

The Electronic Tenant® Handbook
250 West 57th Street



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250 West 57th Street, New York, NY 10107 • 212.953.0888



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On behalf of W&H Properties, we are pleased to welcome you and your employees to our building. At W & H Properties, we pride ourselves on quality service and proactive attention to our buildings and our tenants. We hope to show you that being a tenant in one of our buildings is a pleasurable experience. Our tenants are our number one priority.

This informative tenant manual should answer most questions that you and your colleagues may have about 250 West 57th Street amenities and services, safety and security regulations and operating procedures. We have provided you with contact names, phone numbers for building personnel, as well as information concerning emergency situations, including community emergency service organizations and phone numbers.

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Please take the time to review the contents of this online tenant handbook in order to become familiar with the building and its procedures. As necessary, we will provide you with additional or updated information reflecting staff or policy changes. If you have additional questions or concerns, please contact the Building Management Office at 212-246-2247, or stop by our office located on the 2nd Floor, Suite 201, anytime between 8:30 a.m. and 5:30 p.m. Monday through Friday.

We look forward to servicing all your requirements and look forward to enjoying many years of your tenancy.

We perform for you.

Frank Milatta
Property Manager

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Introduction About W&H Properties

W&H Properties is one of the most forward-looking, tenant and broker-friendly ownerships in Manhattan. All of our properties are premier pre-war office buildings in the most accessible areas of Midtown Manhattan. Upgraded to meet the demands of 21st century commerce, each property in the W&H Portfolio is located in a vital, enduring submarket of New York City with exceptional access to transportation and amenities. Each building is staffed with on-site management chosen to address the needs of tenants and brokers.

Our tenants - be they small, mid-sized, or multi-floor - are entitled to superior work places and the responsive building management necessary to conduct productive, profitable businesses. Our mission is to be a responsive, tenant-focused, quality landlord. Every client relationship is important to us.

Our attention is focused on the needs of tenants and the brokerage community: swift service; turn-key leasing; and superior pre-built, built-to-suit, and raw space ready for build-out.

Your business' success is our business. Let W&H Properties perform for you.

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About 250 West 57th Street

250 West 57th Street is a classic 26-story office tower, technologically updated to meet the demands of a new century. Our thorough enhancement and upgrade program provides a first-rate infrastructure and premier business environment.

250 West 57th Street is an important and prominent address. Located at one of the city's best serviced transportation hubs, 250 West 57th Street is at the epicenter of one of New York's finest revitalized commercial districts featuring full office services, outstanding shopping, a broad range of dining and food services, hotels and the arts. Our neighbors include the Time Warner Center, Carnegie Hall, Lincoln center, the headquarters for Hearst and Newsweek, and Central Park.

We have a broad variety of superior pre-built suites featuring efficient layouts, as well as turn-key and build-to-suit opportunities, making 250 West 57th Street the choice location for any firm desiring the convenience, prestige and refinement of the West 57th Street corridor.

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Navigation

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Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) that contains a number of downloadable and printable administrative forms. In order to be able use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. To obtain the software for free, [click here](#).

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Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about the building's operations, we have included a monthly **[Building Calendar and Announcement Board](#)**. Here, you will find information regarding scheduled maintenance and events taking place at the building. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the property management office.

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250 West 57th Street Management Office
Located in 250 West 57th Street, Suite 201

212-237-2424
F-212-765-5393

Leasing Director
George Fabian
georgef@250west57th.com

212-246-2247

Property Manager
Frank W. Milatta
frankm@250west57th.com

212-247-2424

Asst. Property Manager
Douglas H. Michaelson
dougsm@250west57th.com

212-247-2424

Project Coordinator
Betty McIluaen
bettym@250west57th.com

212-24-2424

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Accounts Payable/Tenant Services Ramona Lopez ramonal@250west57th.com	212-246-2247
Leasing Administrative Elyse Goldstein elyseg@250west57th.com	212-246-2247
Project Coordinator Betty McIlveen bettym@250west57th.com	212-246-2247
250 West 57th Street Rafael De La Rosa Property Accountant rafael.delarosa@cushwake.com	212-709-0823
250 West 57th Street Cleaning Services First Quality Maintenance Services juander@firstqualitymaint.com	212-947-7800

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Emergency Telephone Listings

250 West 57th Street Lobby Desk (All-hours Emergency Line)	212-246-2247
250 West 57th Street Chief Engineer Robert Dailey	212-246-2247
Management Office	212-246-2247
New York City Emergency Service Telephone Listings:	
Fire Department	911
Police Department-Midtown North	212-767-8400
Ambulance	911
Hospital (St. Lukes Roosevelt)	212-523-4000
Poison Control	212-764-7667

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Accounting: This section provides information regarding rental remittance.

