

**255 State Street  
Electronic Tenant® Portal**

**Created on April 25, 2024**

## **Amenities: On-Site Amenities**

**255 State Street provides tenants with a number of building amenities including:**

- [On-site Property Management](#)
- [24-hour on-site Security](#)
- [Concierge services](#)
- [Parking services](#)
- Recycling services
- Transportation to Logan Airport, Hingham, Hull & Quincy
- [Legal Sea Foods](#)
- [State Street Provisions](#)

# Emergencies: Overview

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## **Emergencies: Bomb Threat**

All bomb threats should be taken seriously. If you receive a bomb-threat, try to obtain as much information as possible before the caller hangs up.

**If your office receives a bomb threat, the following policies must be adhered to:**

- Contact Security at [\(617\) 392-1199](tel:6173921199).
- Notify Building Management at [\(617\) 830-5790](tel:6178305790).
- JLL will then notify all other building tenants, if deemed necessary.

Unless directed by the Boston Police Department, the decision to evacuate is left to the discretion of each tenant. Building Management will work closely with all tenants should such a situation develop.

## **Emergencies: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

## **Emergencies: Elevator Malfunction**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert [Building Management](#) that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## Emergencies: Emergency Contacts

All Emergencies	911
<a href="#">Building Management Office</a>	<a href="#">(617) 830-5790</a>
Building Security / After-Hours Emergencies	<a href="#">(617) 392-1199</a>
Fire Department (Non-Emergency)	<a href="#">(617) 343-3415</a>
Police Department (Non-Emergency)	<a href="#">(617) 343-4200</a>

### Important Notes

Please always call the front desk at [\(617\) 392-1199](#) in the event of an emergency as we have designated first responders on site which can attend to the situation immediately. The security representatives will then call 9-1-1 to direct them to the location and provide them with the necessary details. If you do call 911 first as a result of a medical emergency, please be sure also to notify the front desk at [\(617\) 392-1199](#) with your name, call-back number, floor and location so that security may swiftly guide the emergency personnel to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Building Management may attend to the situation as quickly and efficiently as possible.

## **Emergencies: Fire Evacuation Procedures**

Should anyone see fire or smoke, any individual should immediately sound the alarm by activating the nearest pull box station. This action will automatically alert the Boston Fire Department and activate the fire alarm system. The person sounding the alarm should be prepared to work with [Building Management](#) to prepare a full report with regard to the fire department.

**255 State Street fire detection and alarm systems are fully automatic. When an alarm is activated, the following occurs simultaneously:**

- Boston Fire Department is notified immediately.
- Building Management personnel are dispatched.
- The pre-alert signal/message sounds throughout the building.
- The evacuation alarm sounds on the floor which activated the alarm. In addition, the alarm will sound on the floor above and the floor below.
- Stairwell pressurization activates.
- Fire doors on the floor which activated the alarm, the floor below, and the floor above automatically close to prevent the spread of fire.
- A white strobe light flashes at each alarm station.

The pre-alert signal/message should not be mistaken for an evacuation alarm. It is alerting occupants of the building that there is a possibility of a fire. In the event that an alarm is activated while you are in the building and you hear the pre-alert signal/message remain where you are. In the event that the situation escalates to an evacuation you will be given instructions, via the public address system, to evacuate.

Evacuate the building by using the stairwells. Please note that there are two fire staircases (North and South). Both staircases are located in the interior of the building. In the event of a fire, all occupants should vacate the building via the stairwells, since the elevators will be recalled to the lobby. Please take a moment to familiarize yourself with stairway locations.



## **Emergencies: Flooding**

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

## **Emergencies: Homeland Security**

Building Management recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks.

**Click on the links below to access a variety of resources that aid in preparing for a regional emergency:**

- [Department of Homeland Security](#)
- [Federal Emergency Management Association](#)
- [American Red Cross](#)
- [Center for Diseases Control and Prevention Emergency Preparedness and Response.](#)

**Local media outlets will provide important information during an emergency situation:**

- WCVB 5  
[www.TheBostonChannel.com](http://www.TheBostonChannel.com)
- WHDH 7  
[www.whdh.com](http://www.whdh.com)
- WFXT 25  
[www.fox25.com](http://www.fox25.com)
- WBZ 4  
[www.boston.cbslocal.com](http://www.boston.cbslocal.com)

## **Emergencies: Medical Emergency**

Call Security at [\(617\) 392-1199](tel:6173921199). Once notified, security will respond to the emergency in addition to contacting the Boston Police Department and will coordinate the arrival of any emergency vehicles.

