

Legacy Tennyson Center I

WEEKEND AND AFTER-HOUR INFORMATION SHEET

I. ON DUTY CONTACTS

Manager On Duty	Ana Kountz	817-800-7383 cell
Engineer On Duty	Dale Ward	214-693-6177 cell
Manager On Duty	Brittany O’Hanlon	214-432-3975 cell

In the event the duty manager cannot be reached, the following should be called in sequence until one is contacted.

A member of the Property Management Staff **MUST** be contacted when an after-hour emergency alarm occurs for “fire”, “forced entry”, “equipment malfunction”, “building function alarm”, or “a person trapped in the elevator”.

II. MANAGEMENT STAFF

Name	Title	Home	Cell/Pager
Ana Kountz	Property Manager	N/A	817-800-7383
Brittany O’Hanlon	Management Assistant	N/A	214-432-3975
Brandon Shorter	Director	N/A	214-803-3438

III. ENGINEERING STAFF

Name	Title	Home	Cell/Pager
Brandon Shorter	Director	N/A	214-803-3438
Shawn Keeth	Engineering Manager	N/A	818-445-2975
Dale Ward	Operations Engineer	N/A	214-693-6177

IV. HINES CORPORATE COMMUNICATIONS

Name	Title	Cell/Pager	Office
George Lancaster	VP – Corporate Communications	713-446-4344	713-966-7676

V. EMERGENCY PROCEDURES

A. Fire

If there is a fire, call the Fire Department at 911. Then proceed to notify the Engineer and the Property Manager at the numbers listed above.

B. Alarms

In the event that an alarm on the enunciator panel in the Fire Control Room is sounded, please notify the Engineer on Duty. In the event the Engineer cannot be reached, please contact the Property Manager.

C. Bomb Threat

If there is a bomb threat, get as much information as to the specific location and detonation time. Call the Management Office at **214-307-8150** during the day and the numbers listed above for after-hours.

D. Flood and Wind Damage

If there is a flood and/or wind damage, contact the Engineer and Property Manager in sequence as soon as possible at **214-307-8150** during the day. After hours, please notify the Engineer on Duty. In the event the Engineer cannot be reached, please contact the Property Manager.

E. Electrical Power Failure

In the event there is a building power failure, notify the **Management Office at 817-800-7383** during the day. After hours, please notify the Engineer on Duty. In the event the Engineer cannot be reached, please contact the Property Manager.

F. Police Protection

In the event there is a need for the Coppell Police Department, call the Property **Management Office at 817-800-7383** during the day and the numbers listed above for after-hours.

G. Ambulance Service

Call 911 then notify Property Management at **817-800-7383**.

H. Public Relations

In the event of a media situation, please notify the Property Manager. If the Property Manager is unavailable, please contact **George Lancaster w/ Corporate Communications at 713-520-7555, 713-446-4344 (cell)**

VI. BUILDING OFFICE TELEPHONE NUMBERS

The Management Office telephone number: 972-454-4170

The Management Office security number: 214-432-3383

The management office phones are transferred to an off-site answering service after hours. All of the building staff, including engineering and security, can be reached through the management office phone number.

