

TABLE OF CONTENTS

WELCOME LETTER	1
MAINTENANCE REQUEST FORM	2
DIRECTORY	4
BUILDING POLICIES	5
EMERGENCY PROCEDURES	6
BUILDING SERVICES	9

Arbutus Business Center



Hill Management Services, Inc.  
9640 Deereco Road  
Timonium, Maryland 21093  
Voice 410-561-1300  
FAX 410-628-6000  
info@hillmgt.com

---

Dear Tenant:

On behalf of Hill Management Services, Inc., we would like to welcome you to the Arbutus Business Center.

This Tenant Handbook provides the answers to many questions you may have concerning services, policies, and procedures at the Arbutus Business Center. We know that you will find this handbook helpful and recommend that you keep it in a convenient location for easy access. This handbook is available on Hill Management's website at [www.hillmgt.com](http://www.hillmgt.com).

Hill Management is committed to providing our tenants with a high level of service. We will strive to make the Arbutus Business Center the ideal location for your business as well as a professional environment to entertain your clients.

If you have any additional comments or concerns that are not addressed in this handbook, please call the Hill Management office at (410) 561-1300. We thank you for choosing the Arbutus Business Center, and we look forward to a mutually beneficial business relationship.

Sincerely,

Hill Management Services, Inc.

## MAINTENANCE REQUEST FORM

A sample of our maintenance request form can be seen below. This form can be found on our website at [www.hillmgt.com](http://www.hillmgt.com), and obtained by clicking on the link for Arbutus Business Center. If you have internet access, please use this form for any maintenance request considered non-emergency.

Hill Management: Maintenance Request Form (Office/Warehouse Park) - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://www.hillmgt.com/maintwarehouseform.html

Home Office Buildings Office/Warehouse Parks Retail Locations Conference Centers Mini Storage Hotels Information

### Maintenance Request Form

Office/Warehouse Park

\* = required entry

Property: Arbutus Business Center

Address/Suite: 123 Anywhere Street \*

Name of Company: ABC Company \*

Requested By: John Smith \*

Email: someone@somewhere.com

Phone: 410-555-1212 \*

Service Requested: \*

Type description of request in this area and complete by clicking "Submit Request"

Submit Request

**Hill**  
Management

Hill Management Services, Inc.  
9640 Deereco Road  
Timonium, Maryland 21093  
(410) 666-1000  
[info@hillmgt.com](mailto:info@hillmgt.com)

[Home](#) | [Office Buildings](#) | [Office/Warehouse Parks](#) | [Retail](#)

Done

Attached on the following page is a faxable maintenance request form. Please complete this form for any maintenance request considered non emergency and FAX to (410) 628-2700.



# Maintenance Request Form

Property: \_\_\_\_\_

Date Requested: \_\_\_\_\_

Time: \_\_\_\_\_

Address/Suite: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Requested By: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**Service Requested:**

EMERGENCY

Fire Department

Emergency	911
Non-Emergency	410-887-4880

Police

Emergency	911
Non-Emergency	410-887-2222
	410-887-1820

LEASING

Hill Management Services, Inc. 9640 Deereco Road Timonium, MD 21093	410-666-1000
---	--------------

MAINTENANCE

During Normal Business Hours	410-561-1300
After-Hours Emergency Maintenance	410-288-7630

MANAGEMENT OFFICE

Hill Management Services, Inc 9640 Deereco Road Timonium, MD 21093	410-561-1300
--	--------------

## BUILDING POLICIES

### RENTAL PAYMENTS

Rental payments are not accepted at the main office. Please mail payments to:  
Hill Management Services, Inc.  
P.O. Box 4835  
Timonium, Maryland 21094

Please make checks payable to Hill Management.

### PYLON SIGNAGE

Hill Management has provided the tenants with an exterior pylon sign for tenant's advertisement. Please check with the Property Manager for availability and sign specifications. Should space be available, signage details must be submitted and approved by Hill Management prior to installation.

### NON SMOKING POLICY

Smoking is prohibited per Maryland code.

### PARKING

Parking spaces immediately in front of each tenant's suite should be allocated for tenant's customers and visitors, so please encourage employees to park in overflow areas.