- Notify [Building Management](#) at [\(617\) 830-5790](tel:6178305790).
- In the event of cardiac arrest, a defibrillator is located on-site.

# Emergencies: Pandemic Preparedness

## What you Need to Know

- An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.
- Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

## Importance and Benefits of Being Prepared

- The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.
- When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.
- A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.
- As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at [www.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/checklists.html).
- The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## Pandemic Flu Resources

- There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:
  - [Pandemicflu.gov](http://Pandemicflu.gov)  
This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.
  - **Centers for Disease Control and Prevention (CDC)**  
The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline - 1-800-CDC-INFO ([1-800-232-4636](tel:1-800-232-4636)) - that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: [1-888-232-6348](tel:1-888-232-6348)). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).
  - **Department of Homeland Security (DHS)**  
DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - [DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).

## The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio.
- Watch news reports on television.
- Read your newspaper and other sources of printed and web-based information.
- Look for information on your local and state government websites.
- Consider talking to your local health care providers and public health officials.

[Top of Page](#)



## **Emergencies: Power Failure**

Should a power outage occur during normal business hours, please contact [Building Management](#) at [\(617\) 830-5790](#). JLL efforts will be coordinated with NStar, to keep each tenant informed of the situation and attempt to estimate when power may return.

Should you experience a power outage after normal business hours, please Building Management by calling [\(617\) 830-5790](#). Building personnel and emergency contacts submitted by each tenant will be notified and the procedures outlined above will again be followed.

## **Emergencies: Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a *Watch* or a *Warning*. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc.

- A *Watch* becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon.
- A *Warning* means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

## **Emergencies: Toxic Hazards**

**If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed, and:**

- Call 9-1-1.
- Provide the building's address, your floor and phone number, and also what type of spill has occurred.
- Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.



## **Introduction: About 255 State Street**

255 State Street is a first-class office building ideally situated on Boston's waterfront, adjacent to the New England Aquarium and directly across from the open parks and green space created by the Rose Kennedy Greenway. The 12 story, 220,000 square foot building offers breathtaking views of Boston Harbor.

255 State Street houses Legal Sea Foods and State Street Provisions, two distinguished Boston restaurants which occupy the harbor and citysides respectively on the ground floor. In the summer months, these restaurants transform the historic brick sidewalks into outdoor cafés, where patrons enjoy the scenic waterfront and the bustle of Central Wharf.

Building tenants on the floors enjoy expansive water and skyline views and are only minutes from many of Boston's finest attractions, including Faneuil Hall and Quincy Market, Boston's North End and waterfront neighborhoods, making 255 State Street a superior downtown location.

### **Numerous services and amenities are provided at 255 State Street including:**

- On-site property management
- 24-hour on-site security
- Concierge services
- Parking located at the Harbor Garage
- Recycling services
- Legal Sea Foods
- State Street Provisions

## Introduction: Tenant Center

*255 State Street wants to ensure you are kept in the know!*

Tenant Center Access will allow you to:

- **Customize** notification options - receive information via email and/or text!
- **View & manage** your contact information and certificates of insurance.
- **Sign up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the [available amenities](#) and affinity programs at your property!

## [SIGN UP](#) [SIGN IN](#)

### Need Access?

1. Click on the "[Request Account](#)" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

### Download the App!

## [Help Center](#)

\*Requires being logged into the Tenant Center.



## **Operations: Accounting**

**Please make payment to:**

255 State Street LLC

**Please remit payment to:**

255 State Street LLC  
29799 Network Place  
Chicago, IL 606731297

**Wires:**

<b>Property</b>	255 State Street LLC
<b>Bank Name</b>	JP Morgan Chase
<b>Account #</b>	747497352
<b>ABA #</b>	021000021

## Operations: Building Management

The staff of 255 State Street is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located on the 2nd Floor, north side of the building.

