

ASSET SERVICES: A CHECK-LIST

The following checklist outlines how Transwestern's Agency Leasing Brokers engage directly with Asset Services teams to understand how building protocols have been updated and managed for tours and lease discussions. If you would like more detailed information about an individual asset please contact your property management team.

Contact [Katie Sakach](#) or [Brett Williams](#), who lead our National Asset Services Team, with any questions.

- ✓ **Building Access:** Information to tour vacant, occupied, and amenity space; PPE protocols; tour route preparation; rideshare drop off and bike storage; parking.
- ✓ **Building Security:** Understand building protocols for tour guests, visitors registration requirements and delivery protocols.
- ✓ **Amenities:** Ensure access for tours; understand changes to amenity operations and plans to re-open or current operating hours.
- ✓ **Elevators:** Understand peak times, elevator use protocols, and request exclusive elevator reservations for tours.
- ✓ **Social Distancing:** Protocols and signage in place for common areas, reception, tenant elevators, dock and freight elevator.
- ✓ **Cleaning and Janitorial Specifications:** Schedule, duration and products used in tenant and common spaces.
- ✓ **Building Systems:** HVAC protocols on fresh air intake, air filters, humidity and systems' hours; indoor Air Quality measurement, potable water procedures; fire and life safety protocol.
- ✓ **Health Checks:** Requirements for prospect tours; established step by step protocols when COVID-19 cases occur.
- ✓ **Operating Expenses:** Impact, if any, to operating expenses and estate taxes.
- ✓ **Communications:** Create methods to communicate in real time: social media, apps, eblasts, signage in common areas and elevators.