



# **GSA**

# **Lease Management**

# **Customer Guide**

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## Introduction

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The Lease Management Program supports the lessor's compliance with the lease and fosters effective communication between the lessor, tenant agencies, and appropriate GSA offices. The Lease Management Desk Guide (LMDG) was developed to enhance national consistency for this program. The LMDG is the result of collaboration between GSA's National Office of Facilities Management and Services Programs (FMSP) and Office of Leasing personnel, Regional FMSP points of contact (POCs), and Regional Subject Matter Experts (SMEs) from the Property Management and Leasing Communities. The Guide outlines the minimum requirements for the Lease Administration Manager (LAM). This guide is not intended to create or amend any policies or procedures with respect to leasing and defers to the Leasing Desk Guide (LDG), Lease Acquisition Circulars (LAC) or General Services Administration Acquisition Manual (GSAM).

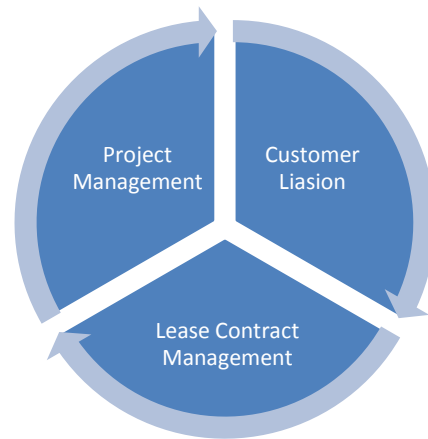
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# Chapter 1: Summary of LAM Responsibilities

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## A. Major Duties

This section summarizes the major duties of the LAM which are broken into the core competencies listed below. The process for each task is described in more detail throughout this guide.



### *Customer Liaison*

- Serve as the tenant agency advocate, and representative between the lessor and tenant agency.
- Administer the Tenant Satisfaction Survey
- Follow the Occupancy Management Playbook, and complete Occupancy Profiles as necessary.

### *Project Management*

- Serve as Project Manager/Contracting Officer's Representative (COR) for most post occupancy alterations/work under the simplified acquisition threshold (SAT). The current threshold can be found in [FAR 2.1](#)

### *Lease/Contract Management and Performance Improvement*

- Verify the lessor complies with lease terms and conditions.
- Investigate tenant agency concerns and building issues.
- Coordinate and enforce the application of policies and standards for the operation of amenity spaces and perform routine inspections of amenity operations.
- Serve as liaison between Subject Matter Experts (SMEs) and coordinate with SMEs on programs relating to facility safety, fire protection and environmental issues such as air quality, radon, PCB's, asbestos, hazard communication, etc.
- Coordinate tenant agency relocation and personal property moves.
- Participate in pre and post occupancy activities, including: space requests, market surveys, design kickoff meetings, acceptance meetings, space condition inspections and key collection.
- Solicit price proposals from lessors for alterations and improvements, and any other actions under the lease, that are at or below the Simplified Acquisition Threshold, currently \$150,000.
- Review and evaluate offers for price reasonableness as measured against the scope of work and independent government cost estimate.
- Prepare award documents for the Lease Contracting Officer (LCO) or Contracting Officer (CO).
- Prepare GSA Form 220, Inspection Report for Work Under Contract and GSA Form 3025, Receiving Report.
- Coordinate contract services for non fully serviced leases
- Serve as COR for services procured outside the lease for non-fully serviced leases (Janitorial, Utilities, etc.).

## Chapter 2: Glossary

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1. **Broker:** An individual or entity that acts on behalf of another person as an agent to negotiate for the lease, purchase, or sale of office space, buildings, land, or any other real estate. Sellers and Lessors are often represented by a broker, and the Government sometimes retains a broker to represent it in lease procurements. A Broker may not bind the United States or perform any other inherently governmental functions. The acronym “LCO/LS” is used throughout this guide to represent all leasing staff (Lease Contracting Officer, Leasing Specialist, and sometimes Broker).
2. **Contracting Officer (CO):** A warranted non-real estate CO for services and construction with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
3. **Contracting Officer’s Representative (COR):** A qualified individual appointed by a CO to assist in the technical monitoring or administration of a contract or lease. A COR must be a Government employee and possess the necessary qualifications (training) and experience commensurate with the responsibilities delegated to him or her. A COR can be a GSA employee or someone selected and nominated by the client agency and then formally appointed to the contract by the Contracting Officer. Designation of COR must be in writing and enumerate the specific authorities being delegated by the CO to the COR.
4. **Lease Administration Manager (LAM):** An individual who possesses a COR’s Delegation of Authority from the LCO and is responsible for day-to-day lease management and verifying Lessor’s compliance with lease terms and conditions. This role may include employees who have responsibilities in both federally owned and leased buildings.
5. **Lease Contracting Officer (LCO):** An individual holding a valid Government-issued warrant providing authority to enter into and administer leases on the Government’s behalf. The LCO job classification is GS-1170, Realty Specialist. The LCO has exclusive authority to enter into, amend, and administer leases on the Government’s behalf to the extent provided in his or her certificate of appointment as LCO. The acronym “LCO/LS” is used throughout this guide to represent all leasing staff (Lease Contracting Officer, Leasing Specialist, and sometimes Broker) during the transition process.
6. **Leasing Specialist (LS):** Individual who assists LCOs and may perform all duties that do not legally obligate the Government. The LS’s job classification is GS-1170, Realty Specialist. The acronym “LCO/LS” is used throughout this guide to represent all leasing staff (Lease Contracting Officer, Leasing Specialist, and sometimes Broker) during the transition process.
7. **Reimbursable Work Authorization (RWA):** RWA is an agreement between PBS and a client agency, whereby PBS agrees to provide goods and services and the client agency agrees to reimburse PBS for the cost of these goods and services, indirect costs, and fees. It is a written statement from another Federal agency or non-Federal source (when authorized by statute) requesting PBS to procure commodities and services on its behalf.
8. **Routine Access:** Routine access is defined as regularly scheduled access. For example, a contractor who reports to the facility on a regular basis in the performance of ongoing responsibilities has routine access and a personnel investigation must be conducted. A contractor who is summoned for an emergency service call is not required to have a personnel investigation and is treated as a visitor.

9. **SAT:** Simplified Acquisition Threshold. [See FAR 2.1.](#)
10. **Small Project:** All design, construction, repair, and/or alterations projects under the [prospectus threshold](#).
11. **Subject Matter Experts (SMEs):** GSA Regional or National experts in subject matters such as: childcare, concessions, engineering, architecture, historic preservation, fire protection, facility safety and environmental, etc.
12. **Substantial Completion:** As defined in the [GSA Form L201C, Standard Lease Model, October 2012](#): “[The point at which the] space may be used for its intended purpose, and completion of remaining work will not interfere unreasonably with the Government's enjoyment of the Space. Acceptance shall be final and binding upon the Government with respect to conformance of the completed Tenant Improvements (TIs) to the approved Design Intent Drawings (DIDs), with the exception of items identified on a punch list generated as a result of the inspection, concealed conditions, latent defects, or fraud, but shall not relieve the lessor of any other Lease requirements.

# Chapter 3: New Leases

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## A. Pre-Occupancy and Lease Transition

Active lease projects are typically triggered by an agency space request or the approaching expiration of a current tenant agency's lease. There are several steps that the LCO/LS must take at the onset of the space request. The LDG details the requirements development process in Chapter 1, Requirements Development, and further outlines the lease acquisition process in Chapter 2, New or Replacing Lease.

This section outlines the LAM's activities, key milestones, and deliverables for a successful transition from lease acquisition to tenant agency occupancy.

### *Active Lease Project*

- The LAM is notified that there is an active lease project and establishes a COR file.
- The LAM will participate as an active member of the project team.

### *Market Survey*

- The LAM is an integral member of the lease project team on every market survey and should attend whenever possible.
- The LAM will share any know information regarding the sites (such as local information or lessor past performance in existing leased locations) prior to the market survey, with the project team.

### *Lease Award*

LDG, Chapter 2, New or Replacing Lease describes lease award as follows:

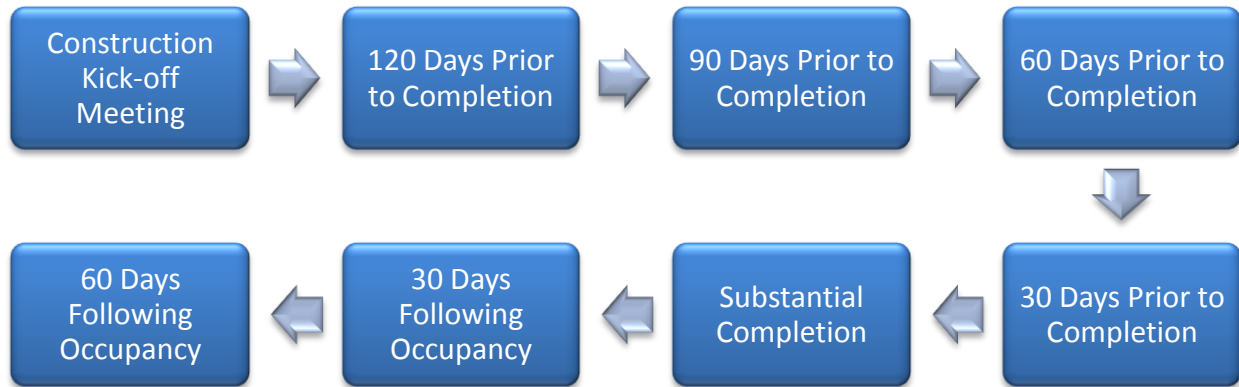
*Awarding a lease means creating a legally binding agreement with terms and conditions that GSA and the Lessor must honor. It obligates the Lessor to provide the stated space and services required by our client agency, and obligates the Government to pay the agreed amount in rent.*

- The LCO/LS will post the lease to GSA's internal leasing system (G-REX), and notify the LAM when the lease is awarded. The LAM will access the lease through G-REX.
- More information regarding the award process may be found in the LDG, Chapter 2, Part 5, Award Determination.

### *Lease Construction*

*The following timeline is a suggested framework based on a typical lease procurement. Time periods are adjusted as needed.*





The schedule below includes, but is not limited to, the following discussion topics:

- Construction Kick-off Meeting**

  - Introduce team members and establish the points-of-contact.
  - Establish the role of the LCO.
  - Review construction schedule and establish milestones for interim inspections.
  - Review finish selections.
  - Set schedule for progress and construction meetings.
  - Review move and furniture delivery, phone, data, and security (special requirements).
  - Discuss material Safety Data Sheets (MSDS) sheets (if necessary and applicable).
  - Discuss change order procedures.
- 120 Days Prior to Substantial Completion**

  - Discuss unique issues.
  - Meet to establish a plan for transitioning the space.
  - The team will determine the frequency and duration of any meetings.
  - Start the security clearance process
- 90 Days Prior to Substantial Completion**

  - Begin move coordination including site visits.
  - Customize the Welcome Brochure.
  - Prepare the Lessor Transition Package
- 60 Days Prior to Substantial Completion**

  - Review deliverables.
  - Deliver the Lessor Transition Package to the lessor.
- 30 Days Prior to Substantial Completion**

  - Deliver Welcome Brochure.
  - Follow-up on progress of key issues.
  - Schedule the Occupancy Profile interview for 30 days following occupancy.

