant policies themselves. Employers are expected to discourage employees from using the streets unnecessarily. Parking areas are designed to minimize the need for vehicular movement within the Park.

7.5 *Littering and Uncontrolled Trash*

Employers are expected to require their employees not to litter. Littering is fineable anywhere in the State of Pennsylvania. If a dumpster is filled to capacity, contact park maintenance staff for a temporary solution. Do not overfill dumpsters.

8.0 Mail

8.1 *Location of Mail Boxes*

Because the U.S. Postal Service considers the entire complex as one property, they will not consider mail delivery to your individual space. A location on the edge of the complex near the Guard House at the East gate will be the point where all mail will be deposited in boxes for the Park. A collective arrangement of suitable mail receptacles has been erected by TRA for your use. Individual building numbers and company names will be placed on your box by the Park maintenance after your lease has been signed. If more secure arrangements are required than the boxes provided, contact the Office.

8.2 *Individual Company Addresses*

Individual company addresses will be treated in similar fashion to the mail delivery. There is one address for the Park. Each subsequent space will be distinguished as a Building and Suite number.



Policy & Procedures

8.3 *Fed. Ex., U.P.S. and Similar Services*

At the current time, we anticipate that the above services will deliver to your door. We will pursue central collection receptacles for Fed. Ex, etc. for your convenience. It is the responsibility of the tenant to accept their own shipment/fed ex deliveries. If a tenant is unable to be at the park when a delivery is scheduled to occur, it is their responsibility to re-schedule delivery or make arrangements with another tenant, prior to delivery date.

9.0 **Parking**

9.1 *Assigned Employee Parking*

Upon initial lease up, each tenant was asked to identify the number of employees we should anticipate in terms of parking needs. At that time parking, areas were designated for each tenant. It is expected that your employees will park only in your designated area. Should your employment increase, notify the office so that additional parking may be designated to accommodate your expanded need. Employees parking in an area other than the designated area identified in your lease could result in the car being towed at the owner's expense.

9.2 *Visitor Parking*

At various locations throughout the complex, certain areas have been designated as "visitor parking." It is expected that anyone who is visiting your location, such as, salespersons, customers, etc. will use these spaces. They are not intended to be used by regular employees or owners as permanent parking spaces.

9.3 *V.I.P. Parking*

Wherever it has been practical to do so we have created parking slots that, we have called "VIP" spaces. These are intended for those special cases where it is not desirable for the person parking there to walk the additional steps required to reach the regular parking areas. If they are assigned to your company then it is up to your discretion to use them as you see fit; for that special customer, the CEO from the main office, or simply to leave space for the UPS man to make his deliveries. We will continue to leave this policy without additional structure unless common usage indicates that a more restricted policy is needed.

9.4 *Short Term Parking for Shipping and Receiving*

Due to the restrictive layout of much of the complex, particular attention must be paid to "bottlenecks" caused by delivery trucks. Spaces will be designated for the temporary stops of the vehicles where they will present the minimum intrusion without requiring long walks for delivery personnel. We ask that these spaces be kept open and not occupied for temporary employee needs etc.



Policy & Procedures

9.5 *Long Term Storage of Trucks, Trailers, etc.*

In cases where tenants have semi trucks and trailers of their own, or similar delivery vehicles which can not be kept within your leased space, accommodations can be made for parking in areas that will not impede the flow of traffic or interfere with planned infrastructure work in the complex. Similar arrangements can be made for trucking companies that are not located within the park, but who have sufficient deliveries that it makes economic sense for them to park these vehicles within the complex. Vehicles will not be permitted to remain in areas where they have not been assigned. Please contact the TRA office to receive these assignments.

9.6 *On-Street Parking*

“On street parking” is not permitted anywhere within the complex, other than in areas designated for pick up and delivery vehicles.

