

FREQUENTLY ASKED QUESTIONS – DUNHAM RIDGE, BEVERLY

Welcome to Cummings Properties. This summary explains various building operating systems and policies, as well as answers some of the most frequently asked questions. Please review this information, post it for employees, and save a copy for future reference.

BIKE RACKS: For those commuting on two wheels instead of four, there are four bike racks located on campus.

BLINDS: Resident firms may install their own interior window blinds, which must conform with Cummings Properties' building standards. Firms are advised to contact their account manager before ordering or purchasing blinds. Blinds for interior doors and windows facing a common area hallway must be 3.5" curved, rigid, white vinyl vertical blinds, similar to Louvre Drape or Hunter Douglas. No nonconforming blinds or window treatments may be displayed on doors or windows at any time.

COMMUNITY CONFERENCE ROOM: Resident firms of Dunham Ridge are welcome to request from time to time, use of the Cummings Center Community Conference Room for meetings or other business use. This 3,000 square foot meeting area, located at 100 Cummings Center, Suite 221-E, typically accommodates small or large groups and is equipped with tables, chairs, wireless internet service, an electronic projection screen, podium and white board, and wired microphone. Firms may use the conference room at no charge up to four times per calendar year. Any additional use is \$200 per session. The room cannot be reserved more than 60 days in advance and is subject to availability. To reserve the room, please contact the leasing office via email at conferenceroom@cummings.com. All reservations will be confirmed by email. Detailed conference room rules and procedures and internet access instructions are available at the leasing office.

HEATING AND COOLING: The heating and cooling systems have been updated to provide clients with year round comfort. The zoned system is regulated by wall-mounted thermostats that clients may adjust to optimize their in-suite comfort. Outside fresh air is automatically mixed with ambient air when the system's fan is on. Additionally, in some areas of the building, clients have the option of utilizing operable windows to maximize fresh air in their space.

KEYS: All client firms receive a building key, two suite keys, and a mailbox key at lease commencement, which may be copied through an outside vendor, as needed. Additional keys may also be loaned during your tenancy for the Community Conference Room, common area telephone rooms, and roof access. Collateral (photo ID or \$25 cash) is typically held in the Cummings Center leasing office when keys are loaned and a \$25 charge applies for all lost keys. In the event of a "lockout," a suite key may be obtained at our office during our normal business hours by individuals listed on a firm's Emergency Contact Form at no charge, provided the spare created at lease commencement remains available.

MAIL DELIVERY: Each client firm is assigned a mailbox in the bank of mailboxes located in the first-floor common area hallway, as well as one key. Clients are free to make additional copies of the key as they like. To ensure accurate delivery, resident firms should always use their suite number as part of the mailing address.

MAINTENANCE REQUESTS: Your lease includes full structural and building-standard mechanical equipment maintenance at no cost to you during our normal business hours. Our highly qualified maintenance staff is available at 978-720-4028, Monday through Friday, between 7:00 AM and 4:00 PM. You may also place service calls online at <http://www.cummings.com> or through our [service call app](#). Please keep in mind, however, that your lease requires you to arrange with third parties for any after-hours maintenance as well as for maintenance of non-building standard equipment (e.g. dedicated server room cooling equipment, exhaust fans, generators, etc.).

PARKING AND ACCESS: Free on-site garage and surface parking is provided for employees and visitors of client firms during normal business hours (only) on a first-come first served-basis. Short-term parking is available near building entrances and time limits are strictly enforced. All overnight parking must be approved in advance by the leasing office. A temporary permit must be displayed inside the windshield of each overnight vehicle. Permits can be requested by email at kcr@cummings.com or by phone at 978-922-9000. All common entrances are locked at approximately 8:00 PM and unlocked by approximately 7:00 AM, Monday through Friday. Doors are locked on weekends and holidays.

PETS: No pets or other animals are allowed inside any Cummings Properties building with the only exception of service animals. Violators will be asked to immediately remove their animals from the property.

PICNIC TABLES/SCENIC VISTAS: Picnic tables have been placed in various locations around the property and are available for use by resident firms of Dunham Ridge. Access to Norwood Pond is strictly at each employee's or visitor's own risk.

PUBLIC SAFETY: Dunham Ridge buildings are equipped with sophisticated electronic fire protection systems including sprinklers. In the event of either a fire or a power failure, do not attempt to use the elevators. The emergency lighting system is designed to temporarily illuminate stairs and corridors as necessary for an orderly evacuation of the building. Although watchstaff tour the property nightly, they do not provide security service in any way to any tenant firm or individual. Watchstaff are not trained security personnel, but rather help protect the real property from risks such as fire, flood and vandalism. In the event of an emergency requiring police, fire or ambulance service, dial 911 immediately. Pull stations at building exits will activate the fire alarm system and initiate an emergency response from the Beverly Fire Department. Emergency call boxes are located in each of the passenger elevators. Each call box provides direct intercom communication with an operator who will notify the Beverly Police in the event of an emergency.

RECYCLING: While general office trash should be dumped into the trash dumpster, Dunham Ridge's recycling program offers an easy, environmentally friendly means to separate and dispose of paper, cardboard, plastic, glass, and aluminum. Separated paper and cardboard (broken down and flattened) should be emptied into the paper/cardboard dumpster located at the loading dock. Plastic, glass, and aluminum cans can be disposed of in the single stream recycling bin at the 50 Dunham Ridge loading dock. Firms should make arrangements for the removal and disposal of wooden pallets and crates, which must be stored inside their facilities at all times. For answers to recycling questions, please contact the leasing office at 978-922-9000 or WIN Waste Innovations at 888-568-7274.

RENT: You may either drop off your rent payment at the leasing office at 100 Cummings Center, Suite 107-L or mail it to 200 West Cummings Park, Woburn, MA 01801. We will also accept Electronic Fund Transfers (EFT). A short sign-up form is available at the leasing office or by contacting your account manager. All rent payments are due and payable on the first of each month in advance. *Please note we do not mail rent invoices.*

SHIPPING, RECEIVING AND LOADING DOCK FACILITIES: Movers and riggers may not monopolize elevators during normal business hours and clients must schedule work hours for movers or other subcontractors prior to commencement of any work.

SIGNAGE: Dunham Ridge resident firms are provided with building standard suite signage and a listing on the building directories free of charge. As provided in the lease, all additional signage and any changes to building standard signage must be approved in advance by the leasing office and conform with our building standards. Under no circumstances may paper or other homemade signs of any sort be displayed on doors or windows. Any questions regarding signage should be directed to your account manager.

SMOKING: In accordance with Massachusetts law, smoking and vaping are prohibited in any and all areas inside Cummings Properties buildings, including bathrooms, stairwells, lobbies, and client suites as well as within 30 feet of any building entrance or window (including parking garages). To prevent unsightly walkways and brush fires, all smokers should properly dispose of their cigarette debris in the ashtrays located at the designated smoking area on the south end of the building near the walkway.

TRASH: Trash dumpsters are located at the loading docks. The dumpsters are designed to accommodate general "office trash." Wood, metal, and any other materials are prohibited. Use of any Cummings Properties compactor for personal trash is strictly prohibited. Additional dumpsters are available at the loading dock for the disposal of cardboard (broken down and flattened) and paper.

WILDLIFE: Please, don't feed wildlife! If you observe an animal in distress, or are otherwise concerned for an animal's safety, please contact the animal control officer for the City of Beverly at 978-921-6000. The city's trained personnel are best equipped to evaluate the situation and take action as necessary. A call to Beverly's Fire or Police Department might also be in order, as they could direct the proper response.