



**IMPORTANT PLEASE READ**



## **Building 78 Operational Changes - Package Delivery Update**

**Effective Wednesday 3/18/2020**

### **Package Delivery Update**

Package acceptance procedures will change to coincide with our operational changes to Building 78 effective today until April 6<sup>th</sup>. All couriers that deliver to our building (FedEx, UPS, DHL, USPS) with the exception of Amazon have been provided access cards to allow them entry to the building and deliver directly to your suite door. Details are as follows and listed by courier:

#### **USPS – United States Postal Service**

In the case of USPS, your mail and package delivery through this courier will not change. If you expect to receive a parcel/package shipped through USPS – please be mindful that you must look for the parcel box key in your mailbox and follow instructions for retrieval of your package on the key tag.

#### **FedEx, UPS & DHL**

FedEx, UPS and DHL will deliver to your suite door, in the event you are not in your office, packages will be left for your retrieval upon returning to the office – you will find them at your suite door. It's highly recommended that you schedule deliveries in accordance with your presence in the office or alternatively deliver them to your home. Our staff will be working remotely and cannot physically accept packages at the front desk. Drop-boxes for shipping will still be serviced & picked up nightly

#### **Amazon**

As Amazon uses multiple third party vendors for delivery service they have not been provided access to the building as there are no dedicated drivers/delivery personnel that frequent Building 78. Please direct all Amazon orders to your home or an alternative address to ensure delivery

### **Access to Building 78:**

Beginning Wednesday 3/18/20 until Monday 4/6/20 access to Building 78 will be restricted to the following hours:

- 6am–7pm Monday through Friday – Open to all tenants, visitors and general public
- Saturday and Sunday – Closed to all tenants, visitors and general public

### **Front Desk Support**

Contact Information

By Phone: 973-842-2600

By Email: [frontdesk-support@hugoneu.com](mailto:frontdesk-support@hugoneu.com)

- Front Desk Support will be available remotely from 7am-5pm – please contact us via phone or email with any questions, concerns or inquiries. Please note that conference room bookings have been suspended during this time.
- Work order requests will be responded to and dispatched remotely. Please place any requests through the Tenant Portal

### **IT Services**

Contact Information

By Phone: 347-843-5279

By Email: [lvelez@hugoneu.com](mailto:lvelez@hugoneu.com)

- IT issues will be handled remotely and should be sent via e-mail to our service manager, Luis Velez
- In the event of an emergency, our service manager will be dispatched to the site to ensure resolution of any major service interruptions

### **Maintenance**

- All staff will be on-call from 7am-3:30pm. Front Desk Support will dispatch our maintenance service providers accordingly based on any request from our tenants.
- All maintenance work, including responses to work order requests, will be addressed between the hours of 7am-9am to comply with social distancing standards and protocols that limit “interactivity”
- Trash Disposal will be completed daily between 7am-9am
- Any emergency work will be scheduled as the situation merits
- Please note that our response times will reflect the fact that our maintenance service providers are on-call. We ask for your patience and consideration of the adjusted schedules and assure you that we will respond accordingly

### **Cleaning**

- Building 78 Facility Cleaning will be conducted between 5am-7am
- Supply restocking will be conducted daily to ensure sufficient supplies are available to our tenants
- All Building 78 Scheduled Contract cleaning will be completed between 5pm-7pm

**Bistro**

Contact Information  
201-299-5272

- Per Government Regulations, Food Service at the Bistro will be handled by call-in and pickup only
- Please call the number listed above to place your order

We hope that you appreciate these measures as proactive approaches to ensuring your health and safety. Hugo Neu Realty Management LLC would like to sincerely thank you for your understanding, cooperation and adherence to these necessary operational changes. Stay safe and informed!