

Moving In / Out

This section provides information on moving items in and out of the building, at any time before, during, or after your tenancy. While moving is a chore, we can help make the transition smoother and more efficient for you, your moving company, and your neighbours. Over the years, we have developed the following guidelines to help you.

Picking Up Keys & Access Cards

In order for you to move in, after all terms and conditions of your Lease Agreement have been met, we will provide you with access cards to access the building after-hours. Extra access card keys are available by contacting the Security Desk located in the main lobby.

During an emergency, management personnel, or authorities having jurisdiction, may need unrestricted access to all areas of the premises. Accordingly, it is **mandatory** that all Tenants consult with the Management Office before adding or changing locking devices.

Tenant Representative

We would ask that each tenant designate one employee to act as principal liaison between our office and yours. This contact person should be responsible for making all enquiries or service requests to our [OneServe Tenant Services Hotline](#) at (403) 777-0646.

Please inform us of your designated employee's name, along with their telephone number and e-mail address. By restricting this responsibility to one principal liaison, it will allow us to provide better recording and assessment of problem areas, and will also result in the delivery of more efficient and timely service for your needs

After Hours Heating, Ventilation & Air Conditioning (HVAC)

If you are moving in or out after-hours, you may require the HVAC on during this time. Please contact the [Management Office](#) to make these arrangements at 403-777-1665. Extra charges for extended HVAC will apply.

Signage

New Tenants are provided with a standard listing on the building's electronic directory board located at the Main Security Desk in the Lobby. Suite entrance and directional signage on multi-tenant floors must be consistent with existing signage—signage for single tenant floors are subject to management approval which will not be unreasonably withheld. All Tenant signage is at the Tenant's expense. Please contact the [Property Administrator](#) to arrange for signage.

Please note that temporary signs are not permitted without the approval of the Management Office. Absolutely no temporary signage is to be taped to building corridor walls, suite entrance doors, building entrances, or lobby walls.

Moving Regulations

Watermark Tower has developed a set of moving regulations to ensure minimal inconvenience for you and your neighbours, and to prevent damage to the building. Most professional moving companies operate under rules like this, including the need for insurance.

The following list must be reviewed with your movers in advance, preferably before awarding the moving contract:

1. **All MOVES must be made through the loading dock accessible from 5th Street SW.** Deliveries will **NOT** be permitted through the Main Floor doors.
2. Before and after a move, representatives from Building Management and the moving company will inspect all walls, door facings, elevator cabs, and other areas along the route to be used during the move, for existing and subsequent damage. After any move, the Tenant is fully responsible for repair of damages and defects not previously noted during the inspection.
3. Only the service elevator can be used for the moving of furniture, equipment, and supplies, unless prior approval to use additional elevators has been granted in writing by the Management Office. **The service elevator will need to be booked with our Security and is only accessible for moves after regular building hours.**

All contractors and their staff require identification, provided by Watermark Security, to be worn while working in the building.

4. All costs associated with extra staff coverage required by the Management Office for Tenant moves will be applied to the Tenant's account, complete with any applicable Landlord administration fees.

Here is a summary of typical supervision costs associated with moves, coordinated through the Management Office:

- a. **Fire Alarm Penalty:** These *rates are imposed by the Fire Department for false alarms: first offence is \$300; second offence is \$500 and \$1,000 for the third offence and removal of contractor from property.
- b. **Cleaning:** Quotations are available upon request for cleaning premises after construction and moving in or out.

****All rates are subject to change without notice.***

5. All Tenant contractors, including movers, must provide the following to the Management Office prior to any activity / work starting on site:

- **Workers Compensation:** At their own expense, all contractors must carry Workers' Compensation Insurance covering all employees on site, in accordance with the statutory requirements of the Province of Alberta. Certificates showing compliance with the above must be presented to the Management Office before any work starts.

All contractors require an **Access Permit**, before any work starts.

- **Insurance:** At their own expense, all contractors are required to keep in force at all times while working on site at Watermark Tower, general liability, property damage and personal injury insurance in a combined single limit of \$5,000,000.00 (five million dollars), typical of the Tenant insurance requirements under the lease. The policy will identify, as additional insured, GWL Realty Advisors Inc., the Great West Life Assurance Company, and London Life Insurance Company.

Contractor general liability policy will provide the following minimum requirements:

- i. Blanket contractual coverage.
- ii. Non-owned automobile coverage.
- iii. Cross-liability clause and severalty of interest clause.

Contractor's insurance will include a provision for 30 days written notice by registered mail of cancellation to Building Management, attention Property Manager.

7. Employees of the moving company are not permitted access to any part of the building other than the predetermined moving route.
8. As a security measure, all employees of the mover are to be in uniform at all times.