



Tenant Manual

Shodeen Management
89 N First Street
Geneva, IL 60134

(630) 232-7883 – phone
(630) 232-7895 – fax

www.shodeenmanagement.com

WELCOME TO SHODEEN MANAGEMENT:

Shodeen Management would like to take this opportunity to welcome you to our family of commercial tenants. We are excited you have selected a Shodeen Management property and look forward to a long lasting relationship.

For over ten years Shodeen Management has been an integral part of Shodeen Incorporated's commitment to servicing the community. Our primary responsibility is to manage, lease and supervise all office, retail, residential, and multi-family properties owned by Shodeen Inc.

We offer a unique selection of commercial leasing, with a wide variety of locations and facilities, including professional offices, retail centers and newly developed lifestyle centers, which offer the convenience of retail shops combined with residential living. Shodeen has the perfect location for any service or business need in the Fox Valley. We have commercial properties in Geneva and St. Charles, Illinois which range from historically restored buildings to newly developed modern facilities.

Enclosed in this manual, you will find important information regarding our building policies and procedures and contact information for our staff and City/Village entities. We have also included a Tenant contact form for you to fill out and return to us as soon as possible either by email or fax.

We are very happy you are a part of our family. Please feel free to contact us at any time to discuss any questions or problems you might have regarding your rental account, this manual or the shopping center.

Eric Shodeen, President

DonnaMarie Beach, Vice President

Liz Gibson, Executive Assistant

Justin Heinz, Commercial Property Manager

Dan Meisinger, Assistant Property Manager

Mark Lundgren, Maintenance Supervisor

Lindsay Oehlerking, Administrative Assistant

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MANAGEMENT TEAM

As part of our commitment to you, our tenant, we would like to take this time to introduce our management team and encourage you to bring any suggestions, comments, or concerns you may have to our attention and provide you with a list of informational numbers.

DonnaMarie Beach
Vice President
(630) 232-7883 ex 8292
donna_beach@shodeen.com

Liz Gibson
Executive Assistant
(630) 232-7883 ex 8276
liz_gibson@shodeen.com

Justin Heinz
Commercial Property Manager
(630) 232-7883 ex 8277
justin_heinz@shodeen.com

Dan Meisinger
Assistant Property Manager
(630) 232-7883 ex 8279
dan_meisinger@shodeen.com

Mark Lundgren
Commercial Maintenance Manager
(630) 232-7883 ex 8286
mark_lundgren@shodeen.com

Lindsay Oehlerking
Administrative Assistant
(630) 232-7883 ex 8361
lindsay_oehlerking@shodeen.com

DAY-TO-DAY OPERATION

Justin Heinz, Commercial Property Manager(630) 232-7883 x 8277

SHODEEN MANAGEMENT
89 N First Street
Geneva, IL 60134

Office: (630) 232-7883
Fax: (630) 232-7895

Office Hours:
Monday through Friday
8 am to 5 pm

If an emergency arises when our offices are closed, please call our main office number and choose option 5 and a member of our maintenance staff will be paged immediately.

IMPORTANT PHONE NUMBERS YOU SHOULD KNOW

Please keep this list near your telephone.

EMERGENCY:

Police Department.....911
Fire Department911
Justin Heinz, Commercial Property Manager.....(630) 232-7883 x 8277
24 Hour Emergency Line..... (630) 232-7883 Option 5

NON-EMERGENCY:

Elburn & Countryside Fire Department.....(630) 365-5070
Kane Country Sheriffs Department(630) 232-6840
Geneva Police Department(630) 232-4736
Geneva Fire Department.....(630) 232-2530
St. Charles Police Department(630) 377-4435
St. Charles Fire Department.....(630) 377-4457

MANAGEMENT:

Shodeen Management Main Line(630) 232-7883
Justin Heinz, Commercial Property Manager.....(630) 232-7883 x 8277

UTILITY SERVICES:

City of Geneva, Electric.....(630) 232-1503
City of Geneva, Water and Sewer.....(630) 232-1501
City of St. Charles, Electric(630) 377-4407
City of St. Charles, Water and Sewer(630) 377-4405
Comcast Cable(800) 266-2278
Commonwealth Edison.....(800) 334-7661
Geneva Chamber of Commerce.....(630) 232-6060
Mediacom Cable(866) 755-2225
Mill Creek Water Reclamation District(630) 208-8521
NICOR(888) 642-6748
St. Charles Chamber of Commerce(630) 584-8384

TENANT RESPONSIBILITIES PRIOR TO OCCUPANCY

Before moving, certain facts should be provided to Shodeen Management. These are:

- Name of representative coordinating the move
- Move-In Date
- Signage Requirements
- Number of suite keys needed (first 2 are complimentary)
- Telephone number of new office

INSURANCE REQUIREMENTS

Our insurance company requires that all tenants, contractors and sub-contractors rendering service at any Shodeen Management property present evidence of insurance coverage in the form of an Additional Insured Endorsement not of certificate of insurance. Shodeen Management Company must be listed, using the language provided below, as the additional insured.