### Substantial Completion

- Document acceptance inspection.
- Discuss with PM the Lessor Transition Package.
- May assist in the development of the Occupant Emergency Plan (OEP).

### 30 Days Following Occupancy

- LAM completing transition, making adjustments.
- Begin quality assurance inspections.

### 60 Days Following Occupancy

- GSA should have all submittals and the process should be complete.

## *Roles and Responsibilities of the Key Players*

### **LAM**

- Attend market survey when possible and provide feedback.
- Provide past performance information to the LCO.
- Attend all meetings when possible and provide comments as necessary.
- Coordinate security (HSPD-12) clearances for post occupancy contractors.
- Prepare, share and discuss the Lessor Transition Package with the lessor in collaboration with the Project Manager.
- Assist in the follow up of punch list items as necessary.
- Develop and communicate the tenant agency transition documents: Customer Welcome Brochure and Occupancy Profile.
- Assist tenant agency in development of the Occupant Emergency Plan (OEP), inquire as to the establishment of the Facility Security Committee (FSC).
- Perform day-to-day lease management activities upon substantial completion.

### **LCO**

- Award, execute and transmit lease to the lessor and provide access to all team members, including the LAM.
- Issues a letter of delegation to the appointed COR.

### **Project Manager/Leasing Specialist, etc. Role**

(These tasks may be performed by different team members/titles depending on regional structure and practices to include the broker, LCO/LS).

- Notify LAM that a tenant agency space request was received, creating an active lease project.
- Collect relevant past performance information from the LAM.
- Invite the LAM in a timely fashion to scheduled market survey.
- Request the schedule of periodic services and deliverables from lessor and transmit to LAM.
- Invite FPS and other stakeholders to meetings as required in the LDG, Chapter 2.
- Provide project schedule to the project team.
- Schedule and facilitate all meetings (including kick-off, design intent, and construction).
- Conduct final walk-through/acceptance inspection.
- Prepare and transmit Lease Transaction Checklist in collaboration with the LAM.
- Communicate Lessor Transition Packet in collaboration with the LAM.

## Lessor

- Deliver space build-out per agreed upon schedule.
- Complete punch-list items timely.
- Provide required documents in accordance with the lease.
- Keep System for Award Management (SAM) current.

## Tenant Agency

- Attend pre-occupancy planning and project meetings.
- Prepare for move including agency procurements in coordination with PM and project schedule.
- Assist in identifying punch-list items.
- Develop the Occupant Emergency Plan (OEP).

## B. Non-Fully Serviced Leases: Service Contracts

Lessors typically provide fully serviced leases. In limited cases GSA must procure services such as custodial, operations and maintenance (O&M), and utilities. The process is outlined below.

### Notification

- LCO notifies the LAM of non-fully serviced lease.

### Coordinate

- The LAM coordinates the procurement for the service contract and is responsible for delivering the completed scope of work and estimate for services to the CO.

### Occupancy Agreement

- The LCO/LS modifies the draft Occupancy Agreement (OA) to reflect the services not included within the lease and provides the final OA to the tenant agency.

### Delegation

- LAM serves as the COR for the service contract.

## *Roles and Responsibilities of the Key Players*

### **LAM**

- Coordinate service contract request upon notification.
- Provide the CO with the completed estimate and scope.
- Forward a completed [GSA Form 49](#), Requisition/Procurement Request for Equipment, Supplies or Services, for funding approval.
- Forward service contract award information to the LCO/LS to incorporate into the OA as appropriate.
- Serve as COR for service contract.

### **LCO/LS**

- Notify LAM of need and provide information via the Non-Fully Serviced Lease-Information Form.
- Modify OA to include "Other Services" line item (if applicable).
- Prepare the appropriate budget activity (budget activity 53) Fund Certification (if applicable).
- Sign Fund Certification and return to the appropriate Funds Manager (budget activity 53, if applicable).
- Notify LAM that funds have been certified.
- Notify LAM when lease acceptance date is firm.
- Issues final OA to tenant agency (according to established process).

### **CO**

- Solicit and negotiate service contract action.
- Award Contract.
- Appoint service contract COR and notify the LCO/LS.
- Forward documentation to LAM for coordination and distribution.

## C. Moves/Relocation

Below is the process the LAM follows when performing the role of the Project Manager for moves and relocations.

### Notification

- The LAM is notified by a project team member when a tenant agency requires GSA assistance to handle the move..

### Coordinate

- The LAM collaborates with the tenant agency to develop the move SOW.
- The LAM coordinates the procurement for the move contract and is responsible for delivering the completed scope of work and estimate for services to the CO.
- LAM must follow applicable, established GSA project management procedures, acquisition requirements, and sustainability guidance to manage the move process efficiently and effectively.

### Move Schedule

- LAM coordinates the physical move schedule with the tenant agency, lessors at both locations, and the move contractor.

### COR

- LAM serves as the COR for the move contract.

## *Roles and Responsibilities of the Key Players*

### **LAM**

- Manages the entire move process, if designated to coordinate the move.
- Completes move needs assessment with the tenant agency and confirms tentative move date, following established PBS project management procedures.
- Coordinates/collaborates with all stakeholders: tenant agency, move contractor, LCO/LS, PM, lessors and CO throughout the process.
- Prepares the [GSA Form 49](#), Requisition/Procurement Request for Equipment, Supplies or Services, and supporting acquisition documents such as the SOW and IGE, providing to the CO.
- Verify that tenant agency funds are available through an existing RWA or secures a new RWA to cover the costs associated with the move, following established RWA policy
- Documents receipt and acceptance of move services following established acquisition procedures, providing the documentation to the CO.

## **CO**

- Sends out request for quotes (RFQ) and determines whether they are fair and reasonable when received.
- Awards the move contract.
- Processes payment to the contractor.

### **Tenant Agency**

- Completes move needs assessment with the LAM/PM.
- Provides documentation/Inventory of goods to be relocated which becomes part of the SOW.
- Establishes tentative move date, participates in pre-move space assessment-
- Manages its own aspects of the move process.

### **Relocation/Move Contractor**

- Confirms move needs assessment with the tenant agency, LAM/PM.
- Coordinates/collaborates with tenant agency, LAM, PM, LCO/LS, and lessors before, during, and post move.
- Prepares/submits complete, responsive, fair, and reasonable move proposal.
- Provides insurance and requisite security data, if required, in a timely manner.
- Participates in pre-move and post move space assessment, and supplies boxes/rentable crates as needed.
- Completes the entire physical move process.

# Chapter 4: Occupancy

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## A. Lease Inspections

The lease inspection process addresses lease compliance issues (i.e. cleaning, maintenance, tenant safety, etc). The inspection procedures outlined in this section establish guidance mandating the use of the GSA 500, Lease Inspection Form, for lease inspections. This section also outlines standard practices to be utilized nationwide in the inspection of our leased space.

It is essential that the LAM knows the lease. The terms, conditions, requirements, and deliverables may differ for each lease. These differences are based on the date the lease was written and varying tenant agency mission requirements.

### i. The Inspection Process

The LAM must use the Inspection Checklist for every lease. This document provides a roadmap through the entire Inspection Process. The Inspection Checklist includes the following steps:

#### *Before the Inspection:*

##### Review documentation

- Review initial lease, lease amendments, prior lease inspections, Tenant Satisfaction Survey results, MARS reports, fire protection surveys, facility safety surveys, environmental surveys, miscellaneous Incident Reports, and sustainability requirements.

##### Schedule Inspection

- Always coordinate the inspection with the tenant agency representative and invite the lessor in advance. Also conduct a pre-inspection tenant agency interview by reviewing lease terms and conditions and prior inspections and survey results.

#### *During the Inspection:*

##### Conduct Inspection

- The LAM is required to use the Lease Inspection Form, GSA Form 500, during the inspection. Notes and photos must be used to provide further explanation of deficiencies.

## After the Inspection:

### Deficiencies Found

- The lease inspection findings must be compiled in the Lease Inspection Form, GSA 500.

### Transmit Deficiency Letter

- Transmit Form 500 and the inspection findings letter, photos, and other supporting documentation to the lessor within 3 business days after the inspection. Copy the LCO/LS and the tenant agency point-of-contact.

### Reinspect

- Once the lessor provides notification that the lease deficiency findings have been corrected, the LAM must verify satisfactory completion via re-inspection.

### Close-out

- If deficiencies were corrected, the LAM issues the Close-out Letter to the lessor.

If the deficiency(s) noted in the initial letter to the lessor are not corrected by the due date, the LAM will refer to the Cure Process section in the Lease Management Desk Guide.

## ii. Periodic Services

A periodic service is defined as any service and/or maintenance that is performed on a cyclical basis. The costs of these services are typically built into the rent. Examples of periodic services may include but are not limited to: painting of common and tenant agency spaces, carpet shampooing and replacement, dusting surfaces more than 70 inches from the floor, and stripping and refinishing floors. The lease requires the lessor to provide a schedule of periodic services to be performed other than daily, weekly or monthly. It is important to note that periodic services may vary from lease to lease and understanding the requirements in each lease is critical. If the schedule is not received within 60 days after occupancy, the LAM should follow up with the LCO/LS. Once the schedule is provided to the LAM, the LAM is responsible throughout occupancy to obtain schedule updates from the lessor when changes occur.

Using the schedule provided by the lessor, the LAM is encouraged to create a chart of periodic services with required time frames and follow up with the lessor on a recurring basis throughout the year to verify the items are performed. This interaction may be in the form of a site visit, telephone call, or email and must be documented. The LAM must document and report all significant or continuing periodic service lease term compliance failures by the lessor.

Prior to annual inspections, review the periodic schedule and discuss it with the tenant agency to verify services that were delivered since the last inspection. This should be completed in conjunction with the pre-inspection tenant agency interview which is discussed in Chapter 5, Occupancy, A. Lease Inspections.



**Prior to inspections, and on a recurring basis, the LAM should:**

**Review**

- Review the periodic schedule and make note of which items should have been completed since the last inspection.

**Follow up**

- Follow up with the lessor to verify the services are being performed.

**Check**

- Check for services that are due within the upcoming year.

**Coordinate**

- Coordinate larger periodic requirements (e.g., carpet and paint replacement) between the lessor and tenant agency.

**Notify**

- Notify the LCO/LS when the agency requests to waive substantial periodic requirements so that the LCO can negotiate a possible one time deduction in the rental payments.

*Roles and Responsibilities of the Key Players*

**LAM**

- Conduct one (1) inspection annually at a minimum using GSA Form 500, Lease Inspection Form, and initiate at least one additional tenant agency interaction annually regarding lease compliance and level of customer satisfaction.
- Communicate with LCO/LS (and RCCC when applicable) on issues relating to lease compliance.
- Complete inspection documentation.
- Engage the tenant agency (and child care provider when applicable) in the inspection process to foster a positive customer relationship and tenant experience.
- Confirm periodic services are performed.
- Use the Child Care Facility Checklist where centers are present.

**LCO/LS**

- Support the LAM in enforcing lease terms and conditions.
- Help interpret the lease requirements, as necessary.
- Provide lease documents, as necessary.
- Issue Rent Deduction letters, when appropriate.

**Lessor**

- Provide the LAM access to the space for the inspection, when needed.
- Provide documentation required by the lease.
- Provide the corrective action plan and correct lease inspection deficiencies within the correction period.

### Tenant Agency (and Child Care Provider when applicable)

- Notify the LAM if there are recurring issues or if the lessor is not responsive.
- Accompany the LAM on the inspection when possible.
- Allow access to leased space.