10.0 **Signs**

10.1 *Main Entrance Identification Signs*

Two large signs, identifying the TOP are placed at each end of the complex. “Shingles” identifying the industries within are suspended beneath. No other identification signs will be permitted on the street or common areas without the written permission of the Titusville Redevelopment Authority.

10.2 *Individual Space Identification Signs*

Individual building complex signs, similar to the main entrance signs is located on each building, identifying the industries within.

10.3 *Directional Signs*

Outside of the two signs above, only general directional signs are anticipated, such as locations of shipping/receiving areas, temporary delivery areas, etc.

10.4 *Temporary Signs*

Signs required by special occasions, such as open house, etc. might be permitted if approved before their installation.

10.5 *Warning and Safety Signs*

Warning and safety signs will be posted throughout the complex warning of hazard. Tenants are encouraged to point out areas where signage is needed.



Policy & Procedures

11.0 e-Mail

11.1 Obtaining or Registering e-mail Addresses

All correspondence from the TRA will be sent in the form of email to tenants of the TOP. Initially we will follow up with paper copies through the mail, but our intention is to phase out paper copies. We feel that digital correspondence is faster and more easily filed and distributed by all parties involved. All tenants must, therefore have an email address to receive such correspondence. Email accounts may be established by contacting an Internet Service Provider.

11.2 Official Mode of Correspondence Within the Park

In addition to billing and notices, it is anticipated that collective marketing and communications networks will be established for tenants of the Park with connection to the world. TOP will support it's own "domain name" and web site for this purpose. All park tenants will be provided space to place links and pages on that site.

12.0 Intranet

12.1 Establishment

In addition to the web site mentioned for the Park, a TOP "intranet" is also being explored for direct communication between industries within the Park.

12.2 Proposed Use and Suggestions

Proposed uses and suggestions will be explored and discussed with CEO's of TOP companies before the establishment of such an Intranet.

12.3 How To Obtain Access and Input Information

Internet connections and access can be arranged by email request to info@tcda.org or by calling the TRA offices at 827-3668.

13.0 Telephone

13.1 Available Telecommunications Services

Currently communication lines installed for the previous owner by AT&T service the Park, internally. These lines are all connected at the "Demark Point" of Verizon in Building one. Services presently used include up to full 1.5 meg "T 1" lines. Verizon assures additional levels of service if justified by the users business.



Policy & Procedures

13.2 *Arrangement of Service*

Tenants of the TOP make their own arrangements for services from Verizon and the long distance carrier of their choice. These services are then activated to the “Demark Point” in building 1, at which point the public utility ends their responsibility. From Building, #1 to the individual tenant space the connections are activated to the point of the tenants telephone equipment by a private telecommunications contractor approved for work within TOP (at the present time this is “Changing Times” which may be contacted through TOP management). All costs associated with activation and provision of telecommunication services are solely those of the tenant, this includes Verizon, Changing Times, etc.

14.0 Utilities

14.1 *Utility Bill Calculation*

In those buildings where the TOP management is the aggregate buyer of utilities, individual tenant’s costs will be broken down by one of two methods. Wherever possible, an individual meter will be placed on the service line into the tenant’s space. Where this proves to be unpractical a formula for usage will be determined based upon the square footage of the space leased in relationship to all other space governed by the meter for that building. Each month, the Park management itemizes your consumption or proportionate share of these utility costs and will issue a statement. Payment will be made to the Park management in most cases, as the aggregate buyer of the utility service, who will, in turn make payment to the utility supplier. This is done, to create collective buying power and economies of scale for all Park tenants.

14.2 *Contact*

Initial contact should be made through the Park management at 827-3668 or info@tcda.org. Email correspondence is preferred, so that both parties can maintain a record of requests for service.

14.3 *Common Utility Costs/Calculation Choices*

Common utility cost fall in two categories and can best be described as either utilities associated to the TOP in general (such as street lights, etc.) or those that are connected to common areas within the particular building you share with other tenants (such as, heat and lights for entry ways, corridors and shipping areas). They are generally distributed amongst all tenants of the Park on the same square footage formula, except in rare cases where a particular tenant is a disproportionate user of a particular “common utility”. In such cases, an individual agreement with that tenant is agreed upon.



