

**Sunnyvale City Center
Electronic Tenant® Portal**

Created on September 18, 2023

Amenities: On-Site Amenities

Complimentary Wifi

- Enjoy the complimentary wifi in building lobbies (100 and 150 Mathilda) and patio area!

Conference Room

- A conference room is located at 100 Mathilda Place, first floor. Company can reserve the room for meetings / events through the [Building Management Office](#).
- [Conference Room Information and Policy](#)

Fitness Center

- The Fitness Center is located on the first floor of Building 100. The Fitness Center is equipped with treadmills, stationary bicycles, stair machines, elliptical machines and various weight machines. Locker and shower facilities are also available. The [Building Management Office](#) provides towel service for gym users.
- Employees using the Fitness Center must complete and sign the below waiver form before gaining access to the Fitness Center.
 - [Fitness Center Waiver Building 100](#)
 - [Fitness Center Waiver Building 150](#)
 - [Fitness Center Waiver Building 190](#)

Electric Vehicle Charging Stations

- CityLine Sunnyvale provides 7 dual head ChargePoint stations and they are all on the P1 level on both private garage and the City's public garage. Effective October 8, 2018, to use any of the onsite ChargePoint stations will be at a cost of \$1.30/hour for initial 4 hours of charging and then increase to \$5.00/hour after the first 4 hours if your EV remains plugged to the station. As a courtesy to other EV drivers, please also move your vehicle after charging has been complete.
- [EV Charging Policy Stations & Map](#).

Exterior Patio Area

- The building offers exterior patio area outside building 100 for occupants' use, whether it is casual hangout or company event. It features wood deck, outdoor furniture, picnic table and complimentary wifi. For company event, please call the [Building Management Office](#) for details.

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Emergencies: 100 Mathilda Place Emergency Plan

[Click here to view the 100 Mathilda Place Emergency Plan.](#)

Emergencies: 150 Mathilda Place Emergency Plan

[Click here to view the 150 Mathilda Place Emergency Plan.](#)

Emergencies: 190 Mathilda Place Emergency Plan

[Click here to view the 190 Mathilda Place Emergency Plan.](#)

Green Operations: ENERGY STAR

100 and 150 Mathilda Place has earned EPA's prestigious ENERGY STAR, the national symbol for superior energy efficiency and environmental protection.

100 Mathilda Place improved its energy performance by focusing on the following energy efficiency improvements:

- Retrofit garage light fixtures to LED that are equipped with motion sensors.
- Participation in PG&E audit and completion of recommended items.
- Replaced 32-watt lamps in common areas and tenant suites with 28-watt lamps thereby saving 12.5% in energy.
- Fine-tuned the energy management system by adjusting set-points, operating hours and re-commissioning HVAC equipment and zones.
- Upgraded lighting panels with energy efficient modules.
- Installation of variable frequency drives (VFDs) on the boilers and chiller pumps.
- Replaced exterior lamp posts with induction lighting resulting in 2,000 kwh savings per month.
- Installed daylighting controls in main lobby.
- Encouraged tenants to take the Energy Star Pledge.
- Installed occupancy sensors in strategic locations such as restrooms, electrical rooms and Fitness Center.

The owners and managers of 100 and 150 Mathilda Place have an ongoing commitment to reduce energy costs and promote sustainability. The [ENERGY STAR®](#) recognition quantifies this commitment.

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Green Operations: Fitwel Viral Response

Sunnyvale City Center is certified as Fitwel Viral Response Approved with Distinction.

COVID19 has only strengthened our commitment to safeguard your health, and we are pleased to announce that Sunnyvale City Center is now Fitwel Viral-Response-approved.

Fitwel's rigorous, science-driven #HealthyBuildings certification affirms our implementation of strategies to enhance indoor air quality, cleaning protocols, emergency preparedness and more. We look forward to welcoming everyone back to work with confidence!

