



18 East 50th Street New
York, NY 10022
Phone: (212) 837-4800

We appreciate your tenancy with us at **True North Gramercy** located at **304 East 20th Street – New York, NY 10003**.

Your management company is Pan Am Equities, Inc. on behalf of 304 East 20th Street, LLC .

Your Property Manager is: **Joshua Hoffman** (JHoffman@PanAmEquities.com)

Your Super's contact is: **Angel Arnao** (917) 651-3884

In order to expedite your move, please coordinate and contact your Super directly. They will provide you with more information on scheduling your move and reserving an elevator if applicable. Prior to gaining/returning possession of the apartment, you are entitled to request a walk through inspection with the building's Property Manager in order to note the condition of the apartment. Please contact the Super directly in order to coordinate your request. If you are using professional movers, your movers will need to provide a Certificate of Insurance (COI) to your building Concierge on or before the day you move. *Please see below for further Moving & Other General Information such as permitted times & COI.*

RENT:

Monthly rent payments are made payable to: **Manoco LP**

Rent payments can be mailed to:

Pan Am Equities, Inc.
18 EAST 50th STREET
New York, NY 10022

You can make rent payments online using our [ACH Portal](#). Instructions to set up an account will be sent to you in a separate email directly from management. *If you have not received a separate email with instructions, please email: ResidentRelations@PanAmEquities.com*

If your building has **Latch/Building Link**, you will be sent a separate email to register an account.

We would like to take this time to remind you to:

- Update your mailing address with USPS if you have not done so already.
- Set up/Terminate your Utility Account with the following providers:
 - Con Edison
 - Internet/Cable Providers (Spectrum/Verizon FiOS)

Thank you for allowing us to provide exceptional management, including prompt maintenance service, as well as maintaining a safe and enjoyable place to live during your time with us.

Sincerely,
Pan Am Equities, Inc.



18 East 50th Street New
York, NY 10022
Phone: (212) 837-4800

Moving & Other General Information:

Please immediately contact your Super to schedule your move-in. You do NOT have to make an appointment to pick-up key and gain entry to your apartment on your lease start date or early occupancy date, if applicable.

Scheduled move-ins are presently permitted **Monday through Friday**, from **9:00 am to 4:00 pm**, (except holidays) subject to availability and change without notice. All moves and extended use of an elevator, if applicable must be arranged in advance. All elevator time slots are allocated on a "first-come, first-serve" basis depending on the building's schedule and availability; therefore, your first-choice desired time is not guaranteed. Throughout your residency, you must schedule any extended use of the elevator for any reason, as there will be no unscheduled use of the elevators permitted, no exceptions.

All moving companies should provide a **Certificate of Liability Insurance** (COI), and tenants and movers must sign a move-in agreement with the building staff. The COI will need to list both **Pan Am Equities, Inc.** and **304 East 20th Street, LLC** as Additional Insured entities.

True North Gramercy's Preferred Moving Company: Divine Movers, Inc. (www.divinemoving.com)
Contact: Mr. David Cohen at 212-244-4011 (Divine Moving is not affiliated with Pan Am Equities, Inc.)

Upon moving in, if not previously done, you will sign for and receive keys for your apartment, mailbox, roof, and amenity spaces.

Please immediately report any lost keys or tags to the Super.

To help facilitate your move and assist you during your residency, please see contacts below:

For Electric Utility Set-Up: ConEdison - 1-800-75CONED / 1-800-752-6633 - Please follow the prompts.
For Internet/Cable/Phone Set-Up: Verizon - 1-800-VERIZON and Spectrum - 212-358-0900

Once you take occupancy of the apartment, please contact the Super or Resident Property Manager regarding any issues regarding your apartment or building maintenance. Please contact our Corporate Office regarding inquiries regarding rental and leasing matters. Please do NOT have your broker contact us on your behalf regarding your residency.

Please see below for Additional Building Rules & Regulations.



18 East 50th Street New
York, NY 10022

Phone: (212) 837-4800

Additional Building Rules and Regulations*

- No carpet/rugs of any kind may be installed/affixed without building management approval. Nails, glue, staples, adhesive, and/ or any form of attachment to the existing flooring are strictly prohibited. Please contact the Resident Manager.
- Temporary pressurized walls and/or partitions are not permitted. Door decorations are also not allowed.
- Smoking is not permitted anywhere within the building, apartment, or in private outdoor spaces.
- No barbecues, smoking, pets, or unaccompanied minors are allowed on private outdoor spaces or the roof.
- None of the amenity or common spaces within the building allow private tenant functions.
- As per NYC local law, window stops may never be removed from the apartment windows.
- Tenants are responsible for any packages delivered to them and should be present upon delivery.
- Hallways must be kept free and clear of personal items (including but not limited to shoes, strollers, umbrellas)
- Building staff members are not authorized to accept, hold, or pass on keys to a tenant's apartment.
- A "Permission to Enter" form is required to be submitted by the tenant when providing keys to a guest to enter the tenant's apartment.
- All tenants must give reasonable prior written notice to the Corporate Office and building staff when vacating the apartment.
- Above items subject to change, without notice, at the sole discretion of the Landlord.
- We strongly suggest that all tenants immediately obtain "Renter's Insurance."

