



Norwood Tower Management Company  
114 West 7<sup>th</sup> Street, Suite 220  
Austin, Texas 78701

## Norwood Tower Tenant Information

Norwood Tower Management Company is pleased to be the management company for the historic Norwood Tower and commits itself to running the building in a professional manner. We want strive for excellence and want to make your tenancy in the building a superior experience.

Our office is located in **Suite 220** on the second floor near the bank of elevators. The office is open from **8 a.m. to 5 p.m.**, Monday through Friday. Staffing for the building is only Monday through Friday, except for emergency situations. The office phone number is **476-8415**. Please don't hesitate to call or come by the office if you have any questions. I can also be reached by email at [nancy.burns@lbjhc.com](mailto:nancy.burns@lbjhc.com). If there is a building emergency after normal business hours please call the office number—476-8415—and the answering service will page the on-call person.

Norwood Tower Management Company staff is as follows:

Nancy K. Burns, General Manager  
Susan Wagner, Office Administrator  
Dave Hirschi, Acting Chief Engineer  
Larry Flajnik, Maintenance Engineer  
Wm. Mohler (Buddy), Garage Attendant (7a.m.-3 p.m.)  
Louis Perez, Garage Attendant (2 p.m.-7 p.m.)  
Jessica Martinez, Day Porter

To better assist you in enjoying your office the following list of procedures and information will be helpful.

### **Building Logistics:**

#### ***Access Control***

- The exterior doors, elevators, and the garage overhead door are locked from 7 p.m. until 7 a.m., Monday through Friday and 24 hours on weekends and holidays. Access to the building after hours or on weekends is possible only with the use of the access card that is issued to all employees. The 7<sup>th</sup> Street entrance door is unlocked on Saturday from 7 a.m. until 1 p.m.; however, an access card must be used to operate the passenger elevators to reach a floor. Cards are programmed for access to the basement, first floor and second floor and the floor on which your office is located. All the exterior doors in the building are on a silent alarm. This means that the doors should not be propped open or left ajar after normal business hours or a silent alarm will occur. When propped open the alarm is reported to the monitoring station, which in turn notifies the police



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department and building management. The police department policy is to charge for false alarms.

- Tenants are issued access cards for all employees at the commencement of the lease. Additional building access cards may be obtained from the Norwood Tower Management Office if needed, or if lost or damaged for \$12.50 (plus applicable sales taxes) each.

***Cleaning/Trash Disposal***

- Cleaning is done by an outside contractor each night. The cleaning company will not throw out any boxes or items left on the floor or elsewhere unless the items are clearly labeled "trash". If there is a problem or if you need a special cleaning task done during normal business hours please call the management office so we can direct the day porter to attend to the task.

***Parking***

- All vehicles parking in the Norwood Garage must have a hangtag or must have been issued a daily visitor parking ticket. Parking hangtags must be displayed on the rear mirror facing outward so the number is visible from the exterior of the vehicle. Tags are changed each month and vehicles without the appropriate month hang tag may be towed or booted from the garage. Parking in the Norwood Tower garage is limited to tenants and their guests/visitors.
- Vehicles must obey the parking signs and park only in the appropriate space as designated for large, compact or sub-compact vehicles. Violators are subject to towing or booting.
- The speed limit in the garage is 5 miles per hour.
- Tenants may obtain books of validation tickets for use for visitor parking validation or may elect to use their own stamp or signature and be billed on a monthly basis.
- Daily visitor parking is \$1.50 per half or hour or increment thereof, to a maximum of \$9.00. The market rate for monthly parking is \$125 plus sales taxes of \$10.31 for a total of \$135.31 per parking space.

***Tenant Services***

- Norwood Tower Management provides monthly massage services in the building and gives away five free massages to individuals each month. Tenants may call the Management Office if they wish to schedule a massage with the therapist on his/her day.



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- On site car wash and detailing is available upon request. Please call the management office to make arrangements or obtain information.
- Athenian Grill, a Greek restaurant occupies space on the first floor. All tenants in Norwood Tower get a 10 percent discount at

Athenian Grill. Tenants need to show the wait staff that their Norwood Tower tenant ID when ordering so the discount can be given.

- Management had monthly drawings each month for restaurant gift certificates given to Norwood Tenants. The certificates are for Athenian Grill and Gumbo's (directly across the street).
- During the appropriate season we conduct a weekly tenant drawing for a fresh bouquet from the Downtown Austin Farmers' Market.

### **Nearby Services:**

Located in the heart of downtown Austin, Norwood Tower tenants are fortunate to have a myriad of restaurants and other retail establishments within a couple of blocks. We have menus, brochures and several other helpful guides that will make your tenancy in downtown and the Norwood Tower easier including the following:

- Dillo route map—Cap Metro provides a free Dillo (trolley) for getting around downtown without having to take your car.
- A helpful booklet—Surviving & Thriving Without Driving—prepared by the City of Austin and the Downtown Austin Alliance that has helpful hints on how to get around downtown without driving.
- Downtown Map—Clearly identifies the various districts in or around downtown, and contains a list, with address, district identification, and telephone number of businesses in those districts.

Please call or drop by the office to obtain any of the information referred to above or if you have any questions.