Minimum Insurance coverage to be supplied:

Limits of Insurance

Each Occurrence Limit	\$1,000,000
General Aggregate Limit (Other than Products/Completed Operations)	\$2,000,000
Products/Completed Operations Aggregate Limit	\$2,000,000
Personal & Advertising Injury Limit	\$1,000,000
Fire Damage Limit (Any One Fire)	\$100,000
Medical Expense Limit (Any One Person)	\$5,000
Specific Job Aggregate	\$2,000,000

Workers Compensation

Statutory Limits	Set by State Statute
Each Accident	\$500,000
Disease – Policy Limit	\$500,000
Disease – Each Employee (No employee exclusions accepted)	\$500,000

Automobile Liability

For Owned Autos, Non-Owned Autos & Hired Autos	\$1,000,000
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Excess Liability

\$1,000,000

Insurance must include a 30-Day Cancellation Notice. Insurance coverage must be in the form of an Additional Insured Endorsement with Shodeen Management Company added as additional insured using the following wording:

Shodeen Management Company, an Illinois corporation, as agent for the beneficiaries of a land trust with the State Bank of Geneva, pursuant to Trust Agreement dated November 20, 1974, and known as Trust # 78.

Location must be listed as: Shodeen Management Company, 89 North First Street, Geneva, Illinois, 60134.

MEDICAL EMERGENCIES

Employee or customer medical emergencies should be handled by contacting the appropriate Fire Department at the fire emergency number.

FIRE PROTECTION

In the event of a fire, you are to notify the appropriate Fire Department at fire emergency number and then the management office at (630) 232-7883 and speak to someone during normal business hours. If the emergency occurs when our offices are closed, please call (630) 232-7883 and choose option 5 and a member of our maintenance staff will be paged immediately.

Good housekeeping and a store area as free of hazards as possible is a proven method of minimizing fire hazards. Boxes and other obstructions must be at least 18 inches below sprinkler heads. Portable fire extinguishers of appropriate design are required. Please be sure that extinguishers are properly maintained and that employees know how to use them. They should be recharged annually. Service corridors and main traffic areas must be kept free of debris at all times. Both the Fire Department and the owner's insurance underwriters will make regular inspections. Fire drills and emergency procedures should be conducted with all employees at frequent intervals.

EMPLOYEE PARKING

We have some very "special" people coming to our shopping center, "Our Customers"!!! Let's treat them very "special" and give them the best parking spaces. We want them to *drive in, not drive away* because they can't find a place to park. This is one way we can offer convenience and help make their shopping trip a pleasant one. Employees should be asked to use remote-parking areas at least 150 feet from your storefront.

DELIVERIES

All deliveries must be made in the rear of your store, unless rear access is not available. No deliveries are to be made through patron doors, or the front entrances, which will block the fire lanes and impede customer traffic flow, unless rear access is not available. Please remember that storeowners are *responsible for the repair/replacement of access doors*, so keep an eye on your delivery people.

POWER OUTAGES

If a power outage should occur, immediately contact the appropriate electrical power supplier for your location to report the problem. In addition, please contact the Management Office at (630) 232-7883 so that after the power is restored we can reset any electronic devices such as parking lot light time clocks.

TRASH REMOVAL

All trash removal is provided by Waste Management. If there is a problem with trash removal, please contact the Management Office at (630) 232-7883.

USE OF PREMISES

Store areas are to be utilized for permitted uses only and business is to be conducted in a high grade and reputable manner at all times, so as to produce the maximum volume of sales and transactions to help establish and maintain a high reputation for the shopping center areas, including the fire protection and sprinkler system, windows, doors, all fixtures and displays, are to be kept clean, neat, safe, and in good order, repair and condition at all times. Constant attention to adequate trash handling is imperative to reduce fire hazards and to prevent insect and rodent infestation. Please be sure that all employees are disposing of trash properly. Boxes should be broken down before putting them in your container. No boxes, bags, store fixtures, etc. are allowed to sit outside of your leased premises.

Tenants may not place any structure, barricade, or obstruction of any kind on any part of the common area. No signs or other advertising devices may be used on the exterior of the leased premises, other than exterior signage specified in the lease. Signs, place cards, or other advertising media such as awnings, antennas, or the like, may not be painted or otherwise placed on the exterior of the premises.

