

Pacific Center Electronic Tenant® Portal

Created on April 15, 2016

Amenities: Overview

FITNESS CENTER

The Pacific Center fitness center, located at the south corner of the parking structure, provides a convenient way to stay in shape and has full locker rooms with showers. For more information about the fitness center, see below or call the Building Management office at (619) 618-2955.

Hours:

Monday - Friday: 5:00am - 9:00pm

Saturday: 8:00am - 2:00pm

Sunday: Closed

CONFERENCE ROOM

Pacific Center offers Conference Rooms for your use.

[Please click here to request a Conference Room](#)

Leasing: Overview

Coming soon!

Neighborhood: Retail Services

add text

Property: Welcome

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Pacific Center and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office, and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Building Management Office will promptly notify you of any such changes. Please feel free to contact the Building Management Office with any questions you may have. We are here to serve you.

Welcome to Pacific Center, a premier CommonWealth Partners property!

Pacific Center offers a first-class business environment in highly a desirable campus-style setting. Arguably the best located of all Class "A" office projects in Mission Valley, Pacific Center offers tremendous visibility and superior corporate identity. The property consists of iconic twin-towers that feature attractive building design, ideally-sized 22,000 square-foot floor plates with up to twelve corner-offices per floor, and spectacular views of Mission Valley and the surrounding area. The Project is situated among some of Mission Valley's finest amenities with quick and convenient access to luxury hotels, numerous retail services, an abundance of quick-service and sit-down restaurants, quality housing, and several recreation and entertainment facilities including Qualcomm Stadium and a 27-hole championship golf course.

The Property is just one block from State Highway 163 and proximate to four additional major freeways (Interstates 5, 8, 805 and 15) that provide direct links to communities throughout San Diego County. Additionally, Pacific Center is just two blocks from the San Diego trolley station, servicing Downtown San Diego and San Diego State University.

Property: Property Management

The staff at Pacific Center is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in Pacific Center I, 1455 Frazee Road Suite 620 and is open Monday through Friday, 8:00 a.m. to 5:00 p.m. with the exception of holidays. Please do not hesitate to contact the management office at:

Phone: (619) 618-2955

Fax: (213) 629-9390

Property: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking Pacific Center's Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Handbook wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

Step 1: Access the Mobile Site:

Type, or copy and paste, the below URL into your Smartphone's Web browser:

<http://pacificcenter.info>

Step 2: Add the App to your Mobile Device's home screen:

iPhone / iPad:

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

BlackBerry:

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

Android:

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."

Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

Property: Tenant Manual

Coming soon!

Property: Emergency Plan

[Please click here to view the Emergency Plan](#)

Property: Forms

Below is a list of downloadable forms.

[Access Card Request Form](#)

[After Hours HVAC Request Form](#)

[Cotractor/Vendor Rules & Regulations](#)

[Delivery and Moving Guidelines](#)

[Fitness Facility Consent and Release Form](#)

[Fire Warden Form](#)

[Key Request Form](#)

[Overnight Parking Request Form](#)

[Signature Authorization Sheet](#)

[Tenant Information Sheet](#)

[Tenant Recycle Box Form](#)

[Validation Purchase Order Form](#)

Sustainability: Overview

CommonWealth Partners is dedicated to minimizing our environmental impact and creating efficient, healthy and productive working spaces. Our Sustainability Policies and Programs are an integral part of the day-to-day operations at this property. These policies serve to maximize the efficiencies of our property management practices, minimize the environmental impact of building operations, and reduce operating expenses.

As a tenant, you do not have to abide by these policies but in so doing, your participation helps us:

- Have a positive and sustainable impact on our community
- Create a healthier working environment for our tenants

Sustainability: Corporate Sustainability

For more information about our sustainability programs, please visit our Corporate Sustainability [website](#).

Sustainability: Energy Conservation

As tenants, you have the biggest impact in reducing your building's operating costs and saving energy. You can do your part by following a few simple energy conservation measures and educating your employees about the importance of using energy wisely.

Here are some examples on things you and your employees can do right now to lower energy costs:

- Have task lighting at individual workstations
- Install lighting occupancy sensors to automatically turn off lights
- Install power strips or smart strips to eliminate vampire loads & switch power off when not in use
- Turn off equipment, computers, printers, TVs, power strips and lights when leaving office
- Install ENERGY STAR Equipment

Find additional strategies in our [Green Office Guide](#).