15.0 Storage

15.1 *Temporary/Indoor*

It is expected that most tenants of the Park will have adequate storage for their production needs contained within their leased space. In the occasion that additional space is required on either a short or long-term basis, arrangements can be made with the Park management to lease additional inside storage space. The rate charged for such storage will vary depending upon the amount and quality of space required. (For example, heated, cement floor, loading dock area, etc.) Unauthorized use of empty or underutilized space without prior permission is prohibited.

15.2 *Temporary/Outdoor*

Should a tenant have need to store production materials or equipment in areas outside of the building that they lease, permission must be obtained from the Park management.

16.0 Rail Sidings

16.1 *Availability*

At the present time there are no established sidings within the TOP. Load and unloading of rail freight is being done with forklifts from cars temporarily parked on the industrial spur line. Grant applications have been submitted to establish permanent loading and unloading facilities that will be made available for the use of Park tenants. Should a tenant find that they need a rail siding into or near their leased space for their exclusive use, contact the Park management to determine the feasibility of such an accommodation.

16.2 *Storage of Rail Cars*

There is a shortage of storage locations for loaded or empty rail cars at this time for the entire OC&T service area. Plans have been made to establish additional storage siding to accommodate tenants for the Park.

16.3 *Contact*

Rail freight shipments can be arranged through the OC&T Lines. Contact the Park management for instruction on how to reach them.

17.0 Security

17.1 *General Park Security*

At the present time, there is no added security at the Park outside of the regular service provided by the Titusville Police Department. Electronic surveillance equipment will be installed as soon as funds are available.



Policy & Procedures

17.2 *Individual Building Security*

The same is true for individual building security. Tenants may purchase and install their own security systems after notifying the Park management of their intention to do so. In the event of a tenant installed security system, arrangements must be made to disarm alarms and determine their validity so that the quiet enjoyment by other Park Tenant's is not unduly disturbed. Arrangement can be made through Park Management. Tenant installed alarm systems that produce false alarms with such frequency as to unduly disturb other tenants and unnecessarily summon emergency personnel will be required to be removed. Any charges levied by emergency agencies in response to an alarm will be the responsibility of the person responsible for triggering the alarm or in cases where the responsible person cannot be identified, the owner of the alarm. Park management will not be responsible for alarm systems that are activated by the normal conduct of business by other tenants or park maintenance personnel.

17.3 *Keys*

All locks to door gates and access areas, including padlocks, within the Park will be installed by bonded personnel hired by Park management and will be part of a security system designed by Best Lock Company. Individual tenant locks will be changed with new keys issued at the time of move in. A system of progressive security through master, sub master and individual room keys has been designed to accommodate suites of rooms leased by the same tenant. Limited access will be allowed to Park personnel and maintenance staff. For example, general maintenance or janitorial staff may have access keys that allow entry into the common hallways of a building, but will not allow access to individual offices or production area. Tenants sharing the same building may have common entry door keys, but will be denied access to another' individual suites. At the same time total access will be possible by Titusville Police and Fire Departments for emergency purposes. Entry into tenant spaces by Park personnel will not be permitted without proper advanced notice to tenants except in the case of the need for emergency repairs or similar instances where advance notice is not possible and would not be expected.

17.4 *Restrictions on Movement*

Tenants, their employees and guests will be expected to respect the space of other tenants of the park. Free roaming into space leased by another will not be permitted, nor will "shortcuts" through another building or common space of another group of tenants.



Policy & Procedures

17.5 *Privacy Issues*

Tenants will regard all space leased by others with respect. All spaces will be treated as if proprietary production practices were in use and regarded as the private business of the tenants of such space. Tenants, or Park management will not conduct tours of others production spaces without the express permission of that tenant. Salesmen or the general public will not be permitted to move freely throughout the Park. A responsible Park tenant must escort all persons not employed within the Park.

