

Frequently Asked Questions

The below questions and answers are offered to help tenants and potential tenants with some of the most common questions we receive. It is not meant to be a complete list.

Please note in an emergency, call 9-1-1.

Questions Pertaining to Leasing Space:

Q: What credit score do I need to have to be able to lease space from you?

A: In most cases we require you to have a 700+ FICO score.

Q: Do I need to pay a deposit?

A: Yes. The amount of the deposit is typically equal to one month's rent.

Q: What if I have a lower credit score, can I pay a larger deposit?

A: In general, no. If you have questions, please contact the office.

Q: Do I have to provide you with proof of insurance before I get the keys to my space?

A: Yes. You must also add us as an additional insured. Please refer to your lease agreement for specific details.

Q: How many parking spaces are included?

A: Parking is different at each of our properties. Our leasing agents, or our maintenance department, can provide you with parking information for your building.

Q: What are my options at the end of my initial lease term?

A: At the end of your initial lease term, your options are to: 1) negotiate a new lease term, 2) continue to rent your space on a month-to-month basis*, or 3) move out by returning keys to our office on the final day of your agreement.

*If your lease converts to a month-to-month occupancy basis, you must provide written 30-day notice prior to moving out. The Landlord may also make adjustments to your rent or other terms of your agreement upon providing 30 days' notice to you in writing.

Q: What are the building rules for moving in and moving out?

A: Your moving company needs to provide the Landlord with evidence of insurance. Also, if you will be using the elevators, you will need to make sure the floor and walls are protected.

Q: When I move out, can I leave my trash and unwanted items in the unit for you to throw away for me?

A: No. You are responsible for leaving the space the same way you found it, without any trash or personal property left in or around your leased premises. Please make your own arrangements for bulky item pick-up, electronic waste disposal, and any other items that need to be discarded. Our trash dumpster is for normal office waste only. There is not enough room to fit out-of-the-ordinary office trash. If you leave items at the property, you will be charged for the cost to remove them.

Q: Once I am completely moved out, should I just leave the keys in the unit or mail them back to you?

A: Neither. You must return all keys that have been issued to you to our corporate office at 6200 Canoga Ave., Suite #201, Woodland Hills, CA 91367. You must sign a Key Return form at that time.

Questions Pertaining to Rent Payments:

Q: When is my rent due?

A: Rent is due in full on the 1st of each month and a late charge is charged after the 10th of the month.

Q: When is a late charge assessed?

A: Rent is considered late after the 10th of each month. There is a late fee incurred at that time. Please refer to your lease agreement for details of what that late fee is.

Q: What payment methods do you accept?

A: The only method of payment we accept is check, cashier's check or money order. We do not accept credit card, debit card, cash, or wire/ACH payments.

Q: Who do I make my rent payment out to?

A: Rent checks are payable to the Lessor as shown in your lease agreement.

Questions Pertaining to Maintenance:

Q: Who is responsible for repairs?

A: Your specific property maintenance information is outlined in your lease agreement.

Q: What do I need to do if I have a maintenance related issue?

A: You may call our Maintenance Department at (818) 377-2277; send an email to maintenance@gelbgroup.net; or submit a "Service Maintenance Request" form through our website: www.GelbGroup.net. No matter which

option you choose, please be sure to give us the address and suite number of the property, your name, as well as a description of the issue.

Q: What do I do if I, or one of my employees, gets locked out of our suite?

A: It is always a good idea to make a copy of your key and place it in a secure place. If you have trusted employees, it might be a good idea to give them access keys. We are unable to unlock the door for you or for any of your employees. If you can't get in, you will need to call a locksmith.

Q: Can I bring my dog to the office (or any pets)?

A: Please refer to your lease agreement.

Q: Can I hire one of your maintenance workers to do a side job for me?

A: Yes, if they are willing and available for hire. However, you will need our prior written approval and they can only do the work for you on their off-hours. There is a waiver for you to sign that indemnifies, defends, holds harmless and releases our company and the building owners of any liability. The person you hire is not covered on our license, insurance or workers' compensation. All work performed, materials and necessary supplies will be at your sole cost and expense.

Q: Who do I contact if I have a maintenance related emergency after hours?

A: Please contact our Evening Building Security at (818) 402-6369. If you have a plumbing or water related emergency, please call Simon with CalWest Plumbing at (818) 263-7381.

Q: What time do the office building doors unlock/lock?

A: Please refer to your lease or call our Maintenance Department at (818) 377-2277.

Q: What time does the office building air conditioning turn on/off?

A: Please refer to your lease or call our Maintenance Department at (818) 377-2277.

Q: Do the elevators shut down at night and on weekends?

A: Please call our Maintenance Department at (818) 377-2277.

Q: How do I order a door sign and directory strip? Who pays for those?

A: The tenant pays for door and directory signage. Signage can be created by our sign vendor or, you can submit artwork for our written approval prior to having your sign vendor install the signage.

Q: What do I do with large trash items? (i.e., cardboard boxes, discarded furniture, electronics)

A: Please make your own arrangements for bulky item pick-up, electronic waste disposal, and any other items that need to be discarded. Our trash dumpster is for normal office waste only. There is not enough room to fit out-of-the-ordinary office trash. All cardboard boxes must be broken down before disposing of them.

Q: I am expecting a phone or internet vendor to install/check my lines, how much advanced notice do I need to give the office to have the phone room opened for them to have access?

A: Please give our office a 24-hour notice to have the phone room opened Monday through Friday from 8:00 a.m. to 4:00 p.m.

Q: If I see graffiti at the building, who do I contact?

A: Contact the office and send a picture of the graffiti to maintenance@gelbgroup.net

Q: What is the procedure if I need to see video footage from the building security camera system?

A: Please call our Maintenance Department at (818) 377-2277 and give them your contact information, the property address, a date and tight time frame of the incident. We will have our IT company get in touch with you. Please note, there is an hourly fee for reviewing video as well as for providing a copy.

Q: What do I need to do when I see someone smoking inside the building or near the main entry doors?

A: It is against the law to smoke in the building (Los Angeles Municipal Code 41.51, AB13, and Section 6404.5(b) of the Labor Code). Please contact Mason Fong at the County of Los Angeles (213) 351-7323 to process a complaint. There is no smoking in front of entry doors to the buildings, over the fresh air intake for the air conditioning systems, in the common areas, stairwells, or in the elevator.

Q: Who should I call if I see someone loitering?

A: During non-business hours for non-emergencies contact:
LAPD non-emergency at 877-275-5273 (877-ASK-LAPD).
Daytime building security issues call (818) 377-2277.
Evening building security issues call (818) 402-6369.

Questions Pertaining to Parking Spaces:

Q: What happens if one of my employees or guests park in a "Reserved" space that isn't ours?

A: Please inform your employees, guests, and customers that if they are parked in a "Reserved" space which they do not belong, their vehicle is subject to being towed at their expense.

Q: What should we do if someone parks in our "Reserved" parking space that doesn't belong?

A: If someone you don't recognize as one of your employees or guests park in your "Reserved" parking space, please call our Maintenance Department at (818) 377-2277.

Q: How much does it cost to rent a "Reserved" parking space?

A: Not all our properties have reserved parking spaces. Reserved parking rates vary by property, please call our office at (818) 377-2277 for more information.