Learn more: <https://www.fitwel.org/viral-response-module/>

Green Operations: Green Cleaning

CityLine Sunnyvale has an ongoing commitment to maintain the facility in an environmentally preferable way that will benefit the health of the occupants, visitors, maintenance personnel and the natural environment. To this end, CityLine Sunnyvale and their janitorial contractor, Service by Medallion, adopted green cleaning practices and implemented a purchase policy for sustainable cleaning products and equipment. These practices and policies were implemented in 2009 and have resulted in positive feedback by occupants and maintenance personnel.

All green cleaning products purchased at the facility meet the Green Seal GS-37 standard and paper products purchased have a 45% recyclable content. To maintain a healthy indoor air environment, microfiber cloths are used to reduce cleaning chemical consumption and HEPA vacuums are used to capture dust and contaminants. A dilution control unit was installed in all janitorial closets to minimize chemical hazards and exposures and assist in the reduction of consumables.

Building management and Service by Medallion maintains a strategic cleaning schedule of all periodic services. Additionally, the green cleaning practices are reviewed annually to identify areas of improvement or new strategies. The adoption of these green cleaning practices assisted us in obtaining [LEED](#) certification in 2015.

Improved building appearance, increased tenant satisfaction and enhanced indoor air quality are positive outcomes resulting in the implementation of the green cleaning practices at CityLine Sunnyvale.

Green Operations: LEED Certification

The owners and managers of CityLine Sunnyvale are proud to announce that 100 Mathilda Place and 150 Mathilda Place achieved Gold certification for Existing Buildings Operations and Maintenance from the [U.S. Green Building Council's Leadership in Energy and Environmental Design \(LEED\)](#) program.

The staff had worked diligently on improving energy performance and implementing green building practices and policies throughout the project. Studies show that green building practices can substantially reduce negative environmental impacts, reduce operating costs, increase worker productivity and improve indoor air quality problems. Plaques are proudly displayed in each of the building's lobby.

Green Operations: Recycling Program

CityLine Sunnyvale has a comprehensive recycling program that accepts the following recyclable materials:

- White & colored paper
- Magazines, newspapers
- Brochures & pamphlets
- All envelopes
- Paper clips
- Books (hard or soft copy)
- Adding machine tape
- Post-it notes
- Staples and binder clips
- Cardboard
- Glass & plastic bottles
- Aluminum cans

Paper waste should be placed in the blue, desk-side recycling containers provided by Building Management. Each evening, the janitorial staff empties the recycle contents and takes them to the Building's central recycle facility.

All wastes that are NOT paper waste or cardboard should be placed in the black bins. The wastes are sorted into recyclable and compostable at offsite facility.

Cardboard should be flattened and placed next to the trash bins with "Trash / Basura" label or writing on it for pick up.

Participation in the program is important to its success. A comprehensive recycling program can:

- Protect the environment
- Save natural resources
- Conserve scarce landfill space

Through everyone's effort, we can demonstrate that recycling can be both economically and environmentally beneficial.

In addition to mixed paper, bottles and cans, our recycling program also includes dry cell batteries, toner cartridges and electronic waste.

E-Waste events are held one to two times each year, depending on building needs. We accept small electronics such as cell phones, computers, DVDs / VCRs / stereo equipment, printer / fax machines, and laptops. Anything with a plug except refrigerators, air conditioners or mercury thermostats! Responsible electronic recycling services are provided by Metech Recycling, a Certified e-Stewards® recycler. Over 95% of all materials will be fully recycled for remanufacture. No recycled materials will be incinerated, land-filled, or shipped abroad to be dumped. Visit Metech's website at www.metechrecycling.com or www.ban.org for more detailed information.

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Green Operations: Tenant Energy Saving Tips

[Click here to view the Tenant Energy Saving.](#)

Green Operations: Tenant Water Saving Tips

[Click here to view the Tenant Water Saving Tips.](#)

Green Operations: Transportation Demand Management Program

As part of the development agreement with the City of Sunnyvale, CityLine Sunnyvale must participate in a transportation demand management (TDM) plan and achieve an 18% employee alternative commuter rate. This program improves air quality, improves traffic congestion, reduces parking demand, and provides economic advantages for employees in reduced travel costs.

