

THE FRANCES NEWSLETTER

April 2005

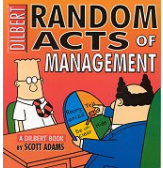
Frances, L.L.C.

Vol. 1, No. 5

President's Message

The two story outhouse under the text in this section is a joke that normally shows management on the top floor and employees on the bottom. Our outhouse depicts tenants on the top floor and management on the bottom floor. A little exaggeration maybe, but we do have the philosophy that we work for you and would like for you to give us an evaluation.

In our first Newsletter (December) I indicated that we would be distributing a tenant satisfaction survey during the first quarter of this year. I believe the survey is very important in that it will provide communications directly back to me on how we are doing as managers of the building.



The survey will rate areas of our management as well as the condition of the building, your office space and how responsive we have been when you have a concern. The survey will be returned directly to me by mail and can be either by author, suite number or anonymous.

Note: In light of the cleaning survey temporarily going out on a monthly basis we are going to move the tenant satisfaction survey to mid-year.

Building Management

We have compiled your cleaning surveys and held a meeting with B & G cleaning. We were not able to set the meeting up until March 18th so please be aware that remedies to your concerns may not have been visible until near the end of the month. The meeting was very positive and we fully expect for your concerns to be addressed. The April survey will give us a better idea of how well we have done.



You may have noticed that the last rent invoice had a line on it indicating a late fee, if appropriate, and then a line that indicated the fee was waived by Kevin Rehm. This will be on each invoice when the rent payment was received late for the previous month. The waiver will be up to Kevin who states that it will be on a case by case basis. Rent for all tenants is due on the first of each month.

Earn a Free Parking Space with Rent Referral

We have several spaces for storage available and the following **OFFICE SPACE** for lease: Suite 218 - 1764 sq ft, Suite 333-800, Suite 341-272, Suite 400-1900, Suite 427-825, Suite 433-1977, Suite 435-511, Suite 441-272 and 601-375 sq. ft.

New – Vending Room

The new **Vending Room** on the 2nd floor is the result of suggestions by some of you. We hope the wait was worth it and you enjoy the new area and the convenience of grabbing a drink or a snack. We will monitor the area to see if there is enough use to keep it. If there is heavy use we may look to make more improvements.



Open 7AM til 8 PM

C.P.R. / A.E.D. Certified to Help Save a Life

On Saturday, March 5th Attorney **Alexander Esteves, Suite 604**, attended the American Red Cross Adult CPR Training and joins several others in the Frances Building as Certified in Adult CPR and officially trained to use the AED (Automatic External Defibrillator) located on the first floor of the building. Alexander also attended the special instruction and received certification for infants and children. Alexander is the proud father of 6 year old Nicolas and feels the training was well worth the time.



Bob's Corner

Bob is keeping very busy getting 615 ready for the Warner Group to relocate the corporate portion of their office. (Don't feel too sorry for Bob – the heavy lifting was staged.) We would like to extend a special "Thank You" to the tenants on 6 for their patience during the construction.



We need you to verify the security card information we have on file for your office. Please take a moment and verify the card name and number on the form enclosed with your statement and return it to our office. Any cards not accounted for will be purged from the system. Thank You!