Signs may not be temporarily affixed (i.e. taped, glued, etc.) to store fronts or windows. Interior signs, place cards, or other advertising media may not be attached to the windows or located so as to materially obstruct the view of the store from the outside. Tape on windows is strictly prohibited. Window signage must be hung using suction cups.

All display signs must be professionally prepared and approved by the landlord. **Hand lettered signs are not permitted.** Display windows and interior lights are to be kept on during all store hours. Exterior signs are to be illuminated during all lighting hours, as designated by landlord. Lighting hours set by the management as close to sunset as possible and generally off at 12 midnight where there are not 24 hour store operations.

UTILITIES

All tenant spaces are individually metered. The following utilities service the shopping center:

Gas	Nicor	(888) 642-6748
Electric	City of Geneva	(630) 232-1503
	City of St. Charles	(630) 232-4407
	Commonwealth Edison	(800) 344-7661
Water/Sewer	City of Geneva	(630) 232-1501
	City of St. Charles	(630) 377-4405
	Mill Creek Water Reclamation	(630) 208-8521

Please call the proper utility company directly to start/stop service or repair problems.

RENT PAYMENTS

Rent payments should be mailed to:

Shodeen Management
89 N First Street
Geneva, IL 60134

TENANT INFORMATION SHEET

The Management Office must have current information available concerning the management and operations of each tenant's store, in order to contact the proper parties in the event of an emergency. We ask our tenants to provide this information, (see Tenant Information Sheet, page 10 of this manual), on a regular basis, so we may be kept abreast of frequent changes.

LANDLORD/TENANT RESPONSIBILITIES

Generally speaking, here is an outline of the landlord/tenant responsibilities. Please refer to your lease for more specific responsibilities.

Landlord Responsibilities*:

- A. Roof *
- B. Foundation
- C. Exterior Walls (excluding glass) *
- D. Sidewalks *
- E. Parking Lot *
- F. Exterior Lighting *
- G. Landscaping *

* Generally included in common area maintenance (C.A.M.) charges.

Tenant's Responsibilities:

- A. Exterior signs (individual/tenant)
- B. Doors (front and rear)
- C. Window and door glass
- D. HVAC (including filter replacement and lubrication at least two times a year)
- E. Electric service, fixtures and lamps
- F. Plumbing
- G. Floor covering
- H. Furniture, fixtures and equipment
- I. Interior walls, etc.

RULES AND REGULATIONS

1. Any sign, lettering, picture, notice or advertisement installed on or in any part of the Premises and visible from the exterior of the Building, or visible from the exterior of the Premises, shall be installed at Tenant's sole cost and expense and in such manner, character and style as Landlord may approve in writing. In the event of a violation of the foregoing by Tenant, Landlord may remove the same without any liability and may charge to Tenant the expense incurred by such removal.
2. No awning or other projection shall be attached to the outside walls of the Building. No curtains, blinds, shades or screens shall be visible from the exterior of the Building, or hung in, or used in connection with any window or door of the Premises without the prior written consent of Landlord. Such quality, type, design and color of window treatments shall be approved by Landlord and shall be attached in a manner approved by Landlord.
3. Tenant shall not place objects against glass partitions, doors or windows of the exterior of the Building and shall promptly remove any such objects upon notice from Landlord.
4. Tenant shall not make excessive noises, cause disturbances or vibrations or use or operate any electrical or mechanical devices that emit excessive sound or other waves or disturbances or create obnoxious odors, any of which may be offensive to other tenants and occupants of the Building, or that would interfere with the operation of any device, equipment, radio, television broadcasting or reception from or within the Building or elsewhere and shall not place or install any projections, antennas, aerials or similar devices inside or outside of the Premises or on the Building.
5. Tenant assumes full responsibility for protecting its space from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed and secured after normal business hours.
6. No person or contractor not employed by Landlord shall be used to perform janitorial work, window washing, cleaning, maintenance, repair or similar work in the Premises without the written consent of Landlords which consent shall not be unreasonably withheld.
7. Landlord shall have the right to prohibit any advertising by Tenant which in Landlord's reasonable opinion tends to impair the reputation of the Building or its desirability for office use, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.
8. Any carpeting cemented down by Tenant shall be installed with a releasable adhesive. In the event of a violation of the foregoing by Tenant, Landlord may charge the expense incurred by such removal to Tenant.
9. No electric circuits for any purpose shall be brought into the Premises without Landlord's written permission specifying the manner in which same may be done.
10. No bicycle or other vehicle, and no dog or other animal other than service animals for persons with disabilities, shall be allowed in offices, halls, corridors, or elsewhere in the Building.
11. Tenant shall not throw anything out of the door or windows, or down any passageways or elevator shafts.