CityLine Sunnyvale is conveniently situated across from the Sunnyvale Caltrain Station and located one block from the VTA bus line. Additionally, there is preferential parking for carpool and vanpool drivers, bicycle storage lockers, electric vehicle charging stations, and an employee [Emergency Ride Home Program](#) in case of mid-day emergencies.

Employees are encouraged to participate in an annual survey that determines their transportation mode-use rate and gather data about how the commute program may serve employees better. The City of Sunnyvale receives the annual survey report.

Please visit the transportation kiosk located in the lobby of each building for transit schedules, bike maps, and rideshare brochures. Also, by visiting <https://511.org/carpool/savings>, you can utilize the calculator to see the associated benefits, particularly the rideshare program.

Ask your human resource representative for more information about your company commute benefits, or email the Commuter Concierge at Commute@Sunnyvale-CityLine.com.

Additionally, visit the "[FORMS](#)" section for bicycle locker registration agreements and more program information.

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Introduction: Welcome

Welcome! [RiverRock Real Estate Group, Inc.](#) is pleased that you have decided to locate your offices at CityLine Sunnyvale. The Management Team at CityLine Sunnyvale has designed this website to provide you with as much information as possible concerning the building.

We feel that by sharing this information with our tenants, you will have many of your questions regarding the building operations answered. For those questions, which remain unanswered, please feel free to contact the [Building Management Office](#), 100 Mathilda Place, Suite 101, at [\(408\) 736-7609](#).

Introduction: About RiverRock Real Estate Group, Inc.

CityLine Sunnyvale is managed by [RiverRock Real Estate Group, Inc.](#) The Management Team has been chosen for its expertise in managing corporate office properties.

Under the guidance of Founder John Combs and President Steve Core, RiverRock succeeds by creating an environment unlike any other in the industry - creative, passionate, responsible, personal. While RiverRock is innovative, its leadership is comprised of individuals who have decades of experience overseeing national institutional portfolios, working in competitive markets, managing world-class, premier properties, and handling complex management contracts.

RiverRock Real Estate Group, Inc. currently manages 28 million square feet of office, retail and industrial investments throughout California and Arizona and is committed to delivering exceptional service to the property owners and tenant.

RiverRock has earned the Accredited Management Organization designation from the Institute of Real Estate Management (IREM). The AMO accreditation recognizes excellence among real estate management firms and has only been awarded to select firms worldwide. Only those firms that achieve the highest level of performance, experience, financial stability and have a CPM in an executive position can earn the AMO credential.

Introduction: About CityLine Sunnyvale

CityLine Sunnyvale was constructed in 2002 and is conveniently located in the heart of downtown Sunnyvale. The property is situated on a 4.5 acre site and consists of two six-story buildings and one five-story building, totaling 473,000 square feet. The property is located directly across from the CalTrain Station and is in close proximity to major highways, retail centers, City Line, restaurants and the San Jose International Airport.

Operations: Accounting

Payment

- Rent and tenant charges are due and payable on the first day of each month. Statements are sent as a courtesy at the end of the month preceding the due date.
- All checks should be made payable to **SPF Mathilda LLC c/o RiverRock Real Estate Group, Inc.**

The mailing address is:

P.O. Box 79725,
City of Industry, CA
91716-9725

Wiring is available upon request; please contact the [Building Management Office](#).

Bill Backs

- Tenant service requests involving a charge will be billed back to the tenant. A copy of the tenant service request and invoices will be sent out directly to the tenant. Also, the charge will appear on your monthly rent statement.

Billing Address

- The billing address should be established prior to move-in. RiverRock's management office emails your monthly statement to the any email as you designate.

Billing Questions

- If a billing question or issue arises please contact the [Building Management Office](#).

Operations: Building Management

CityLine Sunnyvale is managed by a professional management team from RiverRock Real Estate Group, Inc. The Management Team has been chosen for its expertise in managing commercial office properties. It is our objective to provide you with the highest quality service available and to ensure your comfortable and continued tenancy at CityLine Sunnyvale.