**Please do not hesitate to contact the Management Office at:**

**Phone:** [\(617\) 830-5790](tel:(617)830-5790)

**Address:**

255 State Street  
Boston, MA 02109

**The following personnel are available to address your needs:**

<b>Senior Vice President / Group Manager</b>	<b>Shannon Favaloro</b>	<a href="tel:(617)830-5781">(617) 830-5781</a>	<a href="mailto:Shannon.Favaloro@jll.com">Shannon.Favaloro@jll.com</a>
<b>Assistant Property Manager</b>	<b>Brigette Barrow Reale</b>	<a href="tel:(617)352-2172">(617) 352-2172</a>	<a href="mailto:Brigette.Barrow@jll.com">Brigette.Barrow@jll.com</a>
<b>Property Administrator</b>	<b>Angelina Mikhno</b>	<a href="tel:(617)366-9562">(617) 366-9562</a>	<a href="mailto:Angelina.Mikhno@jll.com">Angelina.Mikhno@jll.com</a>
<b>Chief Engineer</b>	<b>Nick Mello</b>	<a href="tel:(617)594-0281">(617) 594-0281</a>	<a href="mailto:Nicholas.Mello@am.jll.com">Nicholas.Mello@am.jll.com</a>
<b>Engineer</b>	<b>Eros Peralta</b>	<a href="tel:(617)594-0278">(617) 594-0278</a>	<a href="mailto:Eros.Peralta@am.jll.com">Eros.Peralta@am.jll.com</a>

# **Operations: Concierge Services**

INFORMATION COMING SOON.

## **Operations: Holidays**

**The Building Holidays observed each year are listed below in order to aid your planning operations during the year:**

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Years Eve

Certain services are not provided on weekends and the holidays listed above.

Building Security will be on duty 24 hours a day and may be contacted at (617) 392-1199.

# Operations: Leasing

Listed below is the contact information for authorized 255 State Street leasing representatives:

<b>Executive Managing Director</b>	<b>Debra Gould</b>	<a href="tel:(617)863-8555">(617) 863-8555</a>	<a href="mailto:Debra.Gould@nrmk.com">Debra.Gould@nrmk.com</a>
<b>Executive Managing Director</b>	<b>Bill Anderson</b>	<a href="tel:(617)863-8595">(617) 863-8595</a>	<a href="mailto:William.Anderson@nrmk.com">William.Anderson@nrmk.com</a>
<b>Executive Managing Director</b>	<b>Tim Bianchi</b>	<a href="tel:(617)863-8586">(617) 863-8586</a>	<a href="mailto:Tim.Bianchi@nrmk.com">Tim.Bianchi@nrmk.com</a>



## **Operations: Security**

Guard Services are provided through Security. The security staff is based on the first floor lobby area and is available to assist tenants. To contact security, please call [\(617\) 392-1199](tel:6173921199).

Security's major roles are to enforce all building rules and regulations, report security and safety related incidents or potential hazards, to lock and unlock building entrances at designated times, to assist as needed in the event of a police or fire related incident, and to contact appropriate personnel in response to maintenance and life safety emergencies.

### **Surveillance Equipment**

- In addition to the security staff, 255 State Street is equipped with camera surveillance.
- These cameras are monitored by Northeast Security and JLL personnel.

## **Policies: Contractors**

JLL requires written notification two working days in advance when outside contractors are to perform work in the building.

This is especially important when the contractor requires access to the building after normal business hours. All contractors must provide a certificate of insurance with the 255 State Street LLC as the certificate holder, and listing JLL, Pembroke Real Estate, FMR Corporation, and, as additional insureds. All contractors are required to sign-in and out at the lobby desk.

# **Policies: Keys & Access Cards**

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## **Policies: General Rules & Regulations**

**Below is a downloadable copy of the rules & regulations for 255 State Street as they appear in your lease.**

As stated in the attached, these rules and regulations may, from time to time, be revised by JLL. Should JLL opt to make such a change, a copy of the modified rules and regulations shall be forwarded to each tenant.

[Click here to download the General Rules & Regulations](#)

# Policies: Moving Procedures

## MOVE-IN PROCEDURES

- Please notify JLL of the date and time of your company's move-in, along with the name, telephone number and contact at the moving company your office will be using. We will need this information as soon as possible.
- Once the dates have been submitted, JLL will make arrangements as needed for freight elevator service, additional maintenance, cleaning and/or security services, and off-hours HVAC.

### Telephone

- The telephone installation service is to be coordinated directly by your company with the telephone company. Keys for access to all telephone and electrical rooms can be signed out at JLL [Management Office](#).

### Delivery of Furniture & Equipment

- All deliveries must come through the loading dock area and be transported to your office via the freight elevator. All elevator usage must be cleared with JLL. Staging of any materials in the halls or lobby area is prohibited.
- Prior to the delivery of materials, the moving company must provide a certificate of insurance to JLL with 255 State Street, LLC named as the Certificate Holder and JLL, FMR LLC, Pembroke Real Estate, Inc. as additional insured.

