

Portals III
Electronic Tenant® Portal

Created on April 28, 2024

Amenities: Concierge

Portals III also offers virtual concierge services through Capitol Concierge. Services provided include dinner reservations, tickets to concerts, sporting events, theater, limousine services, etc. Please contact our concierge, at Virtual@CapitolConcierge.com.

Amenities: Fitness Facility

Portals III has a fully equipped fitness center, which is located on the “D” level and west side of the building (Maryland Avenue elevator bank). Please call 202-552-5300 to obtain information about rates and to obtain a liability waiver form.

Fitness Center hours are as follows:

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

Saturday: Closed

Sunday: Closed

[Click here](#) to download a Fitness Center Waiver

[Click here](#) to download the Fitness Center Rules and Regulations

Amenities: On-Site Amenities

On-Site amenities include:

- Starbucks is located on the lobby level.
- Private fitness center for tenants, located at the D level of the building.
- On-site property management office located in suite 850.
- 24/7 onsite security officer located at the Maryland Ave. building entrance.
- Park for tenants to relax and enjoy lunch located off Maryland Ave. directly in front of the building entrance.
- Minutes walking distance from both The Wharf and L'enfant Plaza.
- Bike storage room located on level P1 of the parking garage.
- Electric vehicle charging stations located on level P1 of the parking garage.
- Conference center located on the first floor of the Maryland Ave. entrance/exit to the building.

Emergency Procedures: Bomb Threat

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the [Management Office](#) at 202-552-5300

Once the [Management Office](#) has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

Emergency Procedures: Suspicious Packages Or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope 1 1/4" to 1/2" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and Building Management.
- **DO NOT USE YOUR CELL PHONE OR OTHER ELECTRONIC DEVICES IN THE VICINITY OF THE PACKAGE.**
- **DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.**
- **DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.**

Emergency Procedures: 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, and building management will provide notice to the tenants.

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.

Emergency Procedures: Elevator Malfunction

If you are in an elevator that stops functioning properly, please remember to remain calm and press the emergency button within the cab, which is marked with a telephone receiver icon. By doing so, this will alert Otis Elevator Company that the elevator has malfunctioned and service is required as soon as possible. The cab number will be identified, as well as the specific floor on which it has been parked. An elevator technician will then be dispatched to assist and building management will be notified. A security officer or building engineer will establish two-way communication with the 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. PLEASE USE THE STAIRWELLS.

Emergency Procedures: Emergency Contacts

All Emergencies	911
Building Management Office	202-552-5300
Building Security/After Hours Emergencies	202-446-1600
Fire Department (non Emergency)	311
Police Department (non Emergency)	311
Hospital-George Washington	202-715-4000

Important notes

If you call 911 as a result of a medical emergency, please be sure also to notify [building management](#) with your name, callback number, and location so that security may swiftly guide the paramedics 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 Management may attend to the situation as quickly and efficiently as possible.

Emergency Procedures: Evacuation

In the event of a building evacuation, please exit your premises utilizing the nearest fire stairwell. PLEASE DO NOT USE ELEVATORS. Each tenant is responsible for devising their own evacuation plan, and designating a meeting area that is safely away from the building.

Emergency Procedures: Fire and Life Safety

Fire Prevention

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the [Management Office](#).

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame-proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

Fire Emergency

IF YOU DISCOVER A FIRE, you should remain calm and:

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.

If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

Before opening any closed door test the temperature of the door and door handle with the **BACK of YOUR HAND**. If the door or door handle is hot, Do Not Open the Door.

*Use the back of your hand only for testing doors. If the door is hot you may receive a burn, but not to the palm of your hand or fingers so that your hand can still be used.

Emergency Procedures: 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.