The [Building Management Office](#) is located at 100 Mathilda Place, Suite 101. Our office is typically open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Engineer hours are from 6:00 a.m. to 6:00 p.m. We are closed on Saturdays, Sundays and legal holidays. To contact the [Building Management Office](#) please call [\(408\) 736-7609](tel:(408)736-7609).

Operations: Hours & Holidays

Normal hours of building entry for CityLine Sunnyvale are 8:00 a.m. to 6:00 p.m., Monday through Friday. Access to the Building at other times requires a valid access card.

CityLine Sunnyvale will be officially closed on the following holidays and other holidays may be determined from time to time:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the [Building Management Office](#) at least 48 hours in advance.

Given that the building staff and contractors also observe these holidays, you will be charged for any building services. We will be glad to provide you with an estimate for any of the above services.

Operations: Leasing & Available Space

For availabilities, please contact:

Jeff Houston
[\(408\) 453-7497](tel:(408)453-7497)
jeff.houston@cbre.com
LIC #00993274

Kelly Yoder
[\(408\) 615-3427](tel:(408)615-3427)
kelly.yoder@cushwake.com
LIC #01114851

Vincent Scott
[\(408\) 453-7433](tel:(408)453-7433)
vincent.scott@cbre.com
LIC #01833636

Steve Horton
[\(408\) 615-3412](tel:(408)615-3412)
steve.horton@cushwake.com
LIC #01127340

Policies: Contractors

1. Notify the [Building Management Office](#) in advance if the elevators will be used to transport material and/or freight. Any damage will be the responsibility of the contractor.
2. No propping open of exterior doors, gates or of interior doors are allowed.
3. No work may be done on any sprinkler or any other fire equipment without 24 hours notice to the [Building Management Office](#).
4. The roof is not accessible unless a mechanical tie-in is in process.
5. On occupied floors, painting may take place only after 5:30 p.m. and before 6:00 a.m. weekdays and all day on weekends. Varnishing of any kind can only take place with two full days for air circulation before the next regular business day.
6. No use of radios is permitted.
7. All contractors and subcontractors must have a current insurance certificate on file with the [Building Management Office](#) before commencement of work.

Loading / Parking / Traffic Control for Contractors

- Parking is available to all contractors on all levels, provided their vehicles meet the height requirement, it is 8'2" clearance entering P1 level and 7' clearance going to other levels.
- Contractors are not allowed to park in the carpool parking spaces located near the elevator lobbies.
- Contractors must use a token to exit the parking garage each day, which can be obtained from the [Building Management Office](#). There is a 3-hour parking limit on the City garage site. Please note that the City garage is monitored frequently by the Sunnyvale Police Department and Public Safety Division. Parking tickets will be issued by the Sunnyvale Police Department and will be the responsibility of the contractor. Contractors shall not park on the street which is a 2-hour parking limit area.

Safety & Cleanliness

- It should be anticipated that all normal OSHA safety wear and appropriate personal protective equipment will be required during construction. Further, the common areas shall be kept clean and free of debris, tools or any other tripping hazard. Appropriate traffic and pedestrian control measures must be taken when construction activities occur in the common areas.

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Policies: Fitwel Viral Response

In the face of COVID19, protecting the health of our tenants and employees has become a central priority for RiverRock Real Estate Group, and we are pleased to report that we have successfully achieved @Fitwel #ViralResponse Certification with Distinction. This rigorous third-party certification demonstrates that our policies & practices are optimized to mitigate the spread of contagious diseases in our buildings.

Learn more: <https://fitwel.org/viral-response-module/>

[Tenant Overview](#)

Policies: Insurance Protection

CityLine Sunnyvale leases include a provision requiring tenants to have liability insurance and fire extended coverage insurance for all tenant belongings located within the tenant's premises. Each tenant must also maintain general liability and property damage insurance designating SPF Mathilda, LLC, JP Morgan Investment Management, Inc. and RiverRock Real Estate Group, Inc. as additional insured. All policies required to be maintained by Tenant shall provide that they may not be terminated or amended except after thirty (30) days prior notice to RiverRock.

(Please refer to your office lease agreement for insurance requirements or contact the [Building Management Office](#) for an outline of these requirements).

