

WELCOME BOOK

(GLENDALE, AZ)

Pre-Move-In Checklist

***MANDATORY PRIOR TO MOVE-IN**

- ☐ **The full security deposit and first month's rent must be paid through the Tenant Portal (see page 3) on or before your move-in date.**
- ☐ **Contact Insurance Agency**
Use any insurance agency of your choice. Below are some agencies we've used:
 - James Moore at Meridian Capstone Insurance, (480) 861-1448
jlmoore@meridiancapstone.com (EN/ES)
 - Caden Potts at Allstate (435) 557-4886, cadenpotts@allstate.com (EN/ES)
 - Next Insurance, nextsinsurance.com (online)
- ☐ **Submit required Certificate of Insurance* in the Tenant Portal for approval**
See Article 12: Insurance in the lease addendum as a reference
 - Share the example of "Certificate of Liability Insurance" with your broker (page 4)
 - Insured must be your name or company name listed in the lease.
 - The Address of Insured is the property address and unit # of the leased space
 - The Additional Insured/Certificate Holder must be listed as

FlexShops, LLC
7915 N Glen Harbor Blvd, Glendale AZ 85307
FlexShops Management LLC, FlexShops Property Holdings LLC
831 E Pioneer Road, Suite 100 Draper, UT 84020

***Tenants are given 30 days to obtain the required insurance as stated in the lease.
Failure to do so will result in a monthly \$300 fine.**

ADDITIONAL INFORMATION

- ☐ **How to obtain appropriate state and city licenses**
 - Ensure all necessary permits are in place with city, county, and state requirements ie. Hazardous waste, storage of hazardous chemicals, automotive, etc.
- ☐ **Additional keys request**
 - To request additional keys, please submit a service request through the Tenant Portal at <https://workbay.mriresidentconnect.com/>.
 - Once the request is received, the property manager will follow up with next steps, including any applicable approval requirements, timing, or fees.
- ☐ **Recommended Locksmith Services**
 - Rockeys Locksmith Inc (480) 847-8989

Additional Information

☐ How to Submit a Tenant Improvement Request

- To request approval for improvements or modifications, please submit a request through the Tenant Portal at <https://workbay.mriresidentconnect.com/>.

☐ What to include in a Tenant Improvement Request

- When submitting your request, include a clear description of the proposed work, the area of the unit affected, the reason for the improvement, and any supporting details, such as drawings, photos, contractor information, or estimated timelines.
- Note: Submitting a request does not mean the improvement has been approved. WorkBay must review and provide written approval before any work begins.

☐ How to Submit a Maintenance Request

- To submit a maintenance request, log in to your Tenant Portal at <https://workbay.mriresidentconnect.com/>.
 - Once you are logged in, select “New Service Request” from the menu on the left-hand side of the screen and follow the prompts to enter the details of your request.
- submit a maintenance request, log in to your Tenant Portal at workbay.mriresidentconnect.com

☐ How to Check the Status of a Maintenance Request

- To check the status of a maintenance request, log in to your Tenant Portal. Once you are logged in, select “Service Request History” from the menu on the left-hand side of the screen. From there, you can view your submitted requests and check for updates on their status.

☐ Signage

- Signage is welcomed and encouraged. All exterior signs must fit within the existing grommets attached to the outside of the building near your unit.
- Before installing signage, please submit the proposed sign design, dimensions, and installation details to WorkBay for review and approval.

Lease Payment Options

All lease payments must be made through the Tenant Portal. The Property Manager will NOT accept any payment. An activation link to set up the portal was sent to your email. You can access your portal <https://workbay.mriresidentconnect.com> to pay all rent and charges.

PAYMENT TYPES

WorkBay accepts several payment methods through the Tenant Portal. Processing fees vary by payment type

- eCheck **Recommended No-Cost Option**
 - *Monthly
 - *AutoPay **balance** to avoid late fees
- Credit or Debit card (fees apply)

MAKE A PAYMENT

Echecks and credit/debit card payments can be made via the Tenant Portal.