Building Management: This section provides contact information for building operations personnel.

Holidays: This section provides a list of holidays observed at 250 West 57th Street.

Leasing: This section provides contact information for the leasing agents of 250 West 57th Street.

Security: This section provides contact information for the security personnel at 250 West 57th Street.

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Questions regarding rent bills or payments should be directed to Ray De La Rosa at 212-709-0823 or via email at Rafael.DeLaRosa@Cushwake.com.

The management office **does not** accept rent payments. all rent checks are to be mailed in the self addressed envelope attached to your rent invoice:

General Post Office
PO Box 9334
New York, NY 10087-9334

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Building Operations Building Management

The staff of 250 West 57th Street is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in Suite 201. Please do not hesitate to contact the management office at:

Phone: 212-246-2247
Fax: 212-765-5393

Address:
Management Office for 250 West 57th Street
250 West 57th Street
Suite 201
New York, NY 10107

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Building Operations Holidays

250 West 57th Street is officially closed on the following holidays. If you require any services on any of these holidays, such as HVAC (heating, ventilation, and air conditioning), cleaning, etc., please contact the Building Management Office at least two business days in advance of the holiday. Subject to your lease, there may be a charge for services on these holidays.

New Year's Day
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day
New Year's Eve

If you require any services on Saturday or Sunday or after business hours on weekdays, such as overtime HVAC (heating, ventilation, air conditioning), special or supplemental cleaning, etc., please contact the Building Management Office (212-246-2247) at least two business days in advance of the weekend. Subject to your lease, there may be a charge for services on the weekend.

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Leasing

The leasing company for 250 West 57th Street is Cushman & Wakefield and is located at in the Building Management Office in Suite 201. Listed below is the contact information for the 250 West 57th Street leasing agents.

Title	Name	Phone Number	E-Mail
Leasing Director	George Fabian	212-246-2247	georgef@250west57th.com
Associate Director	Brandl Frey	212-713-6921	Brandl.frey@cushwake.com
Managing Director	Barry Zeller	212-841-5913	Barry.zeller@cushwake.com

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Building Operations Security

250 West 57th Street is manned by security personnel 24 hours a day, 7 days a week. All security staff has been trained to act in a professional and courteous manner at all times. The building has some of the highest standards in the industry for their own employees, and we require adherence to these standards from the security company personnel. In the event of an emergency, contact the Building Management Office at 212-246-2247.

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Building Security Chapter Overview

Overview: This section provides a general overview of the security systems in place at 250 West 57th Street.

Security Cards: This section provides information regarding security cards.

Security Staff: This section provides information regarding the security staff at 250 West 57th Street.

Your Role in Security: This section provides information regarding your role in security.

Reception Area: This section provides information regarding security in the reception area.

Security Procedures: This section provides tenants with a list of security precautions.

Safety: This section provides general building safety tips.

Property Removal: This section provides important information regarding property removal.

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At 250 West 57th Street, it is our goal to a safe and secure building while continuing to provide you, our Tenants, with free and easy passage.

Safety and security requires your cooperation as well. We ask that you work within your firm to create security awareness among the staff and your visitors and to communicate the concept that “an ounce of prevention” is in everyone’s best interest. To assist you in this endeavor, we ask that you review the section entitled “[Your role in Security](#)” in this handbook.

At all times and in all situations, Tenants should immediately advise the Management Office at 212-246-2247 of any security incident or emergency situation within your offices or within the building.

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Security Cards

Each employee is required to use a security card to gain access to the building during off-hours. Requests for security cards should be written on letterhead and taken to the Security Office in Suite 1728, Please call Control Security for ID picture taking (212) 581-0760) To ensure your security as well as that of other tenants, we ask that security access cards be returned to the management office for individuals no longer in your employ, and that you call Control Security at (212) 581-0760 in order that these individuals may be deleted from the system.