Policies: Installations

Access to space occupied by other tenants is sometimes required for the installation of electrical and telephone floor outlets and computer conduits. We will contact you ahead of time to request access for the electrician at a convenient time. Work of this nature is usually scheduled in the evening or on weekends so as not to disrupt tenants during business hours.

Telephones

- When you select your telephone system, please contact the [Building Management Office](#) to coordinate access to the building telephone closets. Please give a minimum of 24 hours' notice for access.
- The building telephone closets are not to be used for installation of tenant equipment. All tenant specific equipment, such as telephone or security systems, must be contained within the tenant's suite.
- Please contact the Building's riser management company, IMG, at [\(877\) 611-8908](tel:(877)611-8908) for access and for works to be done in the building's telephone closets.

Policies: Moving Rules & Regulations

The following moving rules and regulations have been developed to ensure a safe and efficient move for your organization. Following these rules and regulations will expedite your move. These rules and regulations are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. All Tenants, Tenant Contractors and Vendors must comply with the following requirements.

Moving arrangements must be made at least 48 hours in advance through the [Building Management Office](#). Notification can be sent to jchan@riverrockreg.com and rgiachello@riverrockreg.com, or by phone at [\(408\) 736-7609](tel:(408)736-7609).

The [Building Management Office](#) must be provided with company name, contact name and telephone number of the moving contractor:

1. Moving contractors must provide the [Building Management Office](#) with appropriate Certificate of Insurance prior to the move. See attached requirements.
2. Moving must be scheduled after-hours. After-hours have been established as before 8:00 a.m. and after 6:00 p.m., Monday through Friday, or any time on Saturday or Sunday.
3. Masonite or plywood must be placed over common area floor tiles and/or carpeted areas (lobby, elevators, hallways, etc.) prior to any move.
4. Corner pads must be placed on walls prior to any move.
5. No pallet jacks are allowed in the building.
6. Only the freight elevator can be used for moving furnishings and equipment. The freight elevator is equipped with padding material. The freight elevator cab (inside) dimension is 63" x 92" x 107", cab door opening is 47" x 96". Ceiling cannot be removed.
7. The moving contractor must use the loading zones located on Mathilda Place or Aries Way or Altair Street. There is no loading/unloading in the red parking zones.
8. The moving contractor must dispose all packing material, debris, protective equipment from the property. The property's dumpsters are not to be used.
9. Tenant and/or moving contractor shall be liable for any damages incurred in the move.
10. The Fire Marshall prohibits the blocking of any corridors, exit doors, elevators or lobbies.
11. All wiring installed in ceiling must be plenum rated (i.e., communications and/or data wires).
12. All re-keying of locks must be done through the [Building Management Office](#).

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Policies: Parking Policies & Procedures

All tenants who require parking must contact Building Management to be issued a card key for garage access. Allocation is subject to the terms outlined in the Lease Agreement.

The following policies and procedures have been implemented:

1. The speed limit in the parking garage is 5 m.p.h. We must ask that all garage parkers drive slowly and cautiously in the parking garage. Please obey all posted stop signs.
2. Any vehicles parked in designated Handicap spaces may be cited or towed by Unique Towing. Please remember that vehicles parked in these designated areas must display the Handicap Parking Permit.
3. Any vehicle parked in designated Carpool spaces not displaying the Carpool permit may be cited. Please see your employer to enroll in the transportation management program.
4. There is no 24-hour parking in the parking garage unless previously arranged with the [Building Management Office](#) by sending in the [overnight parking request](#). Violators will be towed at owner's expense. Signs displaying the no 24-hour parking policy are displayed at all entrances of the parking garage.
5. Garage parking privileges allow tenants 24-hour access into the garage, seven days a week.
6. All guests or clients must use token coins to exit the parking garage. Token coins may be obtained from the [Building Management Office](#) located in Suite 101. The token coin machines are located on Aries Way and Mathilda Place. Please caution all clients and guests that only one car may exit per each token coin used.
7. The maintenance, washing, waxing or cleaning of vehicles in the parking garage is prohibited unless it is amenities provided through the [Building Management Office](#)
8. Landlord will not be responsible for any damage to vehicles, injury to persons or loss of property, all of which risks are assumed by the party using the parking area.
9. Landlord reserves the right to modify these parking policies and procedures and/or adopt such other reasonable and non-discriminatory policies and procedures as it may deem necessary for the proper operation of the parking area.