18.0 **Maintenance**

18.1 *Tenant Responsibilities*

In general, tenants will be responsible for the janitorial functions within their own individual leased space unless stated otherwise in their lease.

18.2 *Common Area Responsibilities*

Care and maintenance of common areas will generally be that of the Park management. Cost associated with such maintenance will be split between tenants that share such common areas.

18.3 *Scheduled Maintenance*

Normal replacements or maintenance of building systems within the Park will be the responsibility of the Park management. If entry into tenant-leased space is required to conduct such maintenance, proper notice will be given and access for this purpose will not be denied.

18.4 *Long-term Improvements*

Major capital improvements to building systems and grounds will be the responsibility of Park management and will be undertaken as needed, subject to the availability of funds.

18.5 *Contact*

Requests for maintenance services should be sent via e-mail to info@tcda.org. Tasks will then be scheduled and the tenant will be informed of the date and time to expect such service by return e-mail.

18.6 *Emergency Contact*

Emergency calls can be made to 827-3668 or after hours to 671-2201.

18.7 *Outside Contractors*

Only Titusville Redevelopment Authority approved contractors will be permitted to work on Park buildings and systems. If a tenant wishes to contract for leasehold improvement with one of these contractors, a list can be obtained through the Park management.



Policy & Procedures

18.8 *Trash Pick-up*

Individual disposal needs of production waste must be arranged by each tenant. Park management must approve locations for dumpsters. Office trash and garbage may be disposed of in one of the common dumpsters provided throughout the Park for this purpose.

18.9 *Snow Plowing/Walk Shoveling*

Park management will plow snow in the common thoroughfares and parking areas. Tenants employing several shifts may be asked to vary parking locations for different shifts to allow for complete cleaning of lots. Tenants who need to have snow removed more frequently than scheduled snow removal should make provisions with Park management. In the case of continuous snowfall or icing events, tenants are encouraged to shovel and spread “ice melt” at the entry and exit doors to their leased space, thereby avoiding accidents and providing relief to park staff. General sidewalk shoveling will be conducted at least daily in the case of significant accumulation.

18.10 *Charge Assessment*

All tenants will share charges for routine maintenance. Specific requests or maintenance necessitated by the unusual need of a tenant may be billed to the individual tenant.

18.11 *Inquiries/Complaints/Requests for Service*

For all of the above – e-mail to info@tcda.org or call 827-3668
Post mail to P.O. Box 425 Titusville, PA 16354

19.0 **Liability Issues & Insurance**

19.1 *Company Liability*

Tenants should check with their insurance agent for the definitive answer to specific question. However, the tenants leased space and the common area leading into tenant’s space are generally considered the responsibility of the tenant.

19.2 *Common Area Liability*

The broader common areas remain the responsibility of the Landlord. However, it is advisable that you provide yourself with the broadest coverage possible.

19.3 *Fire/Damage Coverage*

It is the policy of the Landlord to carry fire insurance on all buildings that are occupied. Unoccupied buildings are not covered by fire insurance.

19.4 *Other Tenants*

The same guidelines and regulations govern all tenants. However, individual tenant policies will vary.



Policy & Procedures

19.5 *Contact*

Notify the Redevelopment Authority office at 827-3668 and your insurance agent at the same time. This practice will expedite the claim process.