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250 West 57th Street is manned by security personnel 24 hours a day, 7 days a week. All security staff has been trained to act in a professional and courteous manner at all times. The building has some of the highest standards in the industry for their own employees, and we require adherence to these standards from the security company personnel.

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Your Role in Security

Many thefts and crimes against people occur during regular business hours and are usually perpetrated under the pretext of legitimate business. Offenses committed during after-hour periods often indicate laxity in control of passkeys, security cards, and alarm systems.

Investigations reveal that a large number of crimes would not have been committed had office personnel been alert to strangers or had they taken a few simple precautions.

Remember that security depends on the cooperation and concern of each individual. Protect yourself and your assets.

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The key to reducing most, if not all, security problems in a tenant's office space, is the receptionist in the reception area. He/She is one of the most valuable employees in any firm. A receptionist can make it difficult, if not impossible, for an unwelcome visitor to enter their firm's office space. This is accomplished in the following ways:

ALL VISITORS SHOULD BE REQUESTED TO:

1. State their name
2. State their business
3. Show identification (upon request)
4. State who they wish to see
5. Wait for clearance from security

The receptionist should then call the person concerned and have them meet the visitor in the reception area and escort him or her to their office. Upon completion of business conducted, the visitor should be escorted back to the reception area and shown to the door. If the guidelines are following, there should be no unwelcome visitors roaming around your office space.

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It is the receptionist's responsibility to request a source of identification from a repairman*, telephone employee, computer worker, etc. This should be obtained before an individual is allowed access into your office space. He should be escorted to the work area and escorted back to the reception area when he finishes his work. If a messenger service is required or a messenger is making a delivery, he should remain in the reception area and the party concerned should meet him there. When a **sneak thief** gets past the main line of defense; the receptionist and secretaries should be made aware, that the first place the thief will look for a purse is under a desk. Wallets and valuables should be locked in a desk or drawer in the office.

SECURITY IN A TENANT'S OFFICE DURING BUSINESS HOURS IS THE RESPONSIBILITY OF THAT TENANT. IF BUILDING SECURITY CAN BE OF ANY ASSISTANCE TO YOU, FEEL FREE TO CALL 212-246-2247

***250 West 57th Street maintenance employees are required at all times to have their photo I.D. displayed.**

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- Never leave your reception area unattended. Do not allow visitors or couriers to pass beyond the reception area unless the receptionist who is aware of the nature of their business knows them.
- Beware of the repairman attempting to pick up a machine for repair. Question the person, obtain identification and check with his office for verification.
- Never leave purses, wallets, or other valuable items on or under desk. Keep these items out of sight.
- Do not keep cash or stamps in an unlocked drawer. Valuables should be kept in a safe, if available.
- Do not carry large sums of money. Do not leave your wallet in a jacket hung over your chairs or behind your door.
- Never allow visitor traffic in storage areas. Do not make storage rooms easily accessible from the main business area.
- Be alert to persons who enter an office under the pretext of seeking employment. Keep applicants in your sight at all times. Distribute applications while you phone your firm's personnel manager.

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- Immediately report all suspicious persons, peddlers, or others purporting to be canvassing to the Management Office or the security desk. Do not attempt to apprehend or detain these persons.
- Do not allow a person unknown to you to follow you into the building when entry is required by an access card.
- Do not enter an elevator if it is occupied by a suspicious looking person. Simply walk away.
- Inspect locking hardware on your office suite doors. Notify the Building Management Office if repair or replacement is necessary.
- Do not keep valuable or moveable belongings near doors. Record serial numbers of office equipment.
- Contact the Management Office if security system access cards, or office keys cannot be accounted for or are missing.
- Report all lost security cards to the Management Office immediately so that they cannot be used by unauthorized persons.
- Always lock your door from inside when working late or early.
- Be certain that your employees who require after-hours access to the building are given access cards.