### TRAILERS AND RECREATIONAL VEHICLES

Trailers and recreational vehicles of any sort, unless approved by the Landlord, are not permitted to be parked, stored, or stationed at any time on the property.

### TELEPHONE AND ELECTRICAL ROOM ACCESS

Access to the telephone and electrical rooms must be approved and scheduled with Hill Management. Please do not obstruct the entrance to these rooms with cars, pallets, dumpsters, or any other debris.

# **EMERGENCY PROCEDURES**

## **EMERGENCIES**

First dial 911, then report all emergencies to Hill Management by calling (410) 561-1300 during the business hours of 8:00 a.m. to 5:00p.m. After 5:00 p.m., please call the answering service at (410) 288-7630. When calling these numbers, please provide the following information: property name, suite number, tenant company name, name of person calling, phone number and the nature of the emergency.

## **CONTACT INFORMATION**

Tenants must provide Hill Management with a current emergency contact list, which lists key management personnel and telephone numbers where they may be reached in the event of an emergency.

## **IN CASE OF FIRE**

Call 911 and give the street address and suite number.

## **IN CASE OF BOMB THREAT**

In the event that a bomb threat is made to your office there are certain procedures you may follow that will be helpful to the police in determining the appropriate course of action. Set forth is a checklist in general circulation that may be followed if your office receives a bomb threat. Remember every detail is important. The more information you may obtain from a caller the greater assistance the police can provide.

After receiving a threatening phone call you should notify the police department by dialing 911 and then you should notify Hill Management at (410) 561-1300. The building management staff will meet the police department at the building in order to provide the police department with access to the building for searching and evacuating purposes.

# Bomb Threat Checklist

*This form is to be immediately completed upon receiving a bomb threat.*

Exact Wording of the Threat:

---

---

---

Date: \_\_\_\_\_ Person Receiving Call: \_\_\_\_\_ Phone Ext: \_\_\_\_\_

When receiving a threatening phone call, remain calm and take notes. Try to find out as much as possible about the caller and the threat. *Ask the following type of questions:*

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb located? \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does the bomb look like? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. How do you know about this bomb? \_\_\_\_\_
7. What is your name? \_\_\_\_\_
8. Why do you want to hurt or kill people? \_\_\_\_\_

Caller's Identity:

Male          Female          Approximate Age: \_\_\_\_\_ Race: \_\_\_\_\_

Voice Characteristics:

Calm          Angry          Excited          Slow          Rapid          Deep          Soft  
Loud          Crying          Normal          Distinct          Slurred          Cracking Voice  
Nasal          Stutter          Laughter          Whisper

Accent: \_\_\_\_\_ Familiar: \_\_\_\_\_

Language of Threat: Excellent Grammar          Fair Grammar          Poor Grammar

Foul Language          Message read by caller

Background Sounds: Street Noises          Animal Noises          Motor Noises

Local Call          Long Distance          Clear Line          Static Line

Other Voices          Music in Background          Other: \_\_\_\_\_

Report call immediately to Police Department **911**

## IN CASE OF POWER FAILURE

Contact BGE immediately at (410) 265-4100, then notify Hill Management at (410) 561-1300.

## IN CASE OF MEDICAL EMERGENCIES

1. Dial 911
2. Notify Hill Management at (410) 561-1300.
3. Dispatch someone to meet ambulance at building entrance.
4. Keep victim WARM.
5. Determine, if possible:
  - a. Name, address and age.
  - b. Nature of illness or injury.
  - c. Allergies and on any medication?
  - d. Local doctor and date last treated.
  - e. Notice alertness of patient and remain calm. Comfort patient with calming tone of voice.

## BUILDING SERVICES

### MAINTENANCE

Should exterior maintenance problems arise during the business hours of 8:00 a.m. to 5:00 p.m., call Hill Management at (410) 561-1300. After 5:00 p.m., please call the answering service at (410) 288-7630. When calling these numbers, please provide the following information: property name, suite number, tenant company name, name of person calling, phone number and nature of the problem.

### TRASH REMOVAL

It is the responsibility of the tenant to obtain a refuse container for their individual use. Each tenant is to keep the exterior in a clean and sanitary condition. DO NOT place any debris outside the container at any time.

### EXTERMINATOR SERVICE

It is the responsibility of the tenant to obtain the contract of a licensed pest control company for their suite.