### Regional Child Care Coordinator (when applicable)

- Overall program oversight and issues related to child care space.
- Monitor providers compliance with GSA License Agreement
- Serves as child care technical expert (State licensing, health, safety and all issues related to child care program and child care space.)
- Replacement of equipment
- Approval of all major and minor repairs and alterations
- Communicate issues with LAM
- Accompany the LAM on the inspection when possible

## B. Cure Process

Lessor deficiencies may be identified by the tenant agency or during on-site annual inspections. When deficiencies are identified, the LAM must notify the lessor in writing, prescribing a time frame appropriate for the corrective action. The amount of time allotted will depend on the complexity of the deficiencies and the impact on the tenant agency's ability to utilize the space. The letter should provide the lessor an opportunity to contact the LAM and request additional time for corrective action, if necessary. Depending on the urgency of the situation, the LAM may choose to contact the lessor by phone. If this contact method is used, the LAM must document the call in the form of a letter and forward it to the lessor and tenant agency.

### Deficiencies Identified

- LAM Issues Lessor a Deficiency Letter
- Allotted time passes
- The LAM reinspects

### Deficiencies Uncured

- LAM consults the LCO and determination is made
- Cure Process triggered
- LAM issues **Notice of Non-Compliance** letter to the lessor
- Allotted time passes
- LAM reinspects

The Notice of Non-compliance Letter references clauses in the lease and notifies the lessor that failure to resolve deficiencies by the due date could result in "Failure in Performance" or "Default by lessor" as applicable in the contract. This letter provides essential written documentation for the LCO/LS to move forward with the Cure Process if necessary.

*At any time during the process, when the LAM inspects the space and determines that the deficiency(s) have been resolved, the LAM must transmit the Inspection Close-Out Letter to the lessor and provide a copy to the LCO/LS and tenant agency.*

### *Setting Deadlines to Correct Deficiencies*

The amount of days provided to the lessor will depend on the complexity of the deficiencies and their impact on the projected interruption of services.

#### Deficiencies remain uncured

- LAM consults the LCO.
- LCO consults regional counsel and determination is made to continue the cure process
- GSA issues Notification of Default - Final Opportunity to Cure letter to the lessor
- Allotted time passes
- LAM reinspects

The Notification of Default - Final Opportunity to Cure requires the lessor to resolve the deficiencies within the prescribed timeframe. If not resolved, the Government may, without further notice, contract to resolve the deficiencies and take a rent deduction. The final costs of said deduction will include the actual cost of correcting the deficiencies as well as administrative fees.

#### Deficiencies remain uncured

- LAM consults the LCO.
- LCO consults regional counsel and determination is made to continue the cure process
- GSA issues **Notice of Exercise of Lease Right – Commencement of Work** letter to the lessor

The Notice of Exercise of Lease Right – Commencement of Work letter informs the lessor that GSA will contract for work to remedy the deficiencies he failed to correct. This letter should include the work commencement date, the name of the contractor performing the work, a copy of the contractor's certificate of insurance, and the estimated cost for the work.

The letter will also cite the paragraph in the lease either "Failure In Performance" or "Default by the Lessor".

## GSA Contracts for Work

- GSA's Project Manager (PM) will proceed in accordance with the GSA action plan
- The PM will monitor the completion of work until the deficiencies are resolved
- LCO sends the Notice of Exercise of Lease Right - Deduction

The Notice of Exercise of Lease Right - Deduction letter will serve as the notification of the amount of rent deduction that will be taken to compensate for the work. Appeal Rights are provided in the letter.

### *Roles and Responsibilities of the Key Players*

#### **LAM**

- Manage the cure process.
- Complete inspection(s) of facility to confirm deficiency(s).
- As COR, consult with LCO/LS early and throughout the process.
- Issue Notification of Non-compliance Letter.
- Consult with LCO to determine, depending on situation, who will prepare and issue Notification of Default - Final Opportunity to Cure Letter and Notification of Commencement of Work Letter.
- As COR, may prepare cure letters and either issue to Lessor or forward to LCO/LS for signature as agreed.
- Consult Regional Counsel as needed.
- Conduct further inspections of the facility.
- Coordinate efforts to procure contracted resolution.
- Serve in the Project Manager role for contracted resolution, as needed.

#### **LCO/LS**

- Consult with the LAM early in the process and determine who will issue Notification of Default - Final Opportunity to Cure Letter and Notification of Commencement of Work Letter
- Consult Regional Counsel as needed.
- Issue Notification of Rent Deduction Letter.

#### **CO**

- Procure outside contract for resolution

## C. Overtime Utilities

Under the LCO's letter of authority, the LAM is responsible for the coordination of overtime utility RWAs within assigned leases. This includes RWAs for hourly usage and 24 hour HVAC, such as in computer rooms.

Sample lease language, from the GSA Form L201C, Standard Lease Model, October 2012, regarding the 24-hour HVAC requirement and overtime HVAC usage is provided below for reference. It is important that the LAM consults each individual lease for specific information regarding overtime utilities.

### 1.17 HOURLY overtime HVAC RATES (AUG 2011)

*The following rates shall apply in the application of the paragraph titled "Overtime HVAC Usage:"*

- ☐ \$X.XX per hour per zone
- ☐ No. of zones: X
- ☐ \$ X.XX per hour for the entire Space.

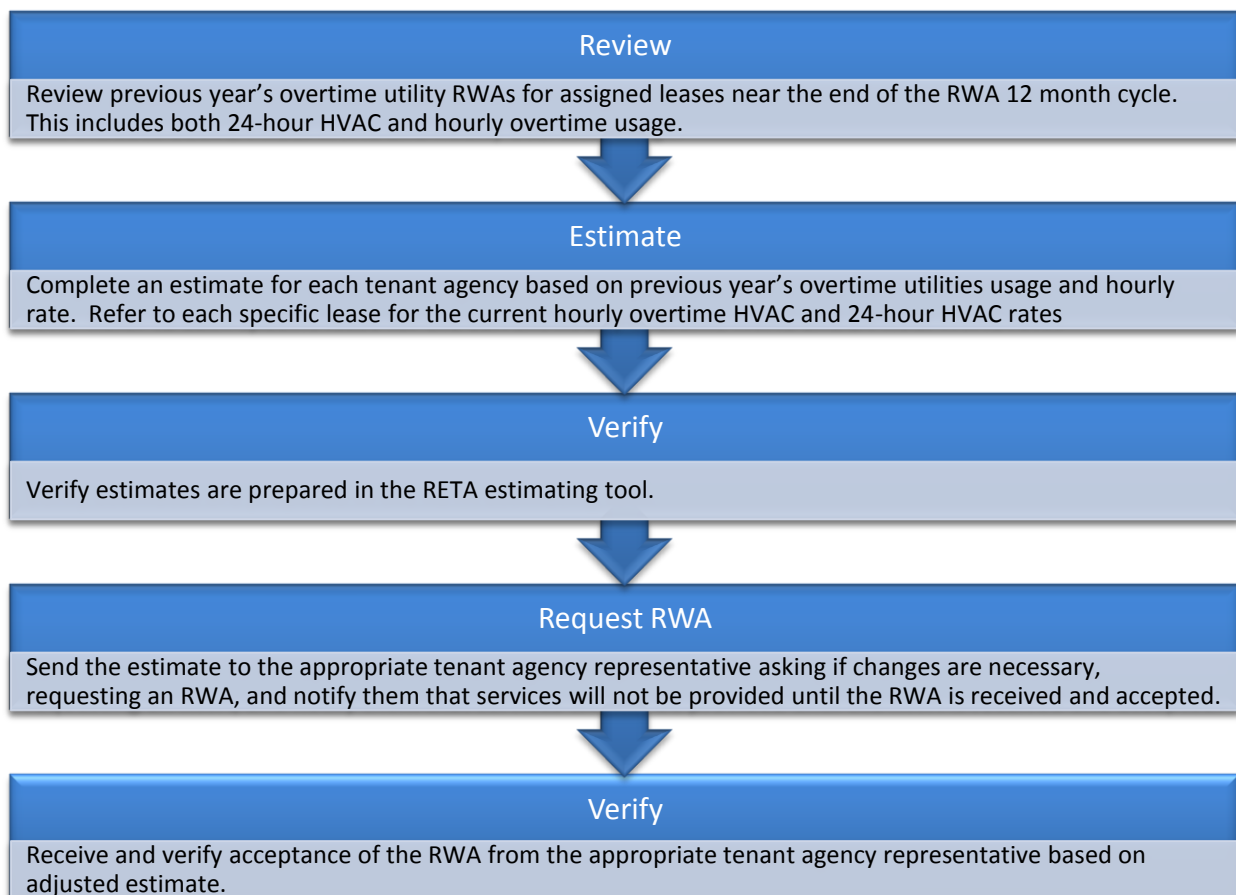
### 1.18 24-HOUR HVAC REQUIREMENT (APR 2011)

*The hourly overtime HVAC rate specified above shall not apply to any portion of the Premises that is required to have heating and cooling 24 hours per day. If 24-hour HVAC is required by the Government for any designated rooms or areas of the Premises, such services shall be provided by the Lessor at an annual rate of \$X.XX per ABOA SF of the area receiving the 24-hour HVAC.*

*Notwithstanding the foregoing, Lessor shall provide this service at no additional cost to the Government if the Lessor provides this service to other tenants in the Building at no additional charge.*

## i. RWA Forecasting and Acceptance

The LAM is responsible for completing the following steps:



## ii. Hourly Usage Requests

Sample lease language, from the GSA Form L201C, Standard Lease Model, October 2012