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1. **Building Identification Cards:** The purpose of this card is for identification of the tenant to gain entrance into the building after normal working hours, holidays, and weekends. To request I.D. cards, submit a list of employees on your letterhead signed by a principal of the firm.
2. **Visitors Pass:** Tenants shall submit in writing requests for anyone wishing to gain entrance, with a valid reason, off hours, holidays, or weekends. The visitors will then stop at the security desk on the stated date, identify themselves, and the floor and tenant they wish to visit. They will then sign in on the Security after-hours log.
3. **Sign in and out Log:** All employees and tenants will be required to sign in and out in a log after 5:30 p.m. and before 7:30 a.m. This is required after hours Monday through Friday, Saturday, Sunday, and on building holidays.
4. **Messengers & Food Vendors:** Messengers, food vendors, or deliveries of any kind will not be permitted beyond the security desk after 5:30 p.m. On Saturdays, Sundays, and Holidays, all delivery people will be stopped at the security desk and the tenant will be notified of his/her delivery and they will be personally responsible to come down to the lobby to sign and retrieve it.

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- Any unknown person observed in an inside office should be challenged. Request the nature of his/her business and whom they are there to see. **WHEN IN DOUBT, NOTIFY YOUR BUILDING SECURITY IMMEDIATELY AT 246-2247 OR YOUR BUILDING MANAGEMENT OFFICE AT 212-246-2247.** Whenever reporting a breach of security, try to be as specific as possible. Describe clothing, features, location, possible destination, etc., as well as providing your name and suite number.
- Loitering and soliciting is prohibited in the building. Whenever loiterers are observed in the building, call the lobby and give a description to Security:** sex, color, age, height, weight, and clothing. Telephone workers must provide I.D. before you allow them to work in your office space. Messengers, etc., should provide I.D. whenever picking up or delivering packages. All building employees will have their I.D. cards displayed at all times.
- Special care should be taken during the times best suited for pilferage:** the beginning of the day, during lunch hours and 30 minutes before the closing day, and when there is a maximum of movement by personnel and absence from work area and offices.

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Property Removal

The security guards are required to request a security pass from anyone leaving the building with items not obviously of a personal nature. This system has been put in place for your protection. A request for security passes must be submitted to the Building Management Office by hand or fax (212) 765-5393. The pass will then be given to the bearer of the packages and/or materials to show Security upon exiting the building.

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Bomb Threat: This section provides tenants with procedures for handling a bomb threat.

Evacuation Procedure (Fire Safety Plan): This section provides information regarding evacuation procedures and the fire safety plan in place at 250 West 57th Street.

Fire Safety Emergency Team and Procedures: This section provides information regarding the fire safety emergency team.

Flooding: This section provides important instruction on how to handle flooding at 250 West 57th Street.

Medical Emergency: This section provides instructions on what actions to take if there is a medical emergency.

Power Failure: This section provides information on what will happen should a power failure occur at 250 West 57th Street.

Severe Weather: This section provides information on what to do in a number of severe weather scenarios.

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The purpose of bomb threat procedure is to have an orderly, safe, and rapid procedure for conducting searches, providing prompt, necessary communications, and rendering assistance in the event that an evacuation is called for by the local authorities.

In the event of a bomb threat, either through a telephone call or by other means, the following procedure should be followed:

- If a threat is received by phone, try to attract someone's attention in the office discreetly and quietly while listening to the caller.
- Try to keep the caller talking as long as possible. Ask the person to repeat parts of the message. Remain calm.
- Write down the message and obtain as much relevant information as possible.

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- Immediately after the call, notify the Building Management Office (212) 246-2247, who will notify the following:
 1. Local Police
 2. In-house Security
 3. Staff
 4. Tenants
- The building staff will assist the local authorities in:
 1. Evacuation in part or in full
 2. Search for the device
- Building Staff will maintain a close relationship at all times with the local authorities to ensure maximum protection of the occupants, the building, and themselves.
- When the alert is over, the Building Office shall notify all Tenants.

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[Click here to download a complete copy of the Emergency Action Plan](#)

Evacuation Hints

- Walk quickly when directed, but do not run.
- Become acquainted with the nearest fire stairs location.
- Do not use elevators for emergency evacuation- use stairs unless otherwise directed.
- Do not panic. Remain calm, and wait for help if necessary.
- If exposed to heat or smoke, stay low near the floor.
- Do not open doors that feel hot.
- Close all doors behind you.
- Know location of floor Fire Warden Station, fire exits, and extinguishers(in stairway).
- Do not fight a fire by yourself.
- Keep several flashlights with fresh batteries accessible for emergency use.