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Policies: Smoking

CityLine Sunnyvale maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Smokers will be asked to move away from all entrances to maintain the 25 foot required distance. Smoking receptacles are conveniently placed at strategically placed areas of the property. As a courtesy, do not dispose of cigarettes in the planter beds.

Policies: Tools

Due to liability issues, CityLine Sunnyvale **DOES NOT** loan and/or rent tools, equipment or ladders to tenants, employees, vendors or contractors.

Security: Overview

Security personnel are on duty 24-hours a day, including holidays. Through the use of remote cameras and /or direct inspections, the security staff monitors the garage, exterior grounds, as well as all floors of the buildings. Security staff members are in radio contact and are trained in emergency response. Security can be reached 24 hours a day at [\(408\) 666-6790](tel:4086666790).

We offer the following recommendations for your security:

- Keys for your entrance doors and cabinets should be kept in secured areas.
- Do not prop open any entry doors by extending the deadbolt latch. Not only is this against fire code, but it is also a security breach.
- Lock all doors when leaving the premises at lunch or at the end of the business day.
- Make sure all doors are closed and secured (as applicable) upon using.
- When an employee leaves your employment, consideration should be given to changing the lock cylinders. Contact the [Building Management Office](#) to arrange change; tenants will be billed for the expense of the locksmith.
- Employees should be cautioned about leaving articles of value, such as purses, etc. in any unattended area.
- Notify the [Building Management Office](#) any time an employee is terminated or resigns, so that their card key can be terminated.
- Notify the [Building Management Office](#) of anyone loitering or soliciting on the premises. CityLine Sunnyvale is a non-solicitation building; therefore, we will escort all known solicitors out of the building upon request.
- Security staff does not have keys to tenant's suite and is instructed not to enter tenant's suite.

Security: After-Hours Access

CityLine Sunnyvale is opened to the public between the hours of 8:00 a.m. and 6:00 p.m., Monday through Friday. Individuals must use access cards to gain access to the building after hours.

Access cards are issued to each tenant and are required for building and garage access after hours, during weekends and holidays. Access cards are issued and/or activated through the [Building Management Office](#). There is a \$20.00 non-refundable charge for lost or damaged cards unless otherwise specified in your lease.

- Access cards are needed to enter the building from 6:01 p.m. to 7:59 a.m. Monday through Friday, and all day on Saturdays, Sundays and holidays. The access card readers for the entries are located outside the lobby doors.
- Garage entry/exit gates are controlled by access cards during normal business hours. “Wave” your access card in front of the reader and the gate arm will raise. The card key will also raise the roll-up gate at the Aries Way and Mathilda Place ramps after hours. Please refer to Parking Policies and Procedures for further information.
- The access cards are an integral component of building security, and as such, tenants are cautioned against sharing access cards with colleagues. All tenants are encouraged to notify the [Building Management Office](#) immediately upon a termination of an employee, or a lost/stolen card.
- Please avoid stacking the access cards with other badges in order for the readers to read the access card and grant access.

Security: Deliveries

All deliveries other than small, hand-carried objects are restricted to the freight elevators. Building regulations prohibit deliveries requiring hand-trucks or wheel carts in the passenger elevators. No pallet jacks are allowed in the main lobby.

Tenants involved in moving furniture and equipment or large deliveries must provide a COI before scheduling deliveries.

There are three loading zones at the property - one on Altair Way and two on Mathilda Place.

Security: General Office Security

Security Checklist

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leaves.

Suspicious Persons

If you see suspicious or offensive persons in the building, please call the Building Management immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office and the [Building Management Office](#) immediately.

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Security: Key & Lock Policy

All keys in the building are included in a Building Master Key system.