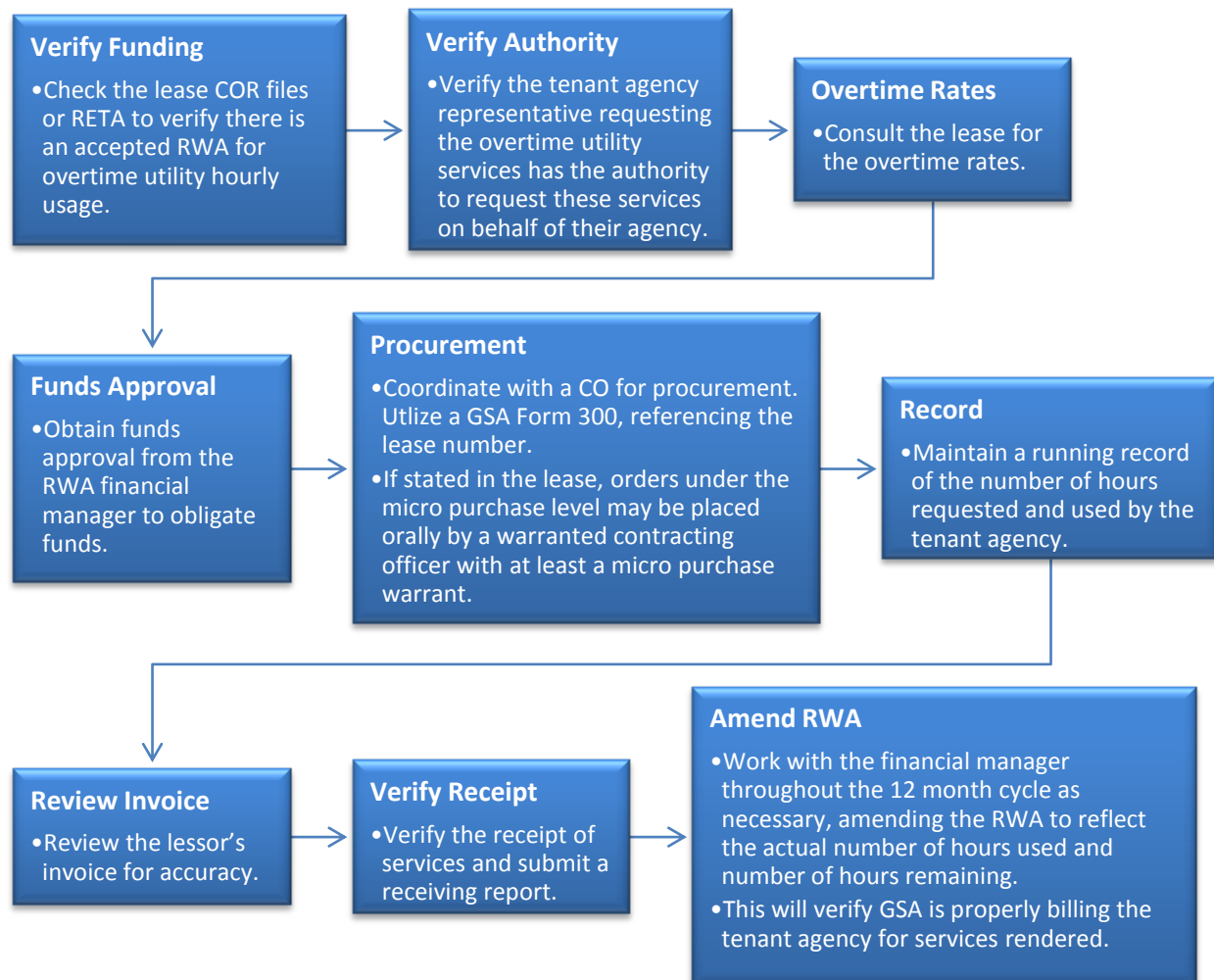
### 6.06 OVERTIME HVAC USAGE (JUN 2012)

A. If there is to be a charge for heating or cooling outside of the Building's normal hours, such services shall be provided at the hourly rates set forth elsewhere in the Lease. Overtime usage services may be ordered by the Government's authorized representative only.

B. When the cost of service is \$3,000 or less, the service may be ordered orally. An invoice shall be submitted to the official placing the order for certification and payment. Orders for services costing more than \$3,000 shall be placed using GSA Form 300, Order for Supplies or Services, or other approved service requisition procurement document. An invoice conforming to the requirements of this Lease shall be submitted to the official placing the order for certification and payment.

C. Failure to submit a proper invoice within 120 days of providing overtime utilities shall constitute a waiver of the Lessor's right to receive any payment for such overtime utilities pursuant to this Lease.

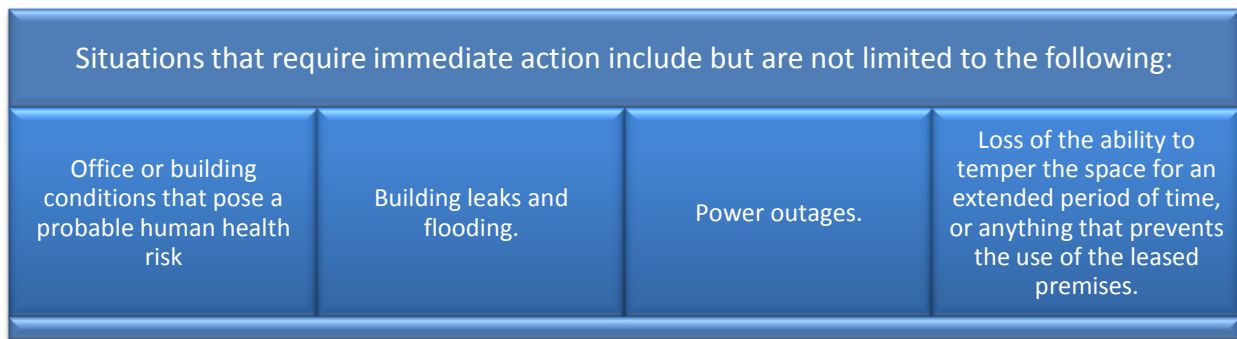
When the tenant agency contacts the LAM with a request for hourly overtime, the LAM must:



## D. Situations Requiring Immediate Action and Unresolved Service Calls

### *Situations Requiring Immediate Action*

This section establishes procedures the LAM follows when building issues are encountered, during inspections or by tenant agency contact, that prevent or significantly impact the tenant’s ability to occupy or otherwise use the leased space and require immediate action. This section is not intended to address security or disaster emergencies



### *Unresolved or “Escalated” Service Calls*

In most cases, standard service calls from the tenant agency should be directed to and resolved by the lessor’s designated representative. In situations when the lessor does not respond or does not respond adequately to the request, the LAM may be contacted by the tenant agency to assist in resolution of the problem.

The lease should include language that requires the lessor to provide a representative to respond to deficiencies and emergency situations. Always refer to the specific lease regarding this requirement. Note the example excerpt below from the GSA Form L201C, Standard Lease Model, October 2012.

#### **6.14 Onsite Lessor Management (APR 2011)**

*The Lessor shall provide an onsite Building superintendent or a locally designated representative available to promptly respond to deficiencies, and immediately address all emergency situations.*

### *Procedures*

The process for situations requiring immediate action and escalated service calls is the same. Note this is a standard process and may need to be adjusted to apply to special circumstances.

When the LAM becomes aware of any situation that may be considered a building emergency or receives an “escalated” service call, the LAM must complete the following steps:

### 1. Notify

- Notify the lessor immediately and document the notification by following up in writing.
- Notify the LCO/LS.
- Contact regional SME(s), as applicable

### 2. Confirm

- Confirm the lessor takes appropriate action to remedy the situation.

### 3. Consult

- If the lessor does not remedy the situation in a timely manner, consult the LCO/LS and collaboratively determine if the situation is a potential cure process trigger event.
- The LCO is ultimately responsible for making this determination.

### 4. Potential Cure

- If it is determined this is a trigger for the Cure Process, refer to Chapter 4, B. Cure Process for details.

### 5. Close

- Upon resolution, the LAM must document the file and close out the process by following up with the tenant agency and the LCO/LS.



## E. Subsequent Repairs and Alterations

This section describes the LAM's role in subsequent alterations under the Simplified Acquisition Threshold (SAT) in leases and sets forth the procedures for handling these requests. If the cost of the alterations work exceeds the SAT, the LAM will not serve in the role as project manager. However, the LAM should be a member of the project team.

When a tenant agency submits a request for a repair and alterations (R&A) project, a conversation between the LAM and the LCO/LS shall take place to determine project complexity, potential cost, the amount of time left on the lease, and whether or not the project changes the terms or conditions of the lease. This step kicks off the project intake process.

The LAM shall:

### Partner

- Maintain partnership with lessor and the LCO/LS.

### Verify Authority

- Verify the tenant agency representative requesting the R&A project has the authority to request this on behalf of their agency.

### Follow Protocols

- Follow established RWA and project management guidance and tools for all projects.

### Manage

- Manage the R&A project process.

### SMEs

- Utilize technical project management expertise when necessary.

Work that may alter historic spaces, materials or site characteristics of a historic property that may disturb archeological artifacts, or may affect adjoining properties in a historic district, is subject to National Historic Preservation Act Section 106 review, coordinated by GSA's Regional Historic Preservation Officer (RHPO). Chapter

8 provides guidance for integrating required reviews into project development to ensure against delays or cost increases resulting from compliance oversights.

### *Child Care Centers and Building Projects*

Be aware of other building projects or changes that could have a direct impact on the operations of the child care center, such as access (both pedestrian and vehicular), parking, or drop-off areas. Work with the RCCC to find a workable solution for the tenants and the child care operations.

### *Child Care Center Projects*

Child care projects are not typical RWA projects because of the way they are priced. Child care centers are typically “joint use”. Reference the Pricing Desk Guide, Section 2.16 for the TI process and coordinate BA61 or BA54 funds requests with the RCCC for necessary repairs or improvements.

### *Procurement Method*

If the project affects the terms of the lease, a Lease Amendment (LA) is required and must be completed by the LCO/LS. If the LCO/LS determines that the project does not affect the terms of the lease, the procurement may either be completed through an LA or via GSA Form 300, Order for Supplies or Services, by the CO with COR designation authority for the specific lease (*reference the Office of Leasing Guidance - currently in draft*). The GSA Form 300, Order for Supplies or Services must reference the lease number. This applies only when the lessor performs the alterations work. Note: Davis Bacon Act does not apply when the lessor performs the work.

In rare cases when the lessor cannot or will not perform the alterations work, refer to the LDG, Chapter 8.

## **F. Outleasing**

Outleasing is the sublease of space to non-Federal tenants whether it is federally owned or leased space. This section specifically identifies the LAM’s roles and responsibilities in leased buildings.

The LAM shall participate on the project team for commercial outleasing in existing assigned leases. The LAM will continue all lease management responsibilities, in collaboration with the LCO/LS as appropriate, verifying that the lessor complies with the terms and conditions in the lease. For outleases, the LAM will also work with the GSA outleasing representative as well as the new commercial tenant.

In most cases, the LCO will delegate COR responsibilities to the LAM for the outlease, such as conducting periodic inspections, ensuring the Lessee utilizes the space as agreed upon, and conducting close out inspections when the contract is terminated or expires.

## *COR Responsibilities*

### *Inspections*

Confirm	<ul style="list-style-type: none"><li>• Confirm the Lessee utilizes the space as agreed upon in the contract terms and conditions.</li></ul>
Verify	<ul style="list-style-type: none"><li>• Verify the Lessee's personnel working in the outleased premises wear identification at all times which visibly identifies them as non-Federal employees, only in building where the entire building is government.</li></ul>
Inspect	<ul style="list-style-type: none"><li>• Perform all required inspections in accordance with the outlease.</li></ul>
Document	<ul style="list-style-type: none"><li>• Document inspection deficiencies and work closely with the Lessee and LCO/LS to correct deficiencies. If the Lessee requires additional time, the Lessee must submit a request for a time extension to the LCO/LS through the LAM. The LAM should indicate concurrence or state the reasons for not concurring and forward the request to the LCO/LS for final determination.</li></ul>
Report	<ul style="list-style-type: none"><li>• Report and document unsatisfactory performance, potential disputes, problem areas, or disagreements that could lead to a claim to the LCO/LS.</li></ul>

### *Close Out Inspection*

Inspect	<ul style="list-style-type: none"><li>• Inspect the outleased premises just prior to the termination or expiration of the outlease and immediately following when the Lessee moves out.</li></ul>
Determine	<ul style="list-style-type: none"><li>• Determine if the space has sustained only reasonable wear and tear.</li></ul>
Verify	<ul style="list-style-type: none"><li>• Verify there is no Lessee equipment or personal property left on the premises.</li></ul>
Collect	<ul style="list-style-type: none"><li>• Collect all keys, access badges and parking passes.</li></ul>
Conduct	<ul style="list-style-type: none"><li>• If premises have been sub-metered, conduct a final reading of the utilities for final billing.</li></ul>

## *Roles and Responsibilities of Key Players*

### **LAM**

- Serve as the outlease COR, conducting inspections of the outleased space.
  - Document Lessee deficiencies and confirm resolution.
  - Confirm the Lessee utilizes the space as agreed upon in the contract terms and conditions.
  - Verify the Lessee's personnel working in the outleased premises wear identification at all times which visibly identifies them as non-Federal employees.
- Report and document unsatisfactory performance, potential disputes, problem areas, or disagreements that could lead to a claim to the LCO/LS.
- Complete close out inspections upon the termination or expiration of the outlease.