### Tenant Signage

- Signage requirements of any tenant can be discussed with JLL.
- Initial signage to identify your company on the lobby directory and the floor directory (when applicable) can be arranged by contacting JLL. All building signage must be submitted to JLL for approval prior to production and installation in order to insure a high level of design quality and clear, concise and functional communication. The Landlord reserves the right to refuse approval of any sign submission which fails to adhere to the consistent look and quality of building. Signage for your suite entry also needs to be approved prior to installation and is the responsibility of the tenant.

### Keys & Building Access Cards

- Keys to the main entry and office spaces are each tenant's responsibility. A copy of the main entry key must be turned over to the JLL Management Office. JLL is capable and would be happy to make additional keys for any tenant at 255 State Street for an additional charge.
- Card access capabilities can also be installed to lock and unlock tenant spaces. Any tenant wishing to utilize this service must contact the JLL Management Office.
- Please provide the JLL Management Office with a list of all employees who will require after hours access to the building. Initial access cards are provided free of charge. There is a \$10.00 charge to replace lost, stolen, or broken cards.

## MOVE - OUT PROCEDURES

- Please notify the JLL [Management Office](#) of the date and time of your company's move-out, along with the name, telephone number and contact at the moving company your office will be using. We will need this information as soon as possible.
- Once the dates have been submitted, JLL will make arrangements as needed for freight elevator service, additional maintenance, and cleaning and/or security services.

### Telephone

- It is the tenant's responsibility to contact their telephone service representative to remove telephone cabling and equipment.

### Keys & Building Access Cards

- When moving out of 255 State Street, all building keys and access cards must be returned to the JLL [Management Office](#).

[Top of Page](#)

## **Policies: Smoking**

Smokers should be directed to exit the building, as there is no smoking allowed at 255 State Street.

In an effort to keep the north and the south clear of pedestrians in the event of an emergency egress, we ask that smokers not stand in front of any entrance. Smoking is only permitted outside the south entrance.

## **Policies: Telephone**

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## **Policies: Tenant Alterations**

Any modification to tenant space requires the prior written consent of JLL. Please review the section of your lease entitled "Installation, Alterations or Additions" for complete requirements. Any questions should be directed to JLL at [\(617\) 830-5790](tel:6178305790).

## **Policies: Tenant Signage & Directory**

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## **Security: Access Cards**

In an effort to protect people and property at 255 State Street an access card system has been installed. As previously stated employees will require their access card to gain entry to the elevator and their office space. After-hours and on weekends, they also need their access card to enter the building. Should a tenant wish to restrict an employee's admittance to their premises outside of normal business hours, their access card can be programmed accordingly.

Access cards are requested through the tenant representative and will be issued by JLL in accordance with the tenant's direction.

### **Request for Access Cards**

- The access system at 255 State Street has been installed for the safety of all tenants and the protection of valuables. Building access cards will be issued in accordance with tenant representative direction and programmed accordingly.
- Tenant representatives can receive additional building access cards by placing work orders request in Building Engines.
- Upon employee termination, please return the building access card to the [Management Office](#) or front desk, along with placing a work orders request in Building Engines notifying Building Management of the terminated employee so the card can be deactivated.
- In instances of lost or stolen cards, please notify JLL immediately. The original card will be voided and a new card issued as soon as possible.

## **Security: Building Access**

### **Building Hours**

255 State Street's regular business hours are 8:00 AM - 6:00 PM., Monday through Friday and Saturday from 9:00 AM - 1:00 PM. Employees are required to utilize their access cards to enter the building, elevator and tenant space during off-hours, weekends and holidays.

## **Security: Deliveries**

**The loading dock is located on the south side of the building on Central Street.**

- All deliveries will come in from the loading dock and will then be transferred to the basement via the scissor lift and then to tenant space via the freight elevator (elevator cab #4).
- Any large deliveries (i.e. furniture, etc.) must be brought in "after-hours" (6:00 PM - 8:00 AM).
- All "after-hours" deliveries must be scheduled with the JLL [Management Office](#) at least two (2) business days in advance. Again, please note that building operating hours are 8:00 AM - 6:00 PM, Monday through Friday; and 9:00 AM - 1:00 PM on Saturday.

**A [certificate of insurance](#) must be provided to the JLL [Management Office](#) via the [Tenant Center](#) prior to the move.**

### **Certificate Holder:**

State Street, LLC with JLL, Pembroke Real Estate.

### **Additional Insured:**

FMR LLC.

## **Security: General Office Security**

Tenants should feel free to contact either security or the JLL [Management Office](#) for help at any time.