Emergency Procedures: Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
 1. Your name
 2. Your Building's name and address
 3. Your specific floor number, and the exact location of the emergency
 4. Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Please contact security at 202-446-1600, and inform them that you have called 911 and briefly describe the nature of the emergency. The security team will then notify building management.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
 1. Name, address and age of injured/ill person
 2. The nature of the problem, as best you can surmise
 3. All known allergies and current medications taken by the individual
 4. A local doctor

Emergency Procedures: Power Failure

The Portals III Office Building is served by an emergency generator. In the event of a power failure, the generator will provide emergency power for basic building functions which include:

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Emergency Procedures: 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.

Emergency Procedures: Toxic Hazards

If there is a toxic spill or exposure, please proceed immediately to an area where you are no longer exposed and dial 911. The information that will need to be provided are the building's address, your floor, phone number and what type of spill has occurred. Please take appropriate action to contain the hazard, close doors behind you and always follow all of the safety procedures when working with toxic materials.

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Portals III 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 Portals III a premier Republic Properties Corporation property.

Introduction: About Portals III

Portals III is an over 500,000-square-foot class A property located at the intersections of Maryland Avenue, SW, 12th Street, SW and D Street, SW. Portals III is one of three office properties located in the complex, along with the Mandarin Oriental Hotel and 1331 Maryland Ave residential complex. Portals III features two distinctive and vibrant lobbies. The main lobby is located on Maryland Avenue, and the secondary lobby is located on the D street side of the building. Each lobby services distinct portions of the building; Maryland Avenue entrance services all floors and tenants located on the west side of the building. The D Street entrance services all tenants located on the east end of the building.

Introduction: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

- **Submit and track Work Orders and Certificates of Insurance, and loading requests and Fitness Center Waivers for access.** As work orders are completed by RPC team members, work order tickets will be updated and emailed to tenant review.
- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **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 e-cycling 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!

How to submit a Service Request:

1. Select Service Request - Request Service;
2. Click the circle, or choose from the drop down menu the service type you are requesting;
3. Enter the location and a brief description relating to the request. Please enter any and all information that will assist management in locating and addressing the request.

Help Center

*Requires being logged into the Tenant Center.

[Top of Page](#)

Operations: Accounting

Wire Payment Info:

Account Name: Parcel 47D LLC
Account #: 104790813398
Bank Name: US Bank
ABA #: 091000022

Regular Mail Address:

Parcel 47D LLC
P.O. Box 83187
Chicago, IL 60691-0187

Overnight Address:

US Bank
Attn: Lockbox 83187
5635 S. Archer, Unit 1
Chicago, IL 60638

Operations: Building Management

The staff of Portals III is dedicated to making your work environment as safe and pleasant as possible. The Property Management Office is located 8th floor of Portals III, in suite 850, 1201 Maryland Ave. SW, 20024. The Republic Properties Corporation main management office is located on the 8th floor of Portals III, in suite 850.

Please do not hesitate to contact the main office at:

Phone: 202-552-5300

Fax: 202-552-5333

Address:

Republic Properties Corp.
1201 Maryland Avenue, SW, Suite 850
Washington, DC 20024

The following personnel are available to address your needs:

<i>Sr. Property Manager</i>	Aishia Rankin	202-552-5300 ext. 114	arankin@republicpropertiescorp.com
<i>Chief Engineer</i>	Steve Denny	202-446-1602	sdenny@republicpropertiescorp.com

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 Day
- Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

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

Operations: Leasing

The leasing company for Portals III is Newmark, located at 1899 Pennsylvania Avenue, NW #300 Washington, DC 20006. The main phone number is 202-331-7000. Portals III is LEED Platinum and Fitwell Certified.