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Evacuation Hints (continued)

- Do not evacuate floor unless directed by Fire Warden, Fire Safety Director, or Fire Department Personnel.
- Do not go back for personal property for any reason.
- Always plan two (2) means of escape, should one be blocked. Consider the roof as a safe area of refuge, if nearby.
- Do not smoke while leaving floor.
- Special procedure for evacuating handicapped personnel should be arranged by the Fire Safety Director. Handicapped personnel should register their locations with the Fire Safety Director.
- Do not return to the building until advised to do so by responsible authorities.
- Do not prop fire stair doors open or permit doors to remain open.

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The emergency team consists of the Director of Operations, Assistant Director of Operations, Tenant Coordinator, building and security staff, Fire Wardens and the Deputy Wardens (appointed by each Tenant from among their respective employees). The primary function of the Fire Wardens and Deputy Wardens is to ensure the safe and orderly evacuation of the occupants of the building in the event required by an emergency. This is accomplished by communication and the joint efforts of all members of the Emergency Team.

Fire drills are held once every six (6) months and all tenants are expected to cooperate, and learn the procedures to be followed in the event of an emergency. Tenants and their employees should familiarize themselves with the all exits and fire alarm devices on their floor and should understand the fire safety plan, found below.

Any questions should be directed to the Building Office.

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Due to the resistive quality of this high rise office building, immediate evacuation of the building is only necessary:

1. from floor where fire is burning
2. from floor areas one (1) story above fire floor
3. when ordered to leave by Fire Safety Director, Police, or Fire Department Personnel

Actions to be Taken by Anyone Discovering a Fire

Any person in the building, whenever there is evidence of fire, heat, or smoke, shall initiate the transmission of an alarm. No approval of a superior is necessary.

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Alarm to be Transmitted as Follows:

1. Pull interior fire alarm in corridor by stairway "D" or stairway "E".
2. Dial 911.
3. Dial "0" for the operator.
4. Call the Fire Department 628-2900.
5. Call Midtown South 477-7431 or Midtown North 760-8300

Immediately after transmitting alarm, notify Building Superintendent and Fire Warden on your floor.

BUILDING SUPERINTENDENT'S TELEPHONE NUMBER: 212-246-2247

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Fire Wardens and Deputy Wardens Duties

1. The Tenant or Tenants on each floor shall, upon request of Building Management, designate responsible and dependable employees for the positions of Fire Warden and Deputy Fire Wardens.
2. Each floor of a building shall be under the direction of a designated Fire Warden for the evacuation of occupants in the event of fire. The Warden will be assisted in his duties by Deputy Fire Wardens.
3. Each Fire Warden and Deputy Fire Warden shall be familiar with the Fire Safety Plan, the location of exits and the location and operation of any available fire alarm system.
4. In the event of fire, or fire alarm, the Fire Warden shall establish communication with the Fire Safety Director, Assistant Fire Safety Director, or the Tenant Coordinator and assist in the evacuation of the floor in accordance with the directions received from Property Manager and security personnel.
5. Have available an updated listing of all personnel with disabilities who cannot use the stairs unaided.
6. Assure that all persons on the floor are notified of the fire emergency and assist in the evacuation of all personnel. A search must be conducted in the lavatories to assure all are unoccupied. The Warden should assign other personnel to check the lavatories.

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If a flood or leak should occur, building management should be notified immediately. While waiting for emergency personnel to respond, Tenants should safeguard and remove any valuable papers or documents from the affected area, and if possibly, unplug electrical equipment in this affected area.

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If an accident occurs within your office suite, please notify the Management Office or call the Security Desk immediately. An employee of 250 West 57th Street, The Building will be dispatched to the scene of the accident and will perform the following:

- Notify the police and/or ambulance if required and if not done so already.
- Provide assistance to the injured party until emergency crew arrives.
- Complete an incident report.

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Life Safety & Emergency Procedures

Power Failure

In case of a power outage, 250 West 57th Street is equipped with emergency lighting throughout the building and in the stairways.

