

FAQ'S: TENANT FREQUENTLY ASKED QUESTIONS

Q: My roof is leaking – who should I contact?

A: The landlord is responsible for the roof. However, if the HVAC has an issue that is causing water to penetrate inside your space when it rains – this is a tenant responsibility.

Q: I have a strong odor in my space- who should I contact?

A: Before you call the Property Manager please check: If you have a floor drain in your restrooms, pour water down it once or twice a week – especially if you don't use water to clean the floors. Check the toilet seal and the sewer vent connection in the crawl space as well as the roof jack. As a last resort please check your HVAC condensate lines for mildew build up.

Q: The plumbing is backing up in my business. Who should I contact?

A: If the problem is determined to be confined to your space only, please call your plumber. If the other tenants in the building or part of the building are having the same issue, please call your Property Manager.

Q: My HVAC system does not work properly. Who should I contact?

A: Typically all leases require the tenant to be responsible for the HVAC units, including filter changes, quarterly checks and maintenance. However, if your lease states that the Landlord will maintain the unit for a period of time, call your Property Manager. Please check your lease.

Q: My trash dumpster is overflowing – who should I contact?

A: If you have your own dumpster container and are paying the provider, please contact them directly. If you are on a shared dumpster program, please call the Property Manager.

Q: There is a suspicious person or activity on the property and I am concerned for my customers and/or employees.

A: Please call 911 or your local police station and report any suspicious activity. Then call the on-site security guard if there is one for this center.

Q: I would like to install a banner on my storefront, is this allowed?

A: Typically banners are not allowed per the lease and sign criteria, however on a case by case basis the Landlord will allow for a short time. You will need to sign a License Agreement and be charged a small fee for the privilege of additional advertising.

Q: I have an accounting/collection question – who do I contact?

A: Please refer to the HELPLINE sheet for the property contact for your specific location.