1. Login to the Tenant Portal
 - *(use the email/password previously used to sign the lease.)
2. Choose Pay Now to make a one-time payment with
 - *eCheck or credit/debit card
 - *insert card information and then the amount
3. Choose Set Up Autopay for automatic, on-time payments.
 - To set up autopay, log in to the Tenant Portal. Once logged in, select the recurring payment options from the menu on the left-hand side of the screen
 - When setting up autopay, you will be asked to enter a start date, end date, payment day, frequency, and payment amount.
 - Account holder first and last name must match the first and last name on the bank account.
 - Provide the bank routing number, account type, account number. If you don't have a physical check, call your bank for this information.
 - Choose to pay the balance instead of a set amount to eliminate late fees

The diagram shows a check from John Adams, 1234 Main Street, New York, NY 12345-0000. The check is dated 01/01 and has a check number 123. The payee is 'PAY TO THE ORDER OF' and the amount is '\$'. The bank is 'Checking Savings Investments Bank, New York, NY 12345-0000'. The check number is 123. Below the check, three labels with arrows point to specific parts: 'Routing Number' points to the first four digits (1234), 'Account Number' points to the next eight digits (567899), and 'Check Number' points to the last three digits (0123).

Insurance Requirements

Please reference Section 12 of the Lease Addendum



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT NAME:		FAX (A/C, No):	
		PHONE (A/C, No, Ext):			
		E-MAIL ADDRESS:			
		INSURER(S) AFFORDING COVERAGE			NAIC #
		INSURER A:			
		INSURER B:			
		INSURER C:			
		INSURER D:			
		INSURER E:			
		INSURER F:			

The Insured must match the name or company on the lease. The address MUST include the property street and UNIT #.

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:					
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.									
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☒ PROJECT ☐ LOC OTHER:	☒	☒	Required minimums per lease			EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000 \$		
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☒ OWNED AUTOS ONLY ☒ SCHEDULED AUTOS NON-OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY	☒	☒		If needed			COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$	
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$								EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	☐ Y ☒ N	☐ A ☒ X			Required if employees work onsite			☒ PER STATUTE ☐ OTH-ER Minimum E.L. EACH ACCIDENT \$ Set by E.L. DISEASE - EA EMPLOYEE \$ State E.L. DISEASE - POLICY LIMIT \$
	X-marks above per lease								

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Description of the type of business/use you'll be doing in the unit.

PLEASE ADD:

CERTIFICATE HOLDER and OWNER as additional insured

CERTIFICATE HOLDER PLEASE ADD: FlexShops Management, LLC & WorkBay, LLC and <park name>, LLC PO Box 61 Draper, Utah 84020	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Park Rules

BE GOOD NEIGHBORS

Please be mindful of others, including adhering to the park rules. Keep your business areas clean. Do not leave boxes, pallets, supplies outside of your units. This will keep CAM costs down.

NO SMOKING BUILDING

Tenant shall not permit smoking or vaping on or within the Premises at any time.

LODGING

No lodging or sleeping is authorized in the premises or any common areas in the building.

PETS

No pets of any kind are allowed. Because this is a commercial project, with various industrial and commercial activities, dogs and other pets are not allowed under any circumstances. Tenant shall pay Property Manager a \$50 fine for each violation of this provision.

GARBAGE/DUMPSTER

- Break down boxes prior to throwing in the dumpsters so there is space for additional trash
- Do not leave trash in the area around/outside of the dumpsters
- The following items are prohibited:
 - Paint
 - Pallets
 - Tires
 - Concrete
 - Barrels
 - Fencing
 - Landscape Materials
 - Furniture

PARKING

- Tenants shall adhere to all posted signs and park in designated parking areas.
- Overnight parking is available with a Workbay Car Hanger add-on for \$50/month.
- Parking is limited to legal parking within the size of the parking stall.
- The property manager is not responsible for any damage to vehicles, injury to persons or loss of property. All risks are assumed by the person using the parking areas.
- As stated in your lease, Tenant shall have the right to use only the parking stalls that are immediately adjacent to the entrance of the Premises.
- Tenant shall not park or store overnight any vehicles in the common parking areas or common areas of the Project.
- The property manager or its representative shall have the right to tow away any vehicles that are parked in violation of this provision. Tenant shall be fully responsible for all towing charges and other costs to recover the towed vehicle. The parking lot will be patrolled during the hours of 11:00 PM and 5:00 AM.