Floor Plans

- [D Level](#) – 3,261 SF & 1,053 SF
- [D Level](#) – 22,112 SF
- [1st Floor](#) – 2,013 SF Spec Suite
- [1st Floor](#) – 14,426 SF
- [2nd Floor](#) – 16,600 SF
- [3rd Floor](#) – 53,278 SF
- [6th Floor](#) – 30,612 SF
- [8th Floor](#) – 2,950 SF Spec Suite
- [8th Floor](#) – 7,249 SF Spec Suite
- [8th Floor](#) – 13,345 SF Spec Suite

1201 Maryland Avenue, SW | Suite 130

1201 Maryland Avenue, SW | 8th Floor SPEC

Portals III Overview

1st Floor Suite- 14,426 RSF

2nd Floor Suite - 16,600 RSF

8th Floor Suite - 13,345 RSF

Operations: Parking

The Portals III Parking Garage is located at 1300 D Street SW beside the entry to the Social Security Administration. It is managed by SP Plus, contact information listed below:

Dennis Lorange
Facility Manager

Phone: (443) 223-6763

Email: dlorange@spplus.com

The parking garage offers daily first come first serve parking, as well as monthly membership parking when available. Please contact the facility manager for current pricing or inquiries regarding availability within the garage.

Policies and Procedures: Contractors

Due to the COVID-19 pandemic all contractors must wear appropriate face coverings at all times when in the building or on the loading dock. It is the general contractor's responsibility to monitor workers and insure that anyone that shows signs of illness be sent home immediately. Republic Properties Corporation encourages all general contractors to implement health screening practices including questionnaires and temperature screening to insure a healthy work site.

Preliminary review and approval of plans for any alterations or construction by LL is required.

The following items need to be addressed if you and/or your sub-contractors will be performing any work in a Republic Properties managed building. Prior to any work, demolition or construction, you must supply Republic Properties with the following documents:

1. A copy of DC Government permits.
2. A copy of the plans as approved by DC Government.
3. Certificate of Insurance showing Republic Properties Corporation and the individual ownership entity as additional insured.
4. Contractor must have a valid DC Business license.
5. Appropriate contracting license for work being performed (i.e. general contractor license, electrical contractor license).
6. A copy of the project schedule.

RULES AND REGULATIONS

1. General Contractor must submit a list of all sub-contractors, by trade, with addresses, contact persons and phone numbers.
2. Property Damage - Contractors are responsible for all damages to the building caused by its workers or sub-contractors. This includes but is not limited to flooring, walls, ceilings and ceiling fixtures, elevators, doors and frames, and plumbing fixtures in core areas. Also, the contractor and sub-contractors are responsible for the damage, residual damage, and clean up required, if damage is done to the fire protection system of the building (i.e. breaking off a sprinkler head).
3. A detailed list of Rules & Regulations will be provided to you and your contractor prior to work starting.

Please [click here](#) for a full list of contractor rules and regulations

Please [click here](#) for the certificate of insurance requirements

Policies and Procedures: General Rules and Regulations

Please [click here](#) to access a full list of building rules and regulations

Policies and Procedures: Insurance Protection

All tenants are required to show proof of insurance by providing the [Management Office](#) with a Certificate of Insurance. The limits for your insurance policy are covered in your lease.

The following entities must be named as additional insured on your Certificate of Insurance:

Parcel 47D, LLC
Republic Properties Corporation
1201 Maryland Avenue, SW
Suite 850
Washington, DC 20024

WDC Portals 3, LLC
MetLife Investment Management, LLC
ACORE Capital Mortgage, LP
Parcel 47D Mezz LLC
47D Holdings LLC

Please [click here](#) for the certificate of insurance requirements

Policies and Procedures: Moving Procedures

All move-in's and move-outs must be coordinated through the property management office. All moves must occur between 6:00 pm and 7:00 am, Monday - Friday, or on a Saturday / Sunday. A certificate of insurance from the moving company must be provided to the management office 48 hours in advance of the move. Republic Properties Corporation requires that an engineer be on site for any after-hours moves or deliveries. The cost of engineering coverage will be billed to the tenant

Certificate of Insurance must show the following entities as additional Insured:

Parcel 47D, LLC
Republic Properties Corporation
1201 Maryland Avenue, SW
Suite 850
Washington, DC 20024

WDC Portals 3, LLC
MetLife Investment Management, LLC
ACORE Capital Mortgage, LP
Parcel 47D Mezz LLC
47D Holdings LLC