Sustainability: E-Waste Recycling

All of Commonwealth's properties participate in an annual E-waste event that typically takes place during Earth Day week in April. Please contact the Property Management Office for the next scheduled E-waste event or to make a special request for pickup.

Sustainability: Indoor Air Quality Reporting

OCCUPANT COMPLAINTS: Commonwealth has a comprehensive Indoor Air Quality program in place. If you have a complaint: Contact your Office Manager (tenant representative). The Office Manager should submit an online work order and an on-site staff member will be dispatched to follow up with it. Property Management will ensure that appropriate action is taken to mitigate the issue. Resolution is reported to the Office Manager.

Sustainability: Recycling Program

CommonWealth Partners fully supports waste reduction at this property. Our recycling program has a goal of recovering and recycling over 75% of the total waste that is generated at this site. Through this program, we want to educate you on how to reduce waste. Contact the Property Management Office to obtain recycling containers that are available for your space.

Here are a few strategies you can implement now that will help toward this effort:

- Print media and marketing materials on recycled and FSC certified paper
- Properly dispose of furniture and office equipment (Donate and/or Recycle)
- Refill toner and printer cartridges
- For external printing, request soy vegetable based ink
- Print media and marketing materials on recycled and FSC certified paper
- Each desk, printer & kitchen has recycling/trash can set
- Cancel unwanted paper publications and subscriptions or register for e-newsletters
- Replace paper towels for hand dryers

Find additional strategies in our [Green Office Guide](#).

Sustainability: Sustainability Policies and Procedures

Your go-to source for specific procedures, tenant guidelines or forms related to sustainability, including the Green Office Guide, Green Tenant Improvement Guide, Smoking Policy, and the Sustainable Purchasing Policy.

- **Green Office Guide:** The Green Office Guide provides simple, low-cost behavior strategies, best practices, and resources our tenants can use to create a green office. This guide is a starting place for you to learn more about the benefits of green buildings and inspire you to explore the many ways you can join us in providing a healthy work environment for your employees and be a positive image as a leader in sustainability. For further details, please refer to the [Green Office Guide PDF](#).
- **Green Tenant Improvement Guide:** The Green Tenant Improvement Guide serves to educate you, the tenant, about a variety of strategies you can use to green your interior space. This handbook will show you how greening your tenant space can result in employee health and productivity. For more specific tips on tenant improvements, please refer to the [Green Tenant Improvement Guide PDF](#).
- **Smoking Policy:** This policy is intended to prevent or minimize exposure of building occupants, indoor surfaces and systems to environmental tobacco smoke (ETS). [Smoking Policy PDF](#).
- **Sustainable Purchasing Policy:** The goal of the Sustainable Purchasing Policy is to reduce the negative environmental impacts of materials and supplies purchased, and to provide guidance toward responsible management practices. [Sustainable Purchasing Policy PDF](#).
- **Waste Management Policy:** The goal for this policy is to reduce the amount of waste and toxins hauled to and disposed of in landfills by recycling. You qualify for the MRP2 Prerequisite just by having this policy in place. The goal is to reuse, recycle, or compost at least 50% of ongoing consumable goods and reuse or recycle 75% of durable goods, recycle 100% of batteries and mercury containing lamps. [Waste Mangement Policy PDF](#).

Sustainability: Transportation Program

Transportation programs to encourage carpooling, use of public transit and minimizing unnecessary travel can lower employee costs and reduce greenhouse gas emissions to benefit local communities.

Some strategies for alternative transportation and sustainable commuting behavior include:

- Have an Alternative Commuting Transportation Program in place
- Perform an alternative transportation employee survey
- Provide transit fare reimbursement for employee commutes
- Use teleconferences and videoconferences to reduce travel

Find additional strategies in our [Green Office Guide](#).

Tenant Links: Service Requests

For your convenience this Portal includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

- Simply click on the link below,
- Enter your username and password
- Choose the action you would like to complete

[Click here to log into the Electronic Tenant Service Request System](#)

Once you have logged into the system, you will be presented with four options:

- Complete a Maintenance Request Form
- Update User Information
- View Electronic Maintenance Request Log
- Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the below or contact the Building Office.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

Step One- Confirm or complete all contact information.

Step Two- Choose the nature or type of request being submitted.

Step Three- If applicable, provide details of the contractor to be used.

Step Four - Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the management office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

Tenant Links: Visitors

Visitor Information coming soon

Tenant Links: Building Calendar

[Please click here to access the Building Calendar](#)

Tenant Links: Conference Room

[Click here to request Conference Room Reservations](#)