If any Tenant should experience a loss of electrical power, they should notify the Management Office immediately. Emergency personnel will be dispatched immediately to determine if the power loss is localized or building wide. If the problem is localized, personnel will check circuitry for corrective action.

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Building management constantly monitors weather conditions on a daily basis. If a hurricane or tornado alert is in effect, the following will be performed:

- All Tenants will be notified
- Building personnel will secure all equipment and material on the roof, building exterior and sidewalk, which could move and cause damage to the building occupants and the public.
- Depending upon the severity of the storm, it may require a shutdown to some or all HVAC equipment for safety. Tenants will be notified accordingly.
- All glass swing doors in the Lobbies will be locked.
- Tenants will be requested to close their blinds or shades to limit their exposure to glass breakage, should it occur. Where possible, Tenants should temporarily relocate their workstations away from the windows.
- If any window should break, Tenants should close off area involved and notify the Management Office immediately.
- Tenants will be kept informed of weather status.

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The On-Line Work Order System: This section provides helpful information regarding the on-line work order system.

Building Signage and Directory: This section provides information regarding building signage and directory strips.

Cleaning Service: This section provides information regarding cleaning service at 250 West 57th Street.

Closed Circuit Television: This section provides information regarding the closed circuit television services.

Extermination Services: This section provides information regarding extermination services.

Key Making: This section provides information regarding key making services.

Lobby Services: This section provides information regarding the lobby services at 250 West 57th Street.

Maintenance and Service Requests: This section provides information regarding maintenance and service requests.

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Forms: This section provides tenants with downloadable and printable administrative forms.

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Building Services The On-Line Work Order System

Except in the case of an emergency, the easiest and fastest way to request services from building management is to submit a Work Order Request through our online system. To use the system, visit the building website at www.250west57th.com and click on Tenant Services tab at the top of the site where you can log in with your user name and password and submit all requests.

To register for a user name and password, please contact Ramona Lopez at ramonal@250west57th.com

[Click here to download Instructions on Requests for Tenant Services](#)

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Building Signage and Directory

Building Directory

The building directory is located in the Main Lobby. Each tenant will be provided space for the name of the company. Requests for additions and deletions to the directories should be submitted in writing to the Property Management Office. Not all desired listings can be accommodated, so please limit your listings to corporate name and key personnel. Due to space limitations, we reserve the right to restrict listings. Processing time is 24 hours from receipt of the completed form. Building Lobby Directory forms can be obtained from the Building office or downloaded under the [forms section](#).

Door Signs

Door sign forms can be obtained from the Building Office, or downloaded, under the [Forms section](#) for all door signs to be ordered. Processing time is generally 2 to 3 weeks from receipt of the completed form.

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Building Services Cleaning Service

First Quality Maintenance is the exclusive cleaning service provider for 250 West 57th Street. Rates are competitive and service is exceptional. Please contact the Management office of Special Services (212-246-2247) to review your company's requirements for cleaning services.

General cleaning includes the following:

- **Nightly:** Emptying waste paper baskets, sweeping floors, dusting and carpet sweeping.
- **Weekly:** Vacuuming of space.
- **Periodically:** Window washing; Window washing is on a quarterly cycle

The following SPECIAL SERVICES, which are not part of your general cleaning, are available to you at an additional charge:

Special porter or matron services, wall washing, high dusting, special window or partition cleaning, fluorescent lighting maintenance program, carpet shampooing, excess trash removal, soap and towel services and exterminating.

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Building Services Closed Circuit Television

The CCTV system is in place to assist the security staff in performing their jobs by extending the range of their visibility. The system consists of cameras at strategic points in the building with associated monitors at the security desk. The security staff members are trained in monitoring these cameras and in how to respond to any emergency.

The cameras are all video recorded.

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Building Services Extermination Services

The exterminator is in the building on the 2nd and the 4th Thursday of every month. Notify the Building Office to be placed on a list for this service. This special service can be arranged at no cost to the tenant. Assured Environments is the Building contracted exterminator.

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Key Making

Requests for duplicate keys must be requested through the Tenant Services portion of the website. For reasons of security, all duplicate keys can be purchased from Simon Lock & Key located at 301 West 55th Street between 8th and 9th Avenue. Key for men's or ladies room keys can be requested from the Building Office.