12. All loading, unloading, receiving or delivering of goods, supplies or disposal of garbage or refuse shall be made only through entryways and freight elevators provided for such purposes and indicated by Landlord. Tenant shall be responsible for any damage to the Building or the property of its employees or others and injuries sustained by any person whomsoever resulting from the use or moving of such articles in or out of the Premises, and shall make all repairs and improvements required by Landlord or governmental authorities in connection with the use or moving of such articles.

13. All safes, equipment or other heavy articles shall be carried in or out of the Premises only at such time and in such manner as shall be prescribed in writing by Landlord. Any such safe, equipment or other heavy article shall only be used by Tenant in a manner which will not interfere with or cause damage to the Premises or the Building in which they are located, or to the other tenants or occupants of the Building. Tenant shall be responsible for any damage to the Building or the property of its employees or others and injuries sustained by any person whomsoever resulting from the use or moving of such articles in or out of the Premises, and shall make all repairs and improvements required by Landlord or governmental authorities in connection with the use or moving of such articles.

14. Vending machines shall not be installed without permission of the Landlord except for food and soft drink vending machines which are for the sole and exclusive use of Tenant's employees.

15. Wherever in these Building Rules and Regulations the word "Tenant" occurs, it is understood and agreed that it shall mean Tenant's servants, employees, agents, customers, invitees, successors and assigns. Wherever the word "Landlord" occurs, it is understood and agreed that it shall mean Landlord's servants, employees, agents, customers, invitees, successors and assigns.

16. Landlord shall have the right upon notice to Tenant at least twenty-four (24) hours in advance, which notice may be oral, telephonic or otherwise, to enter upon the Premises at all reasonable hours for the purpose of inspecting the same.

17. Tenant shall, when using the common parking facilities, if any, in and around the building, observe and obey all signs regarding fire lanes and no parking zones, and when parking always park between the designated lines. All vehicles shall be parked at the sole risk of the owner, and Landlord assumes no responsibility for any damage to or loss of vehicle. No vehicles shall be parked overnight.

18. At all times Landlord's property manager shall be in charge of the Building and (a) persons may enter the Building only in accordance with Landlord's regulations, (b) persons entering or departing from the Building may be questioned regarding their business in the Building, and the right is reserved to require the use of an identification card or other access device and the registering of such persons as to the hour of entry and departure, nature of visits, and other information deemed necessary for the protection of the Building, and (c) all entries into and departures from the Building will take place through such one or more entrances as Landlord shall from time to time designate; provided, however, anything herein to the contrary notwithstanding, Landlord shall not be liable for any lack of security in respect to the Building whatsoever. Landlord will normally not enforce clauses (a), (b) and (c) above from 7:00 a.m. to 6:00 p.m., Monday through Friday, and from 8:00 a.m. to 1:00 p.m. on Saturdays, but it reserves the right to do so or not to do so at any time at its sole discretion. In case of invasion, mob riot, public excitement or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of the same by closing the doors or otherwise, for the safety of the tenants or the protection of the Building and the property therein. Landlord shall in no case be liable

for damages for any error or other action taken with regard to the admission to or exclusion from the Building of any person.

19. Landlord reserves the right at any time and from time to time to rescind, alter or waive, in whole or in part, any of these Rules and Regulations when it is deemed necessary, desirable, or proper, In Landlord's judgment, for its best interest or for the best interest of the tenants of the Building.

20. Tenant shall observe fairly and comply strictly with the foregoing rules and regulations and such other and further appropriate rules and regulations as Landlord and Landlord's additional rules and regulations shall be given in such manner as Landlord may reasonably elect.

21. Tenant must immediately provide Landlord with two keys to the Premises upon changing of entrance or interior locks and all entrance codes or alarm codes in the Suite.

TENANT INFORMATION – CONTACT LIST

Please complete the following questionnaire (type or print).

Store Name: _____

Store Address: _____

Store Phone #: _____ **Store Fax #:** _____

Manager's Name: _____ **Emergency Phone #:** _____

Asst. Manager's Name: _____ **Emergency Phone #:** _____

CORPORATE ADDRESS:

Corporate Office Contact:

Title: _____

Phone #: _____

Fax #: _____

Address: _____

Accounting Rent Payment Contact:

Title: _____

Phone #: _____

Fax #: _____

Address: _____

Sales Reports Contact:

Title: _____

Phone #: _____

Fax #: _____

Address: _____

Certificate of Insurance Contact:

Title: _____

Phone #: _____

Fax #: _____

Address: _____

CAM/Tax Contact:

Title: _____

Phone #: _____

Fax #: _____

Address: _____

This information, requested by Ownership, will be used in the set-up of your company in our lease records and billing files. The information will be kept confidential. Please sign and date in the space provided below. Thank you.

SIGNATURE

DATE