VII. CONTRACTORS, CONTACTS TELEPHONE NUMBERS

Cleaning (Day & Night)			
Pritchard Industries	Saul Wilson Garrido	214-334-0568 cell 214-422-1364 cell	wgarrido@pritchardindustries.com
Elevator Maintenance			
TK Elevator Corp Bldg I.D. # ELBI-12643	Mark Andrews Reagan Vasquez	316-650-7283 214-676-8604	Branch Manager Reagan.vasquez@tkelevator.com
Otis Elevator	Elizabeth Hubbard	863-633-9168	Elizabeth.hubbard@otis.com
Security			
Universal Protection 972.578.1501 – Office	Timothy Standard Security Desk M-F 7am-6pm Sun 8am-1pm	469-590-5353 cell 469-401-8942	TennysonCenter.Security@united-protective.com
Utilities-Electricity			
Engie Account# 7232424 ESI ID 10443720009540376 Meter #: 120449368LG	For Emergencies & Outages - Engie Customer Service	888.313.4747 ONCOR 866-693-6443 Cust Svc	contracts@gexaenergy.com care@engieresources.com
Utilities-Water			
City of Plano Acct # 445301	Office Emergencies	972-941-7105 972-727-1623	
Utilities-Gas			
N/A	N/A	N/A	
Interior Landscaping			
Exterior Landscaping			
LandWorks	Bill Bray	972-606-0311 817-819-2709 cell	Landworks1@yahoo.com
Electrical			
Petri Electric	Lance Anderson	972-644-5407 972-832-0895 cell	landerson@petri-electric.com
Plumbing & Mechanical			
DMI Pioneer Plumbing	Dottie Faucett Todd Taylor	972-299-9434 972-965-9792 cell	dfaucett@deckermechanical.com toddtaylor@pioneerplumbingservices.com
Emergency Generators			
PowerSecure	Eddie Moore		emoore@powersecure.com
Fire Sprinkler System			
DSS Fire Caruth Protection	Justin Fouser Richele Guy	214-553-6120 214-919-2231	jfouser@dssfire.com rguy@Caruthps.com
Metal/Wood Refinishing			

HVAC			
Evolution	Bill McCauley Ryan Tyler O'Neill	(214) 533-3215 – Cell 469-930-0270	mccauley.b@evomechtx.com ryan.oneill@evomechtx.com
Life Safety System Equipment			
Caruth	Richele Guy	214-919-2231	rguy@caruthps.com
Glass Replacement			
Alpha	Kevin Spivey	(214) 637-5500 - Office (903) 802-2925 -Cell	kspivey@swbell.net
Window Washing			
City Wide Building Services	Jim Bentler	214-358-4547 214-876-0096 cell	AR@citywidebuildingservices.com
Locksmith			
Armored Lock	Jamie Wolfenberger	972-772-8822 972-880-9245 cell	armoredlock@gmail.com
Water Treatment			
Kurita	Dustin Hammel	763-497-1273	d.hammel@kurita-water.com kai_accountsreceivable@kurita-water.com
Telephones			
Granite Acct # 4192921	Customer Service	886-847-5500	
Spectrum	Aeron LaRue	972-630-5157 214-437-4388 cell	Aeron.larue@charter.com
Roof			
K Post	Scott Bredenhoeft Kristel Hanlon	214-466-1228 214-707-5298 cell 972-910-8777	Scott.Bredenhoeft@kpostcompany.com Kristel.hanlon@kpostcompany.com
Bathroom Air Fresheners			
Tidy Aire	Shanon May		billing@tidyaire.com
Parking Lot Sweeping			
CI Pavement	Shelley McClendon		shelley@cipavement.com
Pest Control			
Definity – Pest Control	Johnny Lockridge Owner/Operator	469-471-6798	definitypestservices@gmail.com
Trash Removal			
Republic Services	Nychel Menchaca Alex Nicholson	469-596-8372 512-962-7940 cell	Nmenchaca@republicservices.com ANicholson1@republicservices.com
Access System			
Allied Universal	Jeremy Shown	469-543-3206	Jeremy.Shown@aus.com

Directory			
			karenb@touchsource.com
Music			
MOOD media – Harmony Music https://harmony.moodmedia.com/v6/Content/index.html Username: Ana.Kountz@hines.com Password: 5100Tennyson			

VIII. POWER OUTAGE CONTACT

In the event there is a building power failure, notify the Engineer on Duty. In the event the Engineer cannot be reached, please contact the Property Manager.

1. Engineer On Duty	Dale Ward	214-693-6177 cell
3. Manager On Duty	Ana Kountz	817-800-7383 cell

Gexa Energy

For Emergencies and Outages please call **1-888-313-4747**.

Tenant Contacts:

Gateway First Bank Suite 100	Lori Garcia	469-952-7174	Lori.Garcia@gatewayfirst.com
CountryPlace Mortgage Suite 200	Syed Rehman	972-763-5147	srehman@countryplacemortgage.com