### **LCO/LS**

- Negotiate, secure and maintain the outlease contract.
- Provide support to the LAM on deficiencies and issues.

### **Lessee**

- Utilize the space as agreed upon in the contract terms and conditions

## G. GSA Child Care Program

Leases containing GSA controlled child care programs require additional and unique attention. When a LAM is responsible for a lease location containing a GSA child care program, it is imperative that the LAM follows the procedures set forth in GSA's [Property Manager's Child Care Desk Guide](#), as they apply to lease locations, in collaboration with the RCCC.

To sustain a safe, well-maintained leased child care facility, the LAM must:

Research	<ul style="list-style-type: none"><li>• Know the lease and special requirements unique to child care (cleaning, painting, etc.). See Property Manager's Child Care Desk Guide for details.</li></ul>
Inspect	<ul style="list-style-type: none"><li>• Perform regular lease inspections with the center director.</li></ul>
Communicate	<ul style="list-style-type: none"><li>• Establish clear roles and lines of communication to promote all parties working together to successfully deliver a quality facility and program.</li></ul>
Define	<ul style="list-style-type: none"><li>• Define a process with the RCCC on how to address maintenance or facility type issues</li></ul>

# Chapter 5: Security

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The purpose of this chapter is to outline the roles and responsibilities of the LAM and the GSA security program national procedures or policies that must be followed.

## A. Physical Security

### i. Facility Security Assessments and Physical Security Requirements

Department of Homeland Security, Federal Protective Service (FPS) is charged with securing and protecting our facilities, both owned and leased. The FPS conducts risk assessments on all of our owned and leased facilities. These Facility Security Assessments are important as they help determine the level of threat at each facility and subsequently determine what, if any, security countermeasures (protective measures) are required. See ISC Physical Security Criteria for Federal Facilities for more information.

#### *Risk Assessment Schedule*

Risk Assessments should typically be conducted on the following schedule:	
Level I and Level II: Every 5 Years	Level III, Level IV, and Level V: Every 3 Years

There may be a need for an out of cycle assessment to be conducted, for example: a high security agency or law enforcement agency might be looking to move into a facility where the current FSL is rated low.

### Risk Assessments

- Prior to beginning a risk assessment, FPS may ask the LAM for unique information about the facility, the lease, the lessor, and the last assessment conducted.
- The LAM will work closely with FPS during this assessment and confirm FPS has the necessary information about the lease and tenants in the facility.
- The LAM will serve as the liaison between FPS and the lessor as necessary.
- FPS will notify the LAM of their findings at the end of the assessment.
- The LAM will work with the FPS, the lessor, and the tenant agency to determine whether any security countermeasures will be implemented, in addition to the logistics of funding.

## ii. Facility Security Committee

On July 6, 2001 the ISC published a document entitled Facility Security Committees, an Interagency Security Committee Standard. This document outlines the duties and responsibilities of the members of the FSC. This FSC document is intended to be used with the FSL and ISC Physical Security Criteria for Federal Facilities, an Interagency Security Committee Standard documents.

### Facility Security Committee (FSC)

- Committee responsible for addressing facility-specific security issues and approving the implementation of security measures and practices.
- Consists of representatives of all Federal tenants in the facility, the security organization, and the owning or leasing department or agency.
- Formerly known as the Building Security Committee (BSC).

In the case of new construction, major modernization, alteration, or lease actions, the FSC also will include the construction or lease procurement project team and the planned tenant(s).

### FSC Meetings

- The LAM will participate at the FSC meetings. GSA is not a voting member unless GSA is a tenant of the facility, including cases where the space is vacant.
- In some cases, where FSCs are not participating or conducting recurring meetings, the LAM will assist in working with the FSC Chair, and the FPS to convene a meeting, especially where the FPS is presenting assessments. In facilities, where an FSC tenant agency representative is not willing to participate, a letter of record should be drafted by the LAM and sent to the regional security POC, in addition to the LAMs supervisor. The regional security POC will assist the LAM and FPS in either working with the FSC, documenting the issues concerning the FSC, or implementing the FSC escalation process if necessary.

The FSC members must have decision making authority. See the ISC Physical Security Criteria for Federal Facilities for further procedures.

## B. Personnel (Contractor) Security

### *Contract Suitability*

The Contract Suitability program allows for contractors working in federal, and some leased space to be adjudicated appropriately to promote safe and secure facilities. This section outlines the LAM's role in Contract Suitability.

In leased buildings, HSPD-12 requirements vary, depending on the facility security level (FSL) determination.  
 Reference: GSA Homeland Security Presidential Directive-12 Personal Identity Verification & Credentialing Handbook (2181.1) Oct 2008.

Security designation Level IV facility	•Background checks are required of all lessor employees and contractors who require routine access to GSA-controlled lease space.
Security designation Level III facility (solely occupied by the Federal Government)	•Background checks conforming to the same standards required in GSA-controlled Federal office buildings are required.
Leased buildings with GSA controlled Child Care Centers	•Background checks are required for the lessor’s contractors regardless of security level.
Level I, II, or Level III (not solely occupied by the Federal Government)	•In leased buildings, that do not contain a GSA controlled child care center , the lessor is not required to comply with HSPD-12.

See the GSA HSPD-12 Handbook for more information.

The LCO/LS is responsible for ensuring that each lease contains the security clearance language and if not, complete an LA to include this language. It is also the LCO/LS’s responsibility to verify HSPD-12 security requirements are followed prior to occupancy in Level III facilities (solely occupied by the Federal Government) and Level IV facilities.

The LAM will confirm that the lessor adheres to the clearance requirements in the lease. It is the LAM’s responsibility to have a working knowledge of the security clearance process and to work with the lessor and the GSA security program office to complete and maintain clearances. Each LAM is required to annually, or as needed, obtain a list from the lessor of all staff and contractors that have routine access to government space.

The LAM will provide the lessor’s list to the regional security POC, as applicable. Any lessor staff or contractors that are no longer employed shall be reported to the regional security POC in order to keep a current database.



## C. Emergency Management

### *Occupant Emergency Plans*

Occupant Emergency Plans (OEPs) are not only important, but are required for each facility. OEPs are established to help determine how the tenant agencies will react to any certain hazard. OEPs should be created using an “All Hazards” approach, meaning it should address evacuation procedures, shelter in place (SIP), and the response to a chemical/biological release.

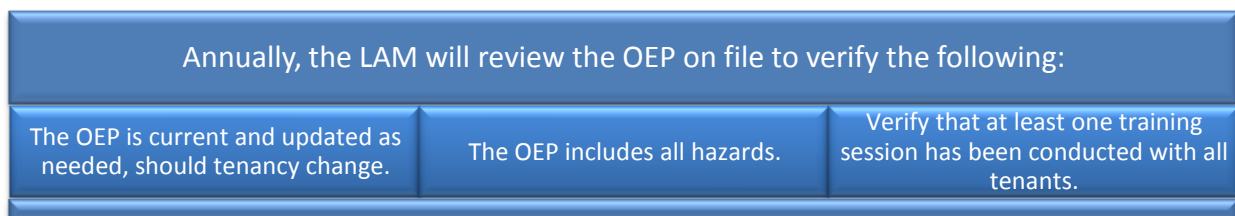
### *Designated Official (D.O)*

The “Designated Official is the highest ranking official of the primary occupant agency of a Federal facility, or, alternatively, a designee selected by mutual agreement of occupant agency officials.” 41 CFR 102-71.20

The responsibility of the D.O. is described in 41 CFR 102-74.230: “The Designated Official is responsible for developing, implementing and maintaining an Occupant Emergency Plan. The Designated Official's responsibilities include establishing, staffing and training an Occupant Emergency Organization with agency employees. Federal agencies, upon approval from GSA, must assist in the establishment and maintenance of such plans and organizations.”

The D.O. also makes decisions in coordination with GSA and FPS to determine a course of action during emergency situations. The CFR states that all tenants are required to cooperate with the D.O.

The LAM must confirm that a current OEP is established and maintained in each facility as part of the annual inspection. Although GSA may not have the D.O. authority, it is GSA’s responsibility to confirm the tenants are following the CFR.



The FPS Inspector and the Emergency Management Office will assist with reviewing OEPs or training as necessary.

OEP templates are available through FPS for the D.O. In a leased facility, where a lessor has an established emergency plan, it is suitable for the federal agency(s) to use this plan. However, the plan must be written using an

“All Hazards” approach, be up-to-date (within last three years), and must be distributed to all federal agencies. The LAM will assure the lessor conducts training pertaining to their emergency plan. Refer to the Occupant Emergency Plans guidance for details establishing OEPs.

### *Roles and Responsibilities of the Key Players*

#### **LAM**

- Execute HSPD-12 requirements for leased buildings that meet any of the following criteria:
  - Security designation Level IV
  - Security designation Level III solely occupied by the Federal Government
  - Contains a GSA controlled child care center
- Determine whether contractors are temporary or long term
- Monitor the duration of project. Should contractors be required on site for more than six months, have them fill out the paperwork for long term contractors
- Monitor departing contractors to verify credentials and or building passes are returned.
- Confirm new contractors complete the proper background check forms, as necessary.
- Complete Privacy Act 101 Training, available from the GSA online university
- Verify an updated OEP has been created for each facility.

#### **LCO/LS**

- Verify that each lease contains the security clearance language.
- Verify HSPD-12 security requirements are followed prior to occupancy in Level III facilities (solely occupied by the Federal Government) and Level IV facilities.

#### **FPS**

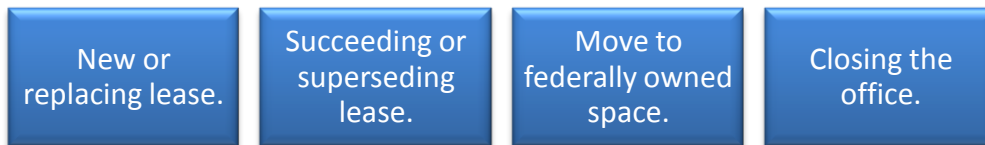
- Conduct risk assessments on all of our owned and leased facilities.
- Load the Executive Summary of each assessment into G-REX.
- Assist with reviewing OEPs or training as necessary.