**Tenants can do a great deal to enhance the security of their premises and we encourage all tenants to participate in the following procedures:**

- Report lost or stolen keys or access cards immediately.
- Do not allow unauthorized persons to piggy-back into the building or restricted spaces without requesting positive identification. Tenants who have doubts as to whether a person should be allowed into a tenant area should not hesitate to request assistance.
- Keep equipment and valuables in a secure, locked space.

## **Security: Key & Lock Policy**

A copy of each tenant's main entry key must be turned over to the JLL [Management Office](#). The master key will be kept in a lock box at the front desk with Security.

## **Security: Lost & Found**

Please contact the Front Desk at [\(617\) 392-1199](tel:6173921199) to report or claim items that have been lost and/or found at 255 State Street.



## **Security: Property Removal**

Anyone leaving the property with items of value will require a property removal pass.

This pass is necessary to protect 255 State Street tenants from having equipment and materials removed from their offices without their permission. Property removal passes can only be signed and approved by authorized personnel. An updated list of people who are authorized to sign property removal passes is available both at the lobby desk and the JLL [Management Office](#).

[Click here to download a Property Removal Pass](#)

## **Security: Solicitation**

As a courtesy to our tenants, soliciting is not allowed at 255 State Street.

One of the challenges in the enforcement of this policy is to identify solicitors from those visiting 255 State Street to conduct legitimate business.

Tenants can assist in this identification by calling the JLL [Management Office](#) at [\(617\) 830-5790](#) or the Front Desk at [\(617\) 392-1199](#), should any such individuals visit their premises. By notifying Building Management we may ensure that this individual is escorted from the building.

## **Services: Building Signage**

All building signage must be submitted to JLL for approval prior to production and installation in order to insure a high level of design quality and clear, concise and functional communication. The Landlord reserves the right to refuse approval of any sign submission which fails to adhere to the consistent look and quality of building.

**All proposed signage must be submitted as a package of five sets of detailed drawings of each sign for approval by the Landlord as follows:**

- Location Elevation drawing showing sign in context at 1/2"=1'-0".
- Full scale drawings, full color, dimensioned layout showing accurate facsimile of all typestyles and logos.
- Section view showing materials, construction and mounting details.
- Samples of all colors and materials.

## **Services: Cleaning**

Pride in performance and attention to detail are hallmarks of our cleaning program at 255 State Street. Cleaning services are provided Monday through Friday, with day and evening shifts.

The day staff is comprised of a porter and matron. Their duties include, but are not limited to, policing the lobby area, restrooms, and the perimeter of the building. The daily policing of the restrooms includes, picking up paper and miscellaneous trash, refilling soap, towel, and tissue dispensers, damp wiping and sanitizing washbasins and spot mopping the floors.

The evening staff is responsible for all general cleaning services. Please see your lease exhibit for a detailed breakdown of cleaning services provided at 255 State Street.

In addition to the general cleaning services listed in accordance with the lease terms, a tenant may wish to supplement or provide other cleaning services in their space. These cleaning services are available and can be coordinated through [Building Management](#) by calling [\(617\) 830-5790](tel:6178305790).

## **Services: Elevators**

**The elevators at 255 State Street are maintained by:**

**Address:**

Metro Elevator  
Sandwich, MA 02563

**Phone:**

[\(508\) 243-3353](tel:(508)243-3353)

# Services: Fee Schedule

Please contact the [Management Office](#) for a list of service fees.

## Services: Forms

- [Property Removal Pass](#)
- [General Rules & Regulations](#)
- [Click here to manage Certificates of Insurance \(COI's\).](#)
- [Register](#)

## **Services: HVAC**

Heating, ventilation and air conditioning are provided to all 255 State Street tenants during normal business hours in accordance with your lease. During normal hours of building operation, hot or cold complaints should be submitted via the online work order system by the tenant contact(s) and the building personnel will make any adjustments to the temperature that is needed.

Additional heating or cooling services can be provided beyond the hours stated in your lease by scheduling dates and times with JLL. We request that requisitions for additional HVAC services be received 1 business day in advance. All overtime HVAC requested by tenants will be invoiced on a monthly basis.



# Services: Service Requests

COMING SOON.

## **Services: Parking**

Parking for 255 State Street is available at the Boston Harbor Garage and can be administered by the JLL Management Office. The Boston Harbor Garage is located at 70 East India Row, across the street from 255 State Street.

Monthly parking passes are available from the JLL [Management Office](#) to tenants through their employers only.