



TRINITAS

TRINITAS PROPERTY MANAGEMENT AND OPERATIONS PLAN OVERVIEW

Management Staff Standards and Expectations

The Trinitas development team works closely with our national property management leadership from concept to occupancy to ensure that the project and property meet the highest aesthetic and functional standards consistent with our national portfolio of excellent properties.

All Trinitas properties and management staff are expected to operate at the highest level of professionalism. Positive interactions with residents, property neighbors, and the local community are of the utmost importance to us.

Trinitas hires the highly qualified property management teams in each local market that possess the right combination of relationship management skills accompanied by technical expertise to provide the most positive resident experience and to maintain the property to the highest operational standards.

Management Staffing

With the guidance and oversight of our national real estate management team, the local property will be fully staffed with a professional management team that oversees the day-to-day facilities management of the property. Our local property management team typically includes the following roles:

- General Manager
- Assistance General Manager
- Maintenance Supervisor
- Leasing and Marketing Manager
- Maintenance Technicians
- Porters
- Leasing Assistants
- Community Assistants

Office Hours

To better serve our residents, all properties maintain minimum office hours. This is exclusive of any additional hours for the clubhouse or other late-night facilities.

- The hours of the business and leasing office will be determined at the opening of the property. Hours could vary depending upon the property, but are typically:
 - 9 a.m. – 6 p.m. Monday through Friday
 - 10 a.m. – 4 p.m. Saturday
 - 12 p.m. – 4 p.m. Sunday
- These hours will be typical of other local properties in the market, and finalized by the Vice President, Property Management prior to the opening of a property. They will be maintained daily, unless approved otherwise.
- All hours are required to be maintained and professionally reflected on signage. The office is to be properly staffed during posted office hours each day of the week.
- Extended property hours may be set as deemed necessary.

Office Closure

Emergency Office Closure Procedures are utilized when it becomes necessary to modify normal leasing office hours based on natural disasters, inclement weather conditions or other extraordinary/emergency events. Offices will close on weekends when the property is at 100%. Maintenance is always available for any emergency 24 hours per day.

Site Security, Access Control, Safety

Security and access control and general safety are very important to Trinitas. The development team works closely with security consultants and property management leadership throughout the design process to ensure a thorough and thoughtful design plan for a safe and functional resident environment. We provide a fully integrated system that covers the property from the exterior entry points to resident unit doors. Our security, safety, and access control strategy begins with a safe construction site and culminates with operations. Our process and plans include but are not limited to the following:

Construction Phase Measures

We work closely with our general contractor to institute a site safety and cleanliness that typically includes the following:

- Construction site security, including a full-height site fence and restricted access to the site, day, and night.
- Careful review of site logistics to coordinate location, timing, and manner of material deliveries.
- Construction site cameras.
- Enforcement of personal protection equipment measures and compliance with OSHA.

Security Design Criteria for Property

- Site lighting to illuminate all exterior entries and walkways. Security cameras located throughout the property and building –covering the following areas:
 - Sidewalks and walkways
 - Garage entries
 - Pedestrian entries
 - Elevator lobbies
 - Amenity areas
 - Rooftop deck
 - Common corridors and stairwells
- Landscaping is designed to maintain a safe line of site factoring size and material type.
- We provide a fob-based access control system on all exterior entry points and strategically placed interior spaces and rooms. The front lobby, as needed, remains open during the day when the leasing office is in operation. All other doors and elevators that allow access into resident areas, office areas, residential units, parking garage, and amenity spaces are equipped with fob readers.
- All residential unit doors are fob access, and all individual bedroom doors are secured by locking hardware.
- Parking is also controlled by fob access for residential parking.

Security Operations

- At some properties, it is beneficial to have Courtesy Patrol Officer living on site. The purpose of the Courtesy Patrol is to patrol the property, respond to noise complaints, assist with lockouts, lock up amenities, deliver notices, conduct nightly light checks, and monitor activity on the property.
- The property operation will include provisions for camera and alarm monitoring through web-based applications.

Weekly Light Checks

Weekly Light Checks of all common area lighting to be completed by the maintenance staff or others as directed.

- Every property is to perform weekly light audits to ensure that the property is adequately lit.
- Any lights that are not working must be repaired within 24 hours of the light audit being performed.
- If streetlights are out, they must be reported to the local utility company, or the responsible party.
- If a ladder is required to replace light bulbs, repairs must occur during daylight hours while following proper safety procedures.
- Exit light and emergency light fixtures must be periodically tested to ensure backup batteries are in working order.
- If utilizing courtesy patrol officers, nightly light audits can be performed as part of the assigned duties.

Health and Safety Inspections

We may perform random/periodic apartment inspections to ensure health and safety standards are being met and to identify potential hazards. Inspections will focus on the following:

- Safety Equipment.
 - Smoke detectors
 - Sprinkler heads (it is NEVER permitted to attach anything to an exposed sprinkler head in your apartment)
 - Other security features (self-closing door hinges, window & door locks, etc.)

- Fire Hazards.
 - Frayed and/or overloaded electrical wiring
 - Stacks of newspapers or magazines
 - Covered heaters
 - Build-up of grease in ovens, broilers, or on stovetops
 - Storage of gasoline or other flammable materials, or gas-powered vehicle in unit

- Health Hazards.
 - Disposed of garbage or food
 - Unsanitary bathroom conditions
 - Unreported water intrusion/leaks

Emergencies

Staff are thoroughly trained to identify and respond to several property emergencies.