#### **D.O.**

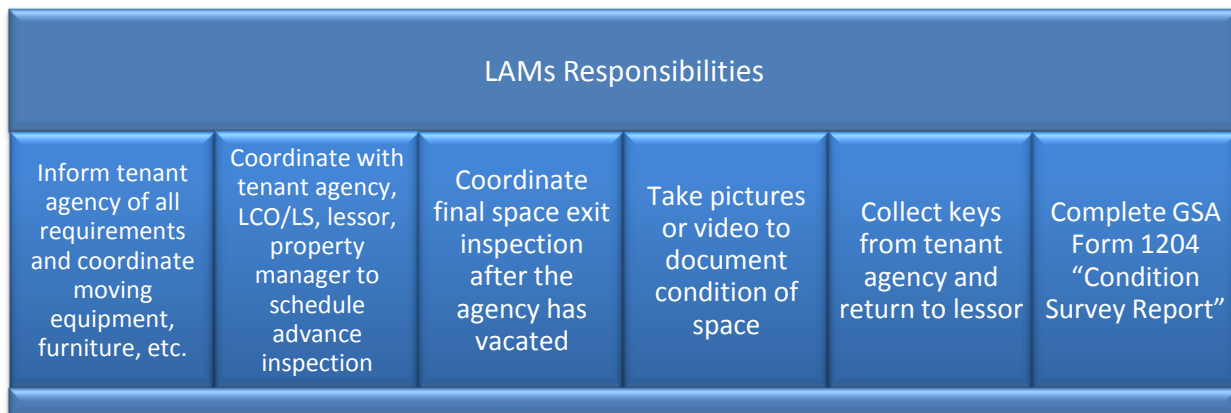
- Develop, implement and maintain an Occupant Emergency Plan.
- Make decisions in coordination with GSA and FPS to determine a course of action during emergency situations.

# Chapter 6: Lease Expiration and Termination

Situations where a lease term is ending, or a tenant agency is vacating a portion or all of its space in a leased location could result in any of the following:



While many of the initial actions for lease termination and expiration are completed by the LCO/LS, the LAM should be familiar with the procedures involved. The LDG Chapter 6, Change in Square Footage - Expansion or Reduction, Part 2, Reductions, outlines this process.



## *Roles and Responsibilities of the Key Players*

### **LAM**

- If the tenant agency provides notice to vacate to the LAM directly, forward information to the LCO/LS and DHS FPS immediately.
- Coordinate with FPS to cease monitoring of security equipment, security systems, and request any guard services, if applicable.
- Collaborate with LCO/LS and FPS regarding release of space.
- Explain responsibilities & requirements of vacating space to the local tenant agency POC and facilities staff.
- Collaborate with tenant agency regarding the physical move.
- Schedule space condition inspection with all parties.
- When applicable, confirm if partial releasable space is marketable.
- Complete space condition inspection and provide to LCO/LS.
- Collect keys from the tenant agency and return keys to the lessor and notify FPS.

## **LCO/LS**

- Determine if space can be released pursuant to OA terms.
- Send a termination letter to the lessor in accordance with lease terms.
- Document all lease closeout activities in the official lease file.
- Coordinate with necessary parties to request/advise removal of building and lease from inventory unless there is a definitive backfill candidate.

## **Tenant Agency**

- Provide notice to vacate in accordance with the Occupancy Agreement terms when required.
- Coordinate with FPS to cease monitoring of security equipment, security systems, and request any guard services, if applicable.
- Understand obligations regarding vacating space.
- Collaborate with LAM regarding the physical move.
- Participate in space condition inspection.

## **Lessor**

- Participate in space condition inspection.
- Allow additional garbage receptacles on premises

# Chapter 7: Relationship Management

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The LAM establishes and maintains communication with the lessor, tenant agencies, and GSA business lines. Communication is vital for obtaining tenant agency feedback with regard to service delivery. The LAM must document all conversations in support of lease management and maintain the documentation in the official file. If lease enforcement is necessary, the documentation will be used in support of the LAM's findings.

Any correspondence in support of lease enforcement must be provided to the lessor in writing. The LAM must report any serious continuing lessor failures, such as not performing within the terms of the lease to the LCO/LS.

At a minimum, the LAM should incorporate the following areas in the lease management program communication plan requirements:

## Maintain Communication with Stakeholders

- Ensure that communications are maintained with all stakeholders, depending on the situation.
- Stakeholders include tenant agencies, lessors, LCO/LSs, environmental specialists, health and facility safety specialists, fire protection engineers.
- The LAM shall inform stakeholders of all issues, projects, site visits, tenant satisfaction, and lease compliance as appropriate.

## Communicate Property Management Issues

- Communicate with tenant agencies regarding a broad range of property management issues, including, but not limited to, emergency preparedness plans, site inspections, facility audits, work order progress reports and other related reports.

## Advocate

- Advocate for the tenant agency and act as a champion and critical liaison between the tenant agency and the lessor.

## Liaison

- Operate as a liaison between the tenant agency and the lessor for diverse facilities management issues and lessor requests for changes to operations, building standards or similar issues.

## Strengthen

- Continually work with Federal tenants and lessor facility staff to strengthen business relationships and verify that the terms and conditions of the lease are satisfied.

## Communication Plan

- Discuss a communication plan with tenant agencies and reach an agreement on the frequency and type of preferred communication.

## Chapter 8: Sustainability Program

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Sustainability requirements have been phased into GSA leases increasingly since 2000, including requirements for recycling, construction waste management, green purchasing, energy efficiency upgrades, Energy Star, and LEED. GSA's newest green lease places more emphasis on sustainability, making it imperative that LAMs understand these requirements and their role in GSA sustainability practices so they can confirm lessors are adhering to the requirements.

### A. Partnership

#### Sustainability Brochure

- LCO/LS and LAM provide brochure to lessor discussing sustainability requirements and why they are important

#### 5 Steps to a Good Building Recycling Program

- LAM provides the lessor with the "5 Steps to a Good Building Recycling Program"

### B. Recycling

The lease requires that the lessor complies with federal, state, or local law for recycling programs; or in other cases if there is a market for recovered materials, the recycling program must include:

- Paper
- Corrugated cardboard
- Glass
- Plastics and metals

During periodic inspections, the LAM will check to make sure that recycling programs are effective:

- Verifying recycling areas exist if in the lease
- That recycling services operate as detailed
- That recycling is in compliance with the law
- Tenants are aware of the programs

8 weeks before the annual inspection, LAM sends the lessor:

- Environmental Products and Recycling Letter
- Leased Building Recycling and Waste Data Worksheet
- Leased Building Environmental Products Worksheet
- The lessor is requested to return both worksheets at least two weeks prior to the inspection

## C. Green Purchasing

Green purchasing requirements are included in the following sections of the lease:

- Janitorial services
- Landscaping
- Landscape maintenance
- Recycled content products
- Environmentally preferable building products and materials

## D. Construction Waste Management

LAM as Project Manager shall inform the lessor of contract requirements for construction waste management before construction begins and ensure compliance. The plan should:

- list all materials to be used and indicate how they will be separated and recycled
- Include requirements to maintain and submit records about types and quantities of materials that are recycled, landfilled, or disposed of in accordance with hazardous waste requirements.

## E. Energy Star

Energy Star applies to all agencies, with 4 exceptions:

- When size of lease is 10,000 rentable SF or less
- When an agency remains in a building currently being occupied
- When no technically acceptable Energy Star space is offered
- When an offer is for a lease in a building of historic or architectural significance

### New Lease Construction

- Required to receive the “Designed to Earn the Energy Star” designation prior to issuance of first building permit
- Must achieve Energy Star within 18 months
- LAM and LCO/LS cooperatively address requirements of the lease

For New, New Replacing, Historic, succeeding or superseding leases with no Energy Star label the LAM must:

- Confirm the lessor has made “cost-effective, energy efficient upgrades specified in the lease offer”
- Or has since obtained Energy Star
- Work with LCO/LS to gain proof of energy-efficient upgrades or Energy Star certifications and record it in the lease

## F. LEED

### LEED-NC (New Construction)

- Silver-level rating is required for all new lease construction projects over 10,000 SF

### LEED-CI (Commercial Interiors) Request

- When tenant agencies request **LEED-CI (Commercial Interiors)** for their individual tenant agency space, the rating must be achieved at the “Certified” level.

If LEED is required from lessor or if tenant agency is pursuing LEED-CI the LAM will check with LCO/LS for documentation or obtain it at inspection



## *Roles and Responsibilities of the Key Players*

### **LAM**

- Know the sustainability requirements of the lease, recognizing that different lease models have differing requirements.
- Reinforce sustainability requirements in communications with lessor and/or lessor's property manager, and with Customers.
- Give the lessor 5 Steps to a Good Building Recycling Program
- If in accordance with the lease, send the Environmental Products and Recycling Letter, the Leased Building Recycling and Waste Data worksheet, and the Leased Building Recycling and Waste Data worksheet to the lessor 8 weeks prior to annual inspection, and follow up to verify a response prior to the inspection.
- During the annual inspection, spot check information submitted by the lessor in response to the Environmental Products and Recycling Letter.
- Obtain LEED, Energy Star, and energy-efficiency upgrade documentation from the lessor, as required by the lease.
- When serving as project manager, refer lessor to construction waste management requirements, inspect the site, and obtain documentation.
- Document sustainability data obtained from the lessor and from observations, on GSA Form 500, Lease Inspection Form and in the national tool.
- Share information obtained from the lessor with the LCO/LS and Customers.

### **LCO/LS**

- Know the sustainability requirements of the lease, recognizing that different lease models have differing requirements.
- Provide the lessor with sustainability information during the Transition Process.
- Use information obtained from the LAM to determine lessor compliance and performance.
- Assist the LAM through the Cure Process, if the lessor does not provide required submittals or correct lease deficiencies within time frames established by the lease.

### **Lessor**

- Know the sustainability requirements of the lease and comply with them.
- Communicate the sustainability requirements to the property management company and property contractors.
- Complete required energy-efficiency upgrades and Energy Star and LEED certifications as applicable within the timeframes established in the lease.
- Provide information and documentation in a timely manner to the LAM as requested.
- Provide action plans and correct lease inspection deficiencies within time frames established by the lease and LAM.

# APPENDIX

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## LESSOR TRANSITION PACKAGE (SAMPLE)

The GSA recognizes that a Government lease contains unique components. In an effort to develop a partnership and understanding about the lease administration, GSA is providing some additional resources. These resources are intended to answer some of the common questions encountered in lease administration and to develop a partnership for the delivery of a quality lease. These resources do not relieve the lessor from the responsibility of reading the full lease.

Listing of resources available to the lessor:

1. Lessor FAQ's
2. Standard Inspection Form
3. Copy or a link to the inspection and cure process charts
4. Sustainability brochure
5. Link to the security site for security clearance
6. Copy of the tenant satisfaction survey

Please direct any questions to the Lease Administration Manager for this Lease

**CUSTOMER WELCOME BROCHURE (SAMPLE)**

*The customer welcome brochure follows on the next two pages.*



## Name

Lease Administration Manager

Service Center

GSA, PBS, Region Name

Office: (000) 000-0000

Cell: (000) 000-0000

Fax: (000) 000-0000



General Services Administration

[www.gsa.gov](http://www.gsa.gov)



GSA Northwest/Arctic Region



# AGENCY

City, State

Building Name

Address

City, State Zip

## Our Mission Statement

“The mission of GSA is to deliver the best value in real estate, acquisition, and technology services to government and the American people.”

## Customer Service

GSA [Insert Region Name] Region is committed to helping you, our tenant agencies; better serve the public, at the best value to the taxpayer, while providing a quality workplace.