Policies and Procedures: Loading Dock

Directions to Loading Dock

1. Proceed down 12th Street, SW. Cross over D Street & Maryland Ave, SW.
2. Go approx. 500 yards, and turn Right at the light at the end of 12th St & Maine Ave, just before you cross under I395.
3. After turning right, please keep to the right, so that you are circling behind the Mandarin Hotel.
4. You will pass under elevated railroad tracks and upon passing approximately 30', you will see the 1331 building. Please make a right prior to the apartment building at the sign that reads: **Portals III & Portals V Loading Dock.**
5. Please turn right and proceed to the chain link fence. There will be a number listed for the Portals III security team. You will need to dial the number to request access. There is also an intercom on the wall to the left-hand side, which is an additional communication tool. Please utilize the intercom labeled Portals III / 1201 Maryland Avenue.
6. Portals III loading dock is marked and located on the far side from the entry gate.
7. Upon reaching the loading dock, press the intercom to the right of the door; a guard will then assist with access.

Policies and Procedures: Smoking

Portals III maintains a no smoking policy throughout the building. This includes all common areas, lobbies, restrooms, stairwells and elevators. In addition, smoking is prohibited at the building entrances at all times.

Security: After Hours Access

The Maryland Ave and D St. building lobby doors are locked after 8:00 pm. After-hours access is controlled at these points of entry into the building by card readers tied to the security system.

Security: Building Access

Tenants can enter the building through either the Maryland Avenue or D Street lobbies, or through the parking garage elevators. Due to the COVID-19 pandemic the lobby doors remain secured 24/7. Tenants will be required to use their access card to gain entry to the building at all times.

Security: Deliveries

All deliveries shall be made through the loading dock. All large, bulky or furniture deliveries shall be made during non-peak hours: either before 8:00 am, or after 6:00 pm, Monday through Friday, or on a weekend. Please submit a ticket request through tenant handbooks for loading dock delivery approval. All vendors must provide a Certificate of Insurance to Property Management prior to use. Please be advised that hand carts and/or dollies are not permitted to be utilized through the lobby at any time.

Security: General Office Security

Security Checklist

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

Suspicious Persons

If you see suspicious or offensive persons in the building, please call Security or the Management immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Security: Key and Lock Policy

Please place a Service Request in the [Tenant Center](#) to obtain pricing on replacing or repairing keys or locks.

Security: Lost and Found

Please contact the [Management Office](#) at 202-552-5300 to claim items that have been lost or found in the building.

Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the [Management Office](#) at 202-552-5300 and we will send appropriate personnel to escort them off of the premises.

Services: Building Signage and Directory

Building standard signage is provided to each tenant during construction of their premises. Each tenant is also listed on the interactive directory boards in both lobbies, as directed by the tenant contact.

Services: Cleaning

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then please place a ticket in the tenant handbooks system so that Building Management can follow up with you. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, please place a ticket in tenant handbooks for service.

If you have any questions or comments regarding the cleaning services, please notify the [Building Management's Office](#).

Services: Elevators

There are two distinct sets of elevators servicing Portals III. One set services the west side of the building (Maryland Avenue lobby). The other bank of elevators services the east side of the building (D Street Lobby). Additionally there are two separate sets of garage shuttle elevators, again servicing the east and west sides of the garage.

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[General Rules & Regulations](#)

[Exercise Facility Waiver](#)

[Construction Rules & Regulations](#)

Services: HVAC

If the temperature in your office needs adjustment, please place a ticket request in the [Tenant Center](#) portal. Your request will be referred immediately to engineering personnel.

The standard hours of operation of the heating, ventilation, and air conditioning (HVAC) systems are 7:00 am to 6:00 pm Monday through Friday, and 8:00 am to 1:00 pm on Saturday. All requests for overtime HVAC services should be submitted through the tenant handbooks service portal at least 24 to 48 hours in advance. Please note that rates and the standard hours may vary depending on the terms of the lease agreement.

Services: Mail Service

Mailboxes are located on the 1st Floor of the building. The mail room can be accessed by using either set of elevators.