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Building Services Lobby Services

The Lobby Desk is manned 24 hours a day, 7 days a week. In addition to monitoring the closed circuit security cameras and the fire emergency system, and maintaining the visitor log, the Security Personnel directs visitors and couriers to your office. Should you have questions regarding the lobby desk, please contact our office at 212-246-2247.

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Requests for the Following Services Must be Submitted in Writing:

1. Directory Board Listings
2. New locks.
3. Building I.D. Cards
4. Building passes to remove objects from the building
5. Freight Reservations for after-hour and weekend jobs

The following SPECIAL SERVICES are available for nominal charge.

Picture hanging, odd job repair work, lock repair, rest room keys.

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Building Maintenance

Burned out light bulbs, problems with plumbing, heating, etc., should be reported to the Building Management Office (212)246-2247. Management Office Staff is available to assist you with maintenance with your office, such as painting, carpeting, hanging pictures, moving furniture or file cabinets, minor repairs, etc. If you require any such services, please contact the Building Management Office. There may be a fee for the service(s) requested, subject to your lease.

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Building 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.

- [Certificate of Insurance Requirements](#)
- [Sample Certificate of Insurance](#)
- [Door Sign Order Form](#)
- [Lobby Directory Form](#)
- [Tenant Contact and Emergency Information Form](#)
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On-Site Amenities

Train Station	Train Level	Shoe Repair	
Accurate Copy Service	Suite 1730	Xeroxing, Business Cards, etc.	265-4304
Tailor	Train Level		
New York Connect.Net,LTD.		Internet Services	293-2620
Post Office			265-8748
Time Warner		Cable	718-358-0900

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Each floor is equipped with one Men's and one Ladies' lavatory for Tenants use. All doors on the lavatories are locked.

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Building Rules and Regulations: This section details the general rules and regulations of 250 West 57th Street.

Construction Policies and Procedures: This section outlines the construction policies and procedures.

Insurance Requirements: This section provides information regarding insurance requirements at 250 West 57th Street.

Moving and Delivery Guidelines: This section outlines the moving and delivery guidelines.

Recycling: This section outlines the recycling program in place at 250 West 57th Street.

Smoking: This section outlines the smoking policy at 250 West 57th Street.

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All Vendors and or Contractors performing work in the building will be required to submit an original copy of their Certificate of Insurance to the Management Office Suite 201 at 250 West 57th Street in the format as noted below:

Minimum Liability Coverage:

\$2,000,000 per occurrence (Comprehensive General Liability)

\$5,000,000 per occurrence (Excess/Umbrella Liability)

\$1,000,000 combined single limit Insurance (Comprehensive Automobile Liability)

\$1,000,000 Employer's Liability Insurance

Workers Compensation-as per NYS statutory Limits

[\(Click here to download a sample certificate of insurance for more details\)](#)

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Additional Insured:

The (Owner) Fisk Building Associates LLC and its members, 250 West 57th Street Associates LLC and its members, Cushman & Wakefield Inc and the agents and representatives of the foregoing are included as additional insured as respected to their interest regarding 250 West 57th Street.

Hold harmless statement is to be placed wither on the back of the Certificate or as a separate attachment.

Certificate Holder:

Cushman & Wakefield, Inc.

As Agent for

Fisk Building Associates, LLC
250 West 57th Street
New York, NY 10107

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The following moving and delivery guidelines have been developed to ensure a sure safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have.

[Click here to download a copy of the Moving Procedures](#)

- The Building's freight entrance is located at 959 8th Avenue. The freight elevators are available Monday through Friday from the hours of 8:00 a.m. to 5:00 p.m.*, free of charge. If weekends, holidays, or extended service (service past 5:15 p.m.), there will be an additional charge to the Tenant to cover overtime expenses. This charge starts prior to 8:00 a.m. or service after 5:00 p.m., and continues until completion of service.

*On a first come basis and no special service.

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- To reserve the freight elevator after normal working hours, you must notify the Building Office by phone or in person and request the day and time you require. A formal letter must follow with the request in writing.
- The moving contractor must provide a **CERTIFICATE OF INSURANCE** prior to the move. The mover must be bonded and carry a minimum of \$5 million dollars combined single limit, property damage, and public liability insurance. The Certificate of Insurance should be issued as follows:

Certificate Holder

Cushman & Wakefield, Inc.