## Space Information

<b>Building Name</b>	Name
<b>Effective Lease Date</b>	MM/DD/YYYY
<b>Lease Expiration Date</b>	MM/DD/YYYY

## Contact Information

### Lessor Property Management

**Name**  
Property Mgmt. Company Name  
(000) 000-0000

Service Call Line

Emergency Contact Line

### GSA Contacts

<b>LAM</b> Lease Admin Manager	Name (000) 000-0000
-----------------------------------	------------------------

<b>Office</b>	Reception (000) 000-0000
---------------	-----------------------------

<b>FOM</b> Field Office Manager	Name
------------------------------------	------

<b>PM</b> Property Manager	Name (000) 000-0000
-------------------------------	------------------------

<b>FAS</b> Federal Acq Services	Phone Contact (000) 000-0000
------------------------------------	---------------------------------

### Security Information

1-877-437-7411 Denver Mega Center

## What to expect from GSA

- **Annual Inspection of Lease Space**
  - On-site once a year
- **Tenant Satisfaction Survey**
  - Surveyed three year cycle
- **Emergency Management Assistance**
  - OEP Creation
- **Facility Security Committee**
- **Project Management**
  - Alterations of space
- **Green Teams**

## What to expect from Lessor

- **Service Calls**

### Maintenance Schedule of Services

Description	Frequency
Carpet Cleaning	Annual
Window Washing	Bi-annual
Janitorial schedule	Weekly
Painting Schedule (common areas)	Every 3 years
Painting Schedule (tenant space)	Every X years
Recycling	Paper only

**Agency Name**

City, State

## INSPECTION CHECKLIST

### INSPECTION CHECKLIST

Complete: Yes, No or N/A	Date	ITEM
		<b>Before Inspection</b>
		1 Review Lease Contract, Lease Amendments, and Occupancy Profile
		2 Review lease for all deliverables, including, janitorial / periodic services, and sustainability requirements
		3 Review previous inspection report and lessor response(s)
		4 Review Tenant Satisfaction Survey results since the last inspection
		5 Review MARS report completed since last inspection
		6 Review safety, fire protection and environmental survey report(s) for any open/outstanding deficiencies.
		7 Review incident reports made since last inspection
		8 Eight weeks before the inspection, send the lessor the Sustainability Letter and Worksheets
		9 Review the two completed Sustainability worksheets prior to the inspection and calculate the building's waste diversion rate based on lessor's information on the Leased Building Recycling and Waste Data Worksheet. Compare the lessor's information on the Leased Building Environmental Products Worksheet with the GSA Sustainable Facilities Tool.
		10 Review the "5 Steps to a Good Building Recycling Program" and also local, state and federal recycling laws, in order to have a basis for evaluating the lessor's performance.
		11 Review any open/outstanding Energy Star or energy efficiency upgrade requirements that need to be met with LCO
		12 Review any outstanding LEED requirements that need to be met with LCO/LS
		13 Schedule inspection date and time with tenant agency and lessor
		14 Conduct a Pre-Inspection Tenant Agency Interview by reviewing lease requirements, prior inspections, and survey results
		<b>During the Inspection</b>
		15 Prepare and Utilize the GSA Standard Inspection Form, GSA Form 500, to document deficiencies with photos
		<b>After Inspection</b>
		16 Transmit inspection report and findings letter to the tenant agency, lessor, and LCO/LS
		17 File inspection report and findings letter in the COR file.
		<b>Follow-up</b>
		18 Confirm the lessor provides response to inspection report and findings letter by required due date
		19 LAM performs follow-up inspection to document updated status of deficiency(s)
		20 a) If deficiency(s) have been corrected, LAM transmits Inspection Close out letter to the tenant agency, lessor, and LCO/LS documenting the successful completion of all items noted in the inspection report and findings letter b) If the deficiency(s) noted in the initial letter to the lessor are <u>not corrected</u> by the due date, the LAM will refer to the <a href="#">Chapter 5: B. Cure Process.</a>

## DEFICIENCY(S) IDENTIFIED LETTER

Shipping Tracking Number

«Day, Month ##, Year»

«Lessor\_Name»

«Lessor\_Address»

«Lessor\_City», «Lessor\_State» «Lessor\_Zip\_Code»

RE: «Lease Number»: **INSPECTION - DEFICIENCIES IDENTIFIED**

Building: «Building\_Name»

Location Number: «Bldg\_Code»

Dear «Attention»:

This letter is in reference to Lease Number «Lease\_No» for the «Agency\_Name» located at «Building\_Address», «Bldg\_City», «Bldg\_State» «Bldg\_Zip». An inspection was completed on «Ins\_Date» and the following deficiencies need to be addressed in accordance with the terms of the lease:

- «Deficiency\_Comments» Paragraph [#] of the lease requires [fill in requirement]

The General Services Administration (GSA) requires that the above deficiency(s) be addressed by «Action\_Due\_Date», at which time GSA will conduct a follow-up inspection. -If you are unable to correct the deficiency(s) by the above due date, please contact me within 5 business days to discuss an alternate plan.

The covenant to pay rent is contingent upon your ability to provide the required services outlined in the lease. Corrective action is required. The deficiencies identified above and your response will be documented and serve as a basis for evaluating lease contract performance.

GSA appreciates your cooperation in promptly correcting deficiencies. If you have any questions please feel free to contact me.

Sincerely,

«LAM Name»

Contracting Officer's Representative

«Phone», «Email»

Enclosure: Lease Inspection Form

cc: Official File

«Agency Representative»

«LCO Name», Lease Contracting Officer



## NO APPARENT DEFICIENCIES LETTER

Shipping Tracking Number

«Day, Month ##, Year»

«Lessor\_Name»

«Lessor\_Address»

«Lessor\_City», «Lessor\_State» «Lessor\_Zip\_Code»

RE: «Lease Number»: **INSPECTION - NO APPARENT DEFICIENCIES**

Building: «Building\_Name»

Location Number: «Location\_Code»

Dear «Attention»:

This letter is in reference to Lease Number «Lease\_No» for the «Agency\_Name» located at «Building\_Address», «Bldg\_City», «Bldg\_State» «Bldg\_Zip». An inspection was completed on «Ins\_Date» and there were no apparent deficiencies identified.

Your diligence in maintaining this lease will be documented and serve as a basis for evaluating contract performance.

Sincerely,

«LAM Name»

Contracting Officer's Representative

«Phone», «Email»

Enclosure: Lease Inspection Form

cc: Official File

«Agency Representative»

«LCO Name», Lease Contracting Officer

## INSPECTION CLOSE-OUT LETTER

Shipping Tracking Number

« Month, Day ##, Year»

«Lessor\_Name»

«Lessor\_Address»

«Lessor\_City», «Lessor\_State» «Lessor\_Zip\_Code»

RE: «Lease Number»: **INSPECTION – FOLLOW UP DEFICIENCY CORRECTION**

Building: «Building\_Name»

Location Number: «Bldg\_Code»

Dear «Attention»:

This letter is in reference to Lease Number «Lease\_No» for the «Agency\_Name» located at «Building\_Address», «Bldg\_City», «Bldg\_State» «Bldg\_Zip». As you are aware, an inspection was completed on «Ins\_Date» and the following deficiencies were noted:

«Briefly Note Deficiencies Identified»

This letter serves as acknowledgement that as of «Date\_of\_Correction», all noted deficiencies have been corrected.

The General Services Administration (GSA) appreciates your cooperation in correcting these deficiencies and we look forward to working with you in the future.

Should you have any questions please do not hesitate to contact me.

Sincerely,

«LAM Name»

Contracting Officer's Representative

«Phone», «Email»

Enclosure: Follow-up Lease Inspection Form

cc: Official File

«Agency Representative»

«LCO Name», Lease Contracting Officer

## LEASE INSPECTION FORM

The [GSA Form 500](#), Lease Inspection Form is available in the GSA Forms Library.

**CHILD CARE FACILITY CHECKLIST**

**Child Care Facility Checklist**<sup>7/20/2013</sup>

Center name:				
GSA facility representative performing review:				
GSA child care center representative attending review:				
Date of review:				
Date of last review:				
#	Item	Agree	Disagree	Not Applicable
1	General			
	Alterations or renovations have not been made since the last inspection.			
2	Maintenance			
a	Walls and ceilings are free of peeling paint and cracked or falling plaster.			
b	Ceiling tiles are clean and in good condition.			
c	Carpet and floors are in good condition.			
d	Government-provided equipment is clean and in good condition.			
e	There are no missing handles or pieces on equipment.			
f	Storage areas are neatly maintained.			
3	Preventive Maintenance Issues			
a	Records are onsite documenting monthly tests of smoke detectors, fire alarm notification appliances, and carbon monoxide detectors or appropriate testing intervals are noted in the O&M contract.			
b	GFCI electrical outlets are tested monthly. Date of last test ____.			

c	Preventive maintenance is performed on the kitchen equipment, as required.			
4	General Safety			
a	Operable windows are protected to prevent children from climbing through. Any screens have been secured.			
b	Cords on window coverings (blinds or curtains) are not looped and are held with a secure tie-down device.			
c	All doors accessible to children have finger-pinch protection (both sides).			
d	Water temperature is 100 degrees minimum and 110 degrees maximum at all sinks accessible to children.			
e	There are no tripping hazards within the center.			
f	The center is free of sharp edges on building fixtures and equipment.			
g	There are no exposed nails, bolts, screws, or pipes.			
h	Regular playground safety inspections are conducted and documentation is available.			
5	Environmental			
a	There are no odors prevalent within the center, including toilet and diaper-changing areas.			
b	Supplies are properly labeled and stored (e.g., bleach, detergent).			
d	The program and facility consistently meet the standards on the Eco-Healthy Child Care Checklist.			
6	Means of Egress Reliability			
a	Means of egress that lead to exits are clear of obstructions and tripping hazards. Furnishings, baby gates, backpacks, or other objects do not obstruct access to or visibility of exits.			
b	Mirrors are not installed on exit doors or placed adjacent to any exit that might confuse the direction of egress.			
c	Exit access doors are operable from inside without keys, access cards, or other special knowledge or effort.			
d	Exit signs are visible, illuminated, and unobstructed.			
e	Exit discharges (e.g., building lobby, sidewalks) from the child care center are clear and unobstructed.			

f	In cold climates, exterior exit discharges are protected from accumulation of ice or snow or a plan is in place to keep the area outside the doors clear during inclement weather.			
7	Evacuation Route Signage, Evacuation Drills, and OEPs			
a	Evacuation route signage is posted in each child care activity room.			
b	Records are onsite, documenting monthly evacuation drills.			
c	The center's evacuation plan is incorporated into the main building's OEP.			
d	The center's OEP is current and a copy is onsite. Date of last update: _____			
e	Records are onsite, documenting periodic training of child care center staff in OEP procedures.			
8	Fire Safety: Artwork and Decorations			
a	Artwork and decorations attached directly to walls do not exceed 20 percent of wall areas in child care centers without automatic fire sprinklers.			
b	Artwork and decorations attached directly to walls do not exceed 50 percent of wall areas in child care centers protected by automatic fire sprinklers.			
c	Decorations are not hanging from fire sprinklers or any fire alarm or emergency system device.			
9	Fire Safety Issues			
a	Entrance doors to rooms containing mechanical equipment, electrical equipment, or supplies are properly identified.			
9	Fire Safety Issues			
b	Combustible storage is not located in rooms containing mechanical equipment, electrical equipment, or supplies.			
c	Portable fire extinguishers located within the child care center are accessible (not blocked by strollers, etc).			
d	Fire alarm manual-pull stations located within the child care center are accessible (not blocked by strollers, etc).			
e	There is clear space below all fire sprinklers of 18 inches or more.			
10	Electrical Issues			
a	Electrical outlets are not showing signs of arcing or disrepair.			

b	Unauthorized personal electrical appliances are not located in the child care center.			
c	Portable electrical fans or space heaters are not located in the child care center.			
d	Extension cords are not being used in place of the fixed wiring.			
e	Power strip cords are not placed through doorways, under carpeting, or near water and are out of children's reach.			
f	Power strip cords are not attached to another power strip cord ("daisy-chained")			
11	Security			
a	Security measures are used properly and in working order (e.g., locked doors, perimeter security system, cameras, proxy card readers, and duress buttons).			
b	Outside doors are kept locked to prevent unauthorized entry.			
c	Blast protection on exterior windows is current. Last inspection:_____ Last replacement:_____			
d	If film-type protection is present, nothing is taped to the interior side of windows.			
Summary of findings:				
(Include action plans and dates each finding will be corrected.)				