Park Rules

CARE AND MAINTENANCE OF PREMISES

- Tenant shall make all needed repairs and replacements as stated in the lease. Without limiting the scope of the previous sentence, it is understood that Tenant's responsibilities include the repair and replacement of:
 - all lighting, heating, air conditioning
 - all plumbing and other electrical, mechanical and electromotive installation, equipment and fixtures
 - all utility repairs in ducts, conduits, pipes and wiring, and any sewer stoppage and plumbing repairs for such items located in, under and above the Premises or that are exclusive to the Premises.
- Tenant shall keep the Premises (and, as applicable, sidewalks, service-ways and loading areas adjacent to or used with the Premises) neat, clean and free from dirt, rubbish, ice or snow at all times. This will reduce additional CAMs charges.
- Tenant shall store all trash and garbage within the Premises, or in a trash dumpster
- Receiving and delivery of goods and merchandise and removal of garbage and trash shall be made only in the manner and areas prescribed by Property Manager.

REPAIRS OF IMPROVEMENTS

Tenant shall comply with all building parking rules and regulations established by Property Manager and modified from time to time for the benefit of the common tenancy. Tenant shall be responsible for enforcing the building's parking policies with its employees, visitors and customers.

NO EXCESSIVE NOISE OR ODORS

Tenant shall not use the Premises or conduct any activities therein which include or cause excessive noise, or which otherwise interfere with the business activities or uses of other tenants occupying other spaces within the Building in which the Premises are located.

Tenant shall not permit any objectionable noises or odors to emanate from the Premises; nor take any other action or engage in any activities which would constitute a nuisance or would disturb or endanger other tenants of in the building;

IMPROVEMENTS OR ALTERATIONS

Tenant shall not make any structural alterations, additions, or improvements to the Premises without the prior written consent of Property Manager, which consent may be withheld in Property Manager's sole and absolute discretion. Please submit improvement/alterations as a maintenance request in your Tenant Portal.

Park Violations & Fees

PARKING LOT

\$50 per parking violation per day
\$50 a day for any work or storage of items outside the unit
\$200 per car per day for non-running/disassembled vehicles
\$150 per parking stall for oil stains

TRASH

\$50 a day for large items left outside the unit
\$100 per item left by the dumpster
\$200+ per piece of furniture left by the dumpster
\$200 per tire
\$500 for fluid dumping (oil barrels, buckets, etc.)

DISTURBANCES

\$200 Noise Disturbance
\$100 Noxious Fumes, Smells or Dust including but not limited to smoke, marijuana, vaping, primer, paint, epoxy, etc.
\$300 Parties or large gatherings without written Property Manager permission
\$50 per pet per day

OTHER

\$300 Failure to provide insurance
\$300 Locks changed without written Property Manager permission

Tenant Signage Guidelines

PANEL SIGN SPECIFICATIONS

Tenants have a designated area for a 24" x 24" panel sign to be affixed to existing mounts provided by Property Manager. The signs are located near the main-door entry as shown by red dashed area below.

Background of the sign may be a "white" ACM Panel. The graphics including text and icons can be 1 color cut vinyl of the Tenant's choosing. All cut vinyl graphics, but must be within the border of the sign by 3" on all sides (see next page for Panel Sign Detail).

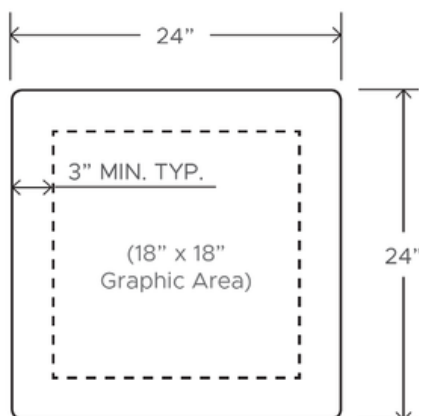
No other tenant signs are permitted for Buildings B & C. No additional lighting is permitted.

Exceptions are made for businesses with mandatory signage requirements i.e; car dealers.

*All signage must be reviewed and approved by management prior to installation. The Regional Manager must also approve the size and location prior to placement.



PANEL SIGN DETAIL



PROPERTY MANAGER CONTACT

FlexShops
PO Box 161
Draper, UT 84020
801.528.4700

SIGN VENDOR CONTACT

Timpanogos Custom Signs
933 East 1910 South, Suite 100
Provo, UT 84606
info@timpsigns.com
801.734.7359