Additional Insured

Cushman & Wakefield, Inc.

As Agent For:

250 West 57th Street
Fisk Building Associates, L.L.C.

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We require that you secure a Certificate of Insurance for your firm as well

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- You and your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
- Cover all floors traversed during the move with appropriate material. Masonite is the suggested material.
- Your moving contractor must immediately report to the Security Desk any electrical problems or equipment breakdowns that occur during the move which may affect building operation.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park vehicles in marked Fire Lanes.
- Please use the service elevator for all deliveries.

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Recycling

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At 250 West 57th Street participates in all voluntary and mandated recycling programs. All white paper in the designated recycle wastebaskets at your offices is collected by the FQM Cleaning staff and packaged for recycling pick up.

It's as easy as...

1. **Mixed Paper**

Place all paper - **any color, any type** - into any general bin in the office designated for recycling, including your existing desktide bin and bins at all copy areas and printer stations. Mixed paper includes white paper, colored paper, newspapers, magazines, manilla folders, envelopes, adding machine tape, paperboard (the back of legal pads), paper bags, and phone books. **Please do not dispose of food waste or food packaging in recycling bins.**

2. **Corrugated Cardboard**

Request must be place through Tenant Services on the website. Please remove packaging material, flatten boxes and leave for collection next to a recycling bin for removal by night cleaning staff.

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3. **Wet and Non-Paper Waste**

Dispose of all **non-paper** items, including food waste, plastic wrap, coffee cup lids and styrofoam, into pantry, kitchen or designated wastebaskets labeled with a "Garbage Only" label. Bins used for trash will be lined with a black bag.

Recycling helps protect our environment. Paper contaminated with food and non-paper waste cannot be recycled. Your participation is essential to the success of our recycling program.

Program maintained by Great Forest, Inc. Questions? Call Jonathan Cole (212) 779-4757

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Smoking

250 West 57th Street would like to remind all of our Tenants and their visitors that in compliance with NYC law there is a strict “NO SMOKING” policy in effect for all common areas.

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The Neighborhood Chapter Overview

Banks & ATM's: This section provides contact and location information for banks and ATM's in the neighborhood.

Business Services: This section provides detailed information about mail centers, printers, dry cleaners and other useful services in the neighborhood surrounding 250 West 57th Street.

Entertainment: This section provides information on the neighborhood's best bars, clubs, cultural centers and other entertainment options.

Hotels: This section provides the contact and location information for the hotels in the neighborhood surrounding 250 West 57th Street.

Maps: This section provides local maps as well as driving directions to and from major transportation hubs.

Restaurants: This section provides tenants with contact and location information for the restaurants located in 250 West 57th Street's neighborhood.

Transportation: This section provides tenants with information regarding the public transportation options.

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The Neighborhood Transportation

250 West 57th Street is located in the very heart of Manhattan's public transportation system. The building is easily accessible by subway, bus, and rail. The New York City public transportation system is one of the largest and most complex in the world. Although we have included some useful information, we realize that users may need more detailed information. [Click here to reach the Metropolitan Transportation Authority home page.](#)

Subway: The three closest subway stations to 250 West 57th Street are the **57th Street Station** (7th Avenue – N, R, Q, & W Lines), the **59th Street Station** (Columbus Circle / 8th Avenue – A, C, B, D, & 1 Lines), and the **6th Avenue Station** (F Line).

Rail Service: Grand Central Terminal is a major hub for the Metro-North Railways with rail service to points north of Manhattan via the New Haven, Hudson and Harlem Line. [For detailed schedule and route information click here to go to the Metro-North Railroad home page.](#) Connector service via bus or subway to the Long Island Rail Road and Long Island Bus Service is also easily accessible through Grand Central Terminal.

Bus Service: 59th Street Station is serviced by the following major bus lines in Manhattan: M5, M7, M10, M20, M30, M31, M57, M104. While 57th Street Station is serviced by M5, M7, M30, M31, M57. For detailed information regarding schedules, fare information and routes [click here to go MTA's bus service home page.](#)

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