This key system is necessary so that the building staff and emergency personnel, such as the Fire Department, have access to all areas in the event of any emergency. For this reason, we require that no locks be changed or additional locks / bolts be added to any door within your suite. If additional locksmith services for your suite are necessary, this service must be coordinated through the [Building Management Office](#), and will be charged back to the Tenant.

Any tenant who engages lock services without permission and coordination from the [Building Management Office](#) will be charged locksmith fees to retrofit the lock to the building master key system.

Security: Lost & Found

Please contact the Management Office at [\(408\) 736-7609](tel:4087367609) to claim items that have been lost or found in the buildings.

Security: Property Removal

Tenants involved in moving furniture and equipment or large deliveries must provide a Certificate of Insurance before scheduling the removal of property.

Additionally, only the freight elevator may be used for moving of furniture and equipment. Protective covering, such as masonite, must be put down over all lobby floors, corridors and suite carpet. The use of corner guards on walls and fixtures are also recommended.

Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, please notify the [Management Office](#) at [\(408\) 736-7609](tel:4087367609) and we will send appropriate personnel to escort them off of the premises.

Services: Above-Standard Services

Please call the [Building Management Office](#) or refer to the lease for above standard services charge rate.

Services: Commuter Assistance

The CityLine Sunnyvale Campus is a designed Best "SITE" for Commuters. Efforts to maintain this national recognition include improving how commuters get to and from work using alternative methods besides driving alone. Alternative methods include biking, walking, carpooling, vanpooling, getting dropped off, and riding public transit. Tenants are encouraged to work with the Commuter Concierge, provided as a FREE amenity service, to identify resources and solutions for your employees.

For commuter assistance and resources, please contact the Commuter Concierge at Commute@Sunnyvale-CityLine.com.

Services: Elevators

A total of 17 elevators serve the buildings and garages.

They are regularly inspected and maintained by Otis Elevator Company. All elevators are equipped with emergency phones. If at any time you experience a problem with an elevator, please note the elevator number and contact the [Building Management Office](#). In event of emergency, please use the emergency phones in the elevator.

Services: Forms

We have included downloadable and printable PDF document forms that will expedite various building management service requests for your convenience. Hard copies of all forms are available from the [Building Management Office](#).

You need the Adobe Acrobat Reader software to view and print PDF files. If not already installed on your computer, it can be obtained free at www.adobe.com.

- [Bike Locker Registration Form](#)
- [Bicycle Resources](#)
- [CityLine Sunnyvale Commuter Resource Flier](#)
- [Emergency Ride Home Program Instructions](#)
- [Electric Vehicle Charging Policy Stations & Map](#)
- [Fitness Center Waiver Building 100](#)
- [Fitness Center Waiver Building 150](#)
- [Fitness Center Waiver Building 190](#)
- [Insurance Requirements for Vendors](#)
- [Overnight Parking Request](#)
- [Tenant Registration & Information](#)

Services: HVAC

If the temperature in your office needs adjustment, use the work order system and a member of the [Building Management Office](#) staff will respond accordingly.

Standard HVAC operating hours are from 8:00 a.m. to 6:00 p.m., Monday through Friday. Request for overtime HVAC can be made through [Building Management Office](#) with at 1-business day advance notice, charges will apply according to the rate stated in the lease.

Services: Janitorial & Engineering Services

Janitorial services are provided five nights a week, Sunday through Thursday. The janitorial staff will not dispose of items unless they are placed in the trash/recycling bin or if they display the trash/basura label. Trash / Basura labels can be obtained by the [Building Management Office](#).

Special cleaning requests (e.g., carpet cleaning, refrigerator cleaning, dishwasher operations) can be made through the [Building Management Office](#). Tenant is required to provide cost approval before request is scheduled.

To facilitate a timely response, tenants should be familiar with the following procedures for requesting building services:

1. Enter service requests into the online service request portal at <https://www.tenanthandbooks.com/>.
2. For emergencies, call the [Building Management Office](#) at (408) 736-7609 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. After normal business hours, calls to this number will be answered by the answering service.