After Hours Emergencies include any breakdown or malfunction that threatens life, health, or property if not immediately corrected by Property Staff. Examples of appropriate emergencies include the following:

- Fire – if a fire is reported, Call 911 FIRST! After calling 911, notify the General Manager. The General Manager will notify their supervisor.
- Water Leaks (including broken pipes and sewer back-ups) respond.
- No Water or No Hot Water.
- Electrical or Gas Failure
- No Heat – When outside temperatures are below 55 degrees.
- No Air Conditioning – When outside temperatures are above 80 degrees.
- Malfunction of Essential Appliance – Non-working refrigerator for example.
- Lock-Outs – Including lock malfunctions.
- Malfunctioning of controlled access gates or entry doors.
- Break-ins or incidents in which police, or courtesy officer, contact on-call maintenance

Maintenance and Asset Preservation

Maintaining our assets is a priority to Trinitas and all property staff. Our national leaders have established policies and procedures that we implement across all properties to maintain a consistent standard of excellence. Each property has a dedicated maintenance team that reports to the General Manager and offices on site, with a fully equipped maintenance shop. The team focuses on long range, annual and immediate maintenance from this local office. The daily resident needs are addressed using our web-based service request platform while our policy and procedure manual establishes the process by which we handle emergency matters. The national property management team includes a Senior Manager of Portfolio Maintenance who oversees the local maintenance team, in conjunction with the local General Manager.

Trinitas brings this talented maintenance team on board during construction and all staff are participants in systems and equipment training. The team trains on mechanical, electrical, and plumbing systems, elevators, security systems, and amenity equipment maintenance. Key elements of our asset preservation efforts:

- Daily Housekeeping
- Exterior Maintenance Program
- Preventative Maintenance Program
- Capital Improvement Planning
- Waste Management Controls: Trash / Recycling Process Management
- FFE Review and Replacement Planning

The maintenance team, under the leadership of the national Senior Manager, Portfolio Maintenance, will schedule preventative maintenance as needed for asset preservation. Quarterly visits are also completed by the national property management leadership to ensure the asset is maintained to the level of standards expected by Trinitas.

Building and Curb Appeal Management

To always present a positive first impression, daily curb appeal procedures are followed at each site. The following are examples from our property operations manual of standards required to maintain our assets:

- Police Property – pick up all trash on the property including cigarette butts, pet droppings, cans, paper, etc. Also note any areas that need special attention as the daily routine is performed, such as pressure washing needed in breezeways, streets, or sidewalks. This MUST be done FIRST thing in the morning prior to the office opening.
- Walk all public areas:
 - Entire exterior of property
 - Clubhouse
 - Parking garage
 - Mail station area
 - Swimming pool/hot tub
 - Basketball courts/tennis courts/volleyball courts
 - Fitness centers
 - Dumpster or compactor areas
 - Common hallways/breezeways
 - Model apartments
 - Any and all amenity areas, if not listed above
- Parking Lot – check for improperly parked or disabled vehicles. These should be tagged,

residents notified, and proper procedure followed regarding towing vehicles. Vehicles without current tag, license plates, inspections (where required) are legally inoperable and are to be tagged as well.

- Policing of Buildings – twice per week walk behind buildings to police areas not seen from the street. Pay attention to fence lines, a/c condensing units, flower beds, etc.
- Clean breezeways weekly with a blower. Start at top and work down. Do not do this too early in the morning to avoid disturbing residents.
- Note any problem areas regarding patios/balconies, trash, grills on patios, safety issues

Residential Move-In

A smooth resident move-in is of the utmost importance to Trinitas and we believe this event sets the tone of the relationship with our residents. The move-in process begins with a detailed plan and consists of many steps to include the following:

- National property management leadership plans with the local team members for a very specific timeline on move in day.
- National and local staff are on site through the entire move-in operation each year. The construction team will also be on site during the first year of move in to assist as needed.
- Coordination and communication with adjacent property managers, as needed, to review the proposed plan and fine tune details that may impact our neighbors.
- Sequencing the move in by floor and time is done to control traffic to the building.
- Unloading and parking communications to residents sent well in advance of the move day. Communication is sent multiple times in multiple forms.
- Coordination with the City traffic division, as needed, each move in day.
- Provisions for additional large recycling containers for move-in material disposition.
- A SWOT is conducted after every move-in day to determine what adjustments should be made for the following year.

Refuse Management Process / Plan

Provisions (Interior)

- A common trash chute is incorporated into the project design on all floors.
 - dedicated waste chute.
 - dedicated recycling chute.
- A common trash room is located on the ground floor.
- The trash room will include (2) compactors and we anticipate a need for approximately (6) 2-yard containers.
- As containers are pulled out for pick-up, the spare containers roll into position at the base of the chutes.

Provisions (Exterior)

Roll up shop doors for waste removal have been included in the design off the trash room with an exterior temporary staging zone for roll-out containers at the designated pickup time.

Removal Frequency

It is assumed the building will require at least 3 pulls per week of both waste and recycling. The contract will not limit us or prevent us from increasing the frequency to ensure adequate removal as we gauge the demand. Recycling removal may not require the same frequency. The frequency will be estimated and adjusted as the demand dictates.

Removal Procedures

Trinitas Property Management staff has defined procedures for the trash pull events. The maintenance staff will pull containers to the designated pick-up location on the morning of pick up. The process also includes returning the containers to the trash room after pick-up. The containers are brought back into the building and into the secured trash room, typically within an hour of waste pick-up. The onsite team will work with the local trash vendor for identifying the time of pick-up to ensure containers are out timely for pick-up and pull-in.