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## 5 STEPS TO A GOOD BUILDING RECYCLING PROGRAM

### 5 STEPS TO A GOOD BUILDING RECYCLING PROGRAM

1. **Designate a building recycling coordinator and gain support for the program.**
2. **Assess current practices and analyze the waste stream.**
3. **Develop a building waste and recycling policy and management plan.**
4. **Educate building tenants and promote the recycling program.**
5. **Monitor and evaluate performance, and adjust program as needed.**

#### **1. Designate a building recycling coordinator and gain support for the program.**

The building recycling coordinator is usually the lessor's property manager. The coordinator is responsible for developing the program, monitoring progress, and promoting the program. He or she is the liaison between building tenants, custodial staff, and recycling and trash haulers, and may opt to form a Green Team to support development and communication of the building's recycling program.

#### **2. Assess current practices and analyze the waste stream.**

Assess the building's current waste management practices and analyze the waste stream by completing a waste audit. Many waste management companies will perform a waste audit for a nominal fee. Otherwise, the property manager can complete the audit himself/herself or use a third-party consultant. A waste audit entails reviewing janitorial, trash hauling and recycling contracts and invoices; walking through the building to observe what types of waste are generated and how they're collected; and inspecting the building's trash stream to determine the types and quantities of materials contained in it and to estimate what percentage is recyclable or compostable. If sorting the waste is not feasible, the auditor can perform a visual inspection.

State and local laws usually require recycling some or all of the following items, and even where laws don't require it, there might be a market: paper, corrugated cardboard, glass, plastics and aluminum cans. Other recyclable materials include toner cartridges, batteries, techno-trash, electronic waste (computers, cell phones, etc.), lamps from lighting fixtures, landscaping waste, and furniture. In buildings with cafeterias, composting food waste is recommended.

If recycling language is not included in the property's waste hauling or janitorial contracts, this is the time to add it. Conduct a market survey to learn what options there are for having all possible recyclable materials picked up.

#### **3. Develop a building waste and recycling policy and management plan.**

Develop a Waste and Recycling Policy and Management Plan for the building. The purpose of the policy is to establish goals for waste reduction and recycling, and to minimize the amount of waste generated at the building. The management plan should describe the recycling program - what materials will be collected, how, and by whom - and specify waste and recycling contract language.

The policy and management plan should be consistent with local, state, and federal requirements for the disposal and recycling of solid waste, and also be in accordance with the Federal Management Regulation (FMR) for the disposal of government-owned personal property. The property manager should discuss the importance of recycling with the custodial contractor, and consider best ways to collect recyclable materials and monitor tenants' participation in the recycling program. At a minimum, the building's management plan should provide for recycling paper, cardboard, plastic, glass, and metals (aluminum/tin), as well as food and other organic waste (where feasible).



#### **4. Educate building tenants and promote the recycling program.**

Recycling and waste reduction efforts must be communicated to building tenants. The building recycling coordinator should promote waste minimization, recycling, and purchasing green products (recyclable and reusable materials). It is best to meet with a representative from each agency to ascertain their container needs and find out what types of waste they are generating. It also helps to encourage them to establish an internal network to promote recycling, for example, having a champion in each office.

Training building tenant's points of contact and people who handle recyclable materials is critical. Multi-lingual training may be needed. The training should include the reasons for recycling, a description of how the program works, and detailed instructions about what is and is not acceptable. Without proper training, it is very probable that employees or contractors will contaminate recycling containers with non-recyclable materials. Recycling programs can fail if the material becomes so contaminated that a recycling company refuses to accept it and it has to go into the trash.

There is no such thing as too much publicity about recycling programs. The more people hear about it, the more likely they are to become enthusiastic and want to participate. Posters, flyers, presentations, electronic messages, and so on can be used to promote the program. Ask your recycling and trash hauler if they have educational and promotional materials that you can use in the building.

#### **5. Monitor and evaluate performance, and adjust program as needed.**

To monitor the success of the building's recycling program, the building's recycling coordinator should review monthly invoices showing the amount of trash and recyclables picked up from the building and the cost or revenue associated with those services. This will enable him to track waste diversion performance, the percentage of total waste that is diverted away from landfills towards recycling. He will also be able to determine whether the total amount of waste generated at the building is increasing or decreasing. To calculate the diversion rate, divide the total waste stream (volume of landfilled waste plus recyclables) by the amount recycled.

If the building's overall trash volume is decreasing, the property manager should review the building's waste disposal costs and services to determine if he needs fewer waste pickups or dumpsters, which would reduce property management costs.

Periodically, the recycling coordinator should assess the program to see how well it is working. Based on observations, does everyone in the building understand how it works? What would make the program work better? If there are problems in collecting or sorting, would a different type of program or containers help? Have there been any changes in local laws or conditions to indicate a change in the program is needed? Continually asking how the program can be improved helps keep it strong.

The recycling coordinator should keep tenants informed about the outcome of their recycling efforts to help motivate them and inform them of their progress towards agency goals.

**Additional Resources at EPA's WasteWise Program:** <http://www.epa.gov/wastes/conserv/smm/wastewise/>

## ENVIRONMENTAL PRODUCTS AND RECYCLING LETTER

«Month Day##, Year»

«Lessor\_Name»

«Lessor\_Address»

«Lessor\_City», «Lessor\_State» «Lessor\_Zip\_Code»

RE: «Lease Number»: **Environmental Products and Recycling**

Building: «Building\_Name»

Location Number: «Bldg\_Code»

Dear «Attention»:

Lease ##### requires you to use environmentally beneficial products, equipment, services and practices in your building services. The lease sections on ***janitorial services, landscape maintenance, recycled content products, environmentally preferable building products and materials, and landscaping*** describe the requirements and identify GSA and EPA websites where you may obtain detailed information, including a list of mandatory recycled content products known as Comprehensive Procurement Guideline (CPG) items. You will find a complete list of required green products grouped by functional category at the following website:

<http://www.gsa.gov/greenproductscompilation> .

Additionally, Lease ##### requires you to have a recycling program in place, as described in the section on ***recycling***. A comprehensive recycling program typically includes recycling materials such as paper, corrugated cardboard, glass, plastics, metals and others.

As part of our annual inspection of this leased location, we're asking you to complete the enclosed worksheets, ***Leased Building Environmental Products Information*** and ***Leased Building Recycling and Waste Data***. Please attach copies of your records showing how much waste was collected during the past 12 months and its disposition, by weight and type of material; that is, how much was landfilled and how much was recycled. This information is generally readily available from your trash hauler. GSA will use this information to calculate the property's waste diversion rate and identify lessors doing an exceptional job at recycling.

We would appreciate receiving the completed worksheets and your waste/recycling records by «Date (6 weeks after date of letter)». The information you provide will be used during our periodic inspection of the subject lease location. If you have any questions, please do not hesitate to contact me at «Phone Number». Thank you.

Sincerely,

«LAM Name»

Contracting Officer's Representative

«Phone»

«Email»

Enclosures: *Leased Building Environmental Products Information* worksheet  
*Leased Building Recycling and Waste Data* worksheet

cc: Official File

«LCO Name», Lease Contracting Officer

## LEASED BUILDING RECYCLING AND WASTE DATA WORKSHEET

### Leased Building Recycling and Waste Data

**Building Information**

<b>Lease Number:</b>	
<b>Building Name:</b>	
<b>Building Address:</b>	
<b>Federal Agency Tenant:</b>	
<b>Lessor Name:</b>	
<b>Lessor Address:</b>	
<b>Reporting Date Range:</b>	

**Recycling & Waste Hauler Company Information**

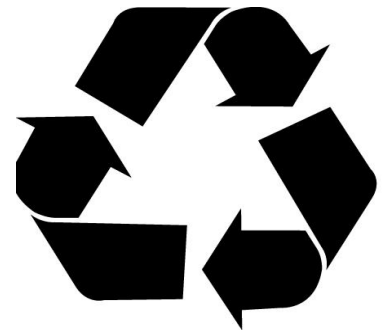
<b>Point of Contact:</b>	
<b>Company Name:</b>	
<b>Phone #:</b>	
<b>Email:</b>	
<b>Disposal Site Address:</b>	

**Recycling & Waste Hauler Company Information**

<b>Point of Contact:</b>	
<b>Company Name:</b>	
<b>Phone #:</b>	
<b>Email:</b>	
<b>Disposal Site Address:</b>	

**Recycling & Waste Hauler Company Information**

<b>Point of Contact:</b>	
<b>Company Name:</b>	
<b>Phone #:</b>	
<b>Email:</b>	
<b>Disposal Site Address:</b>	



Waste Type	Waste or Hauling Company	Recycled Tons	Compost Tons	Trash Tons	Recycled Volume	Compost Volume	Trash Volume
Trash							
Paper							
Cardboard							
Glass							
Plastic							
Metal							
Landscaping Debris							
Other:							
Other:							
Other:							
<b>Total</b>							

## **SOURCES FOR WASTE AND RECYCLING DATA VARY BY BUILDING**

### **AND MAY INCLUDE ANY OF THE FOLLOWING:**

- Custodial contractor
- Operations and Maintenance contractor
- Cafeteria vendor
- Landscape maintenance contractor
- Solid waste services contractor
- Recycling services contractor
- Tenants' contractors (e.g., paper shredding services)
- GSA Excess / Personal Property Disposal transporters

### **ACCEPTABLE MATERIALS TO REPORT ON THIS FORM**

- Paper – mixed, newspaper, shredded, etc.
- Cardboard
- Glass bottles
- Plastic containers and packaging
- Metals (aluminum and tin cans)
- Landscape waste
- Pallets
- Food-related waste (compostable)
- Toner cartridges
- Bulky waste/debris (e.g., furniture, carpet, etc. from building occupants and routine O&M)
- Solid waste hauled to landfill/incinerator

### **UNACCEPTABLE MATERIALS TO REPORT ON THIS FORM**

- Electronic waste (computers, cell phones, etc.)
- Construction and Demolition waste
- Hazardous waste
- Major appliances
- Grease, oil and oily wastes
- Universal wastes (e.g., fluorescent lamps containing mercury)
- Batteries

## LEASED BUILDING ENVIRONMENTAL PRODUCTS INFORMATION

### Leased Building Environmental Products Information

#### Building Information

<b>Lease Number:</b>	
<b>Building Name:</b>	
<b>Building Address:</b>	
<b>Federal Agency Tenant:</b>	
<b>Lessor Name:</b>	
<b>Lessor Address:</b>	
<b>Reporting Date Range:</b>	

#### Product Information

Type of Service	Product Type and Brand	Content: Material and Percentage
<i>Example:</i> Janitorial	Kimberly Clark toilet tissue	minimum 20% postconsumer material
<i>Example:</i> Landscaping	Cedar Grove compost	95% minimum biobased content