Response time to the request will vary, but the request can usually be categorized in the following manner:

Request Type	Response Time
Emergency: Leak, etc.	Immediate
Comfort: Temperature adjustment	1-3 hours
Cleaning Spills, etc.	30 minutes
Special requests	Scheduled
Light bulb changes	24-48 hours
Access card activate / deactivate	24 hours

3. If the request is for a special service, a tenant request estimate will be filled out explaining the nature of the work involved by an outside contractor. The tenant will be required to sign the estimate to authorize work to be initiated prior to commencement of project.
4. Each tenant is required to designate one point of contact and one backup person for efficient communications with the [Building Management Office](#). All service requests should come from the contact or backup person. It is recommended that the current Suite Warden and Alternate Suite Warden assume this position.

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Services: Mail Service

The U.S. Postal Service delivers incoming mail Monday through Friday, directly to each tenant's mailbox located on the first floor. Outgoing mail may be deposited there as well and is collected once daily. Please note that no deliveries or collections are made on weekends or holidays.

EXPRESS MAIL

FedEx Drop Box to Inside

100 Mathilda Place
Sunnyvale, CA 94086

Express:

Monday through Friday: Last Pickup 4:00 p.m.
Saturday & Sunday and holidays: NO PICKUP

FedEx Office Print & Ship Center to Inside FedEx Office

598 E. El Camino Real
Sunnyvale 94087

Express:

Monday through Thursday: Last Pickup 4:45 p.m.
Friday: NO PICKUP
Saturday: Last Pickup 4:00 p.m.
Sunday: NO PICKUP

Ground:

Monday through Friday: Last Pickup 6:00 p.m.
Saturday & Sunday: NO PICKUP

Store Hours:

Monday through Thursday: 7:00 a.m. to 11:00 p.m.
Friday: CLOSED
Saturday & Sunday: 9:00 a.m. to 9:00 p.m.

UPS DROP BOX to Self to Serve Drop Box:

465 S. Mathilda Ave.
Sunnyvale 94086

Latest time for pick up (Ground & Air):

Monday through Friday: 5:00 p.m.
Saturday & Sunday: CLOSED

*Accepting all UPS Shipments not exceeding 16 x 13 x 3 inches

THE UPS STORE

1111 W. El Camino Real, #109
Sunnyvale 94087

Operating Hours:

Monday through Friday: 9:00 a.m. to 7:00 p.m.
Saturday: 9:00 a.m. to 5:00 p.m.
Sunday: CLOSED

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Services: Maintenance Requests

Maintenance requests can be submitted through the ETS [Tenant Center](#). Please reach out to the Building Management Office to be set up as a contact, in order to submit work tickets, and receive building announcements. Contacts will receive a login email for initial login. Once logged in, you will be prompted to update your password, as well as revise your username, if desired.

If you have any questions regarding the work order system, please contact the [Building Management Office](#) at [\(408\) 736-7609](tel:4087367609).

Services: Signage & Directory

Any changes to the floor directory or suite signage must be made in writing and submitted to the [Building Management Office](#).

Services: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

- **Submit and track Work Orders and Certificates of Insurance.** Note: Access to complete these options is based on the property's app subscriptions and may not be available for all tenants.
- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **Sign up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!

SIGN UP

SIGN IN

Need Access?

1. Click on the "[Request Account](#)" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

Download the App!

How to submit a Service Request:

1. Select Service Request - Request Service;
2. Click the circle, or choose from the drop down menu the service type you are requesting;
3. Enter the location and a brief description relating to the request. Please enter any and all information that will assist management in locating and addressing the request.

HELP CENTER

*Requires being logged into the Tenant Center.

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TECH: Tenant Center

CityLine Sunnyvale wants to ensure you are kept in the know!

[Tenant Center Registration Video](#)

Tenant Center Access will allow you to:

- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **Sign up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!
- **Take advantage of current Tenant Rewards!**

[SIGN UP](#) [SIGN IN](#)

Need Access?

1. Click on the "[Request Account](#)" link on the login page of the Tenant Center.
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Download the App!

[Help Center](#)

*Requires being logged into the Tenant Center.

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