20.0 **Pets**

20.1 *Pets*

As a multi-tenant industrial complex, TOP is not an ideal location for pets. However, accommodations can be made in tenants' lease which reflect the tenants desire to bring a domestic pet into their leased space if declared upon the time of negotiation or renewal of lease. Tenant will be required to carry adequate liability insurance, which provides coverage for property and personal damage. Tenants bringing a pet into the park should have in their possession a device for the removal of animal excrement and a depository for the proper disposal of such excrement. Tenants should not permit their pet to engage in loud barking or howling. As landlord, the TRA has a duty to ensure the safety of tenants in common areas of buildings. When in common areas, pets should be leashed or secured and restrained. Animals of known intemperate, antisocial, dangerous or fierce behavior are prohibited from the TOP property at all times. Any and all liability associated with a pet rests solely and completely with the tenant. Authority staff and Park personnel reserve the right to determine the impact of a pet in the park and it's potential exile.

21.0 **Visitors**

21.1 *Location*

Directional signs are located at each entrance of the Park. Each building is identified by a sign indicating the building number and shingles indicating the tenant's location within that building. An interior building signage system is being designed and anticipated to be in place in the near future.

21.2 *Parking*

Designated employee and visitor parking is defined in the Tenants lease.

21.3 *Security*

Tenants visitors should be considered as their "guests." Tenant is responsible for their guests while at the park. Tenant should make accommodations to see that they do not wander off into other tenants leased space for proprietary and disturbance issues.

22.0 **Lease Payments**

22.1 *Making Payments*

Rent is due on the first of each month. Billing invoices are mailed on the 20th of each month for the following months rent. Checks should be made out to Titusville Opportunity Park and sent to the offices of the Titusville



Policy & Procedures

Redevelopment Authority, 144 West Spring Street, P.O. Box 425,
Titusville, PA 16354.

22.2 *Status of Account*

The status of your account can be checked by contacting the Authority's Financial Coordinator by calling 827-3668.

22.3 *What's Included*

It depends on the building tenant is located in. If you have questions regarding this issue contact the Authority's Financial Coordinator at 827-3668.

23.0 **Contact Information**

23.1 *Management Offices* – Titusville Redevelopment Authority offices 827-3668

23.2 *Maintenance* – Pat Brown, TOP Operations Coordinator can be reached by calling 671-2201

23.3 *Billing Questions* – Kathy Hopkins, TRA Financial Coordinator can be reached by calling 827-3668

23.4 *Power Outages* – Can be reported between 8 a.m.-4 p.m. by calling 827-3668. After hours please call 671-2201.

23.5 *Water Leaks or Pressure Problems* – Pat Brown, TOP Operations Coordinator can be reached by calling 671-2201

23.6 *Heating* – Pat Brown, TOP Operations Coordinator can be reached by calling 671-2201

23.7 *Telecommunications* – Call your service provider (ex. Verizon) The wiring within the park and buildings is owned by the TRA. The outside connection to Verizon is to one singular point. Problems within the park are the responsibility of Verizon. Problems experienced within tenant's space are the responsibility of Changing Times.

23.8 *Internet* – Call your Internet service provider.

23.9 *Scheduling Use of Common Areas* – Pat Brown, TOP Operations Coordinator can be reached by calling 671-2201

23.10 *Marketing/Public Relations* – Christine Bravo, TRA Marketing/Public Relations Coordinator can be reached by calling 827-3668.

23.11 *Finance* – Kathy Hopkins, TRA Financial Coordinator can be reached by calling 827-3668

23.12 *Additional Space* – Pat Brown, TOP Operations Coordinator can be reached by calling 671-2201

23.13 *Security Issues* – Pat Brown, TOP Operations Coordinator can be reached by calling 671-2201

23.14 *General Complaints* – Authority offices will take general complaints.



Policy & Procedures

- 23.15 *Fire* – 911. Authority offices should be notified of all incidents.
- 23.16 *Police* – 827-2222. Tenants should report all incidents to Authority offices.
- 23.17 *Medical Emergency* – 911. Tenants should report all incidents to Authority offices.
- 23.18 *Neighbors* – The Authority encourages tenants to try to work out any differences but if a polite, neighborly inquiry or concern is not acted upon favorably, do not pursue; Authority staff will intervene on tenant's behalf to seek a solution.