*Additional Building Rules & Regulations are subject to change at sole discretion by the Landlord

Tenant(s) have thoroughly read and reviewed this General Information Package and agree to abide by all provisions listed above.

Please visit our website for more information on: Payments, Billing, Security, Lease Transfers, etc.
WWW.PANAMEQUITIES.COM/RESIDENTS



18 East 50th Street New
York, NY 10022
Phone: (212) 837-4800

Those Vacating:

We regret to receive notice you will not be continuing your residency with us at **True North Gramercy**, and would like to take the time to remind you all move outs should be coordinated with the building Concierge directly. They will provide you with more information on elevator availability and scheduling your move.

***Assignments, Lease Takeovers & Tenancy Changes**

YOU must coordinate directly with the incoming Tenant and hand keys directly to the incoming Tenant.

Management cannot accept nor exchange keys in an Assignment, Lease Takeover or Tenancy Change.

***Please note if you have recurring payments scheduled through our online portal, they should be terminated upon your vacancy/expiration date to avoid further transactions.**

Scheduled move-ins are presently permitted **Monday through Friday**, from **9:00 am to 4:00 pm**, (except holidays) subject to availability and change without notice. All moves and extended use of an elevator must be arranged in advance. All elevator time slots are allocated on a "first-come, first-serve" basis depending on the building's schedule and availability; therefore, your first-choice desired time is not guaranteed. Throughout your residency, you must schedule any extended use of the elevator for any reason, as there will be no unscheduled use of the elevators permitted, no exceptions.

All moving companies should provide a **Certificate of Liability Insurance (COI)**, and tenants and movers must sign a move-in agreement with the building staff. The COI will need to list both **Pan Am Equities, Inc.** and **304 East 20th Street, LLC** as Additional Insured entities.

True North Gramercy's Preferred Moving Company: Divine Movers, Inc. (www.divinemoving.com)
Contact: Mr. David Cohen at 212-244-4011 (Divine Moving is not affiliated with Pan Am Equities, Inc.)

If you have not provided one already, kindly provide a U.S. forwarding address when available. Security deposits if applicable, are returned in accordance to the lease and mailed in the form of a check to the forwarding address provided by you. You can update the forwarding address via the Online Portal, or by emailing: ResidentRelations@panamequities.com. Security deposits are generally issued within 14 days after termination or expiration. Depending on how long it takes for the courier to deliver, may take 2-6 weeks to arrive to the forwarding address provided by you.

Any request to obtain a Landlord Reference letter can be submitted to:
ResidentRelations@panamequities.com You should expect to receive a response within 24-72 business hours of submitting the request, in the order received.

We wish you all the best on your upcoming move and new home.



18 East 50th Street New
York, NY 10022
Phone: (212) 837-4800

Dear Tenants,

We are excited to announce the introduction of Latch to some of our managed locations!

Latch is a smart access system of fully integrated hardware and software that brings seamless access to every door! Residents can open doors with convenient and flexible credentials; by smartphone or door code. Learn more about Latch below:

LATCH



Living with Latch

At Latch, we believe in making your home smarter through carefully designed products that deliver brand new user experiences. Latch is a full building access system that allows you to leave your keys behind and unlock doors with a smartphone or door code. Additionally, you can easily share access with your friends, family, and services, like cleaning, by sending them door codes via the Latch App. The Latch Lens also takes pictures of your guests to provide a history of who entered your space and when.

Learn how to get started with a few easy steps.



18 East 50th Street New
York, NY 10022
Phone: (212) 837-4800

Step 1: Set Up Your Account

To be set up with Latch, you will need to share your preferred email address with your property manager*. Your property manager will invite you to Latch; once they do, you will receive an email that will guide you in creating your password and finish setting up your Latch account.

**Your property manager will send a Latch invite to the email address we have on file. If you have recently changed your email or prefer to set up your Latch account under a different email, please reach out to property management as soon as possible.*

Step 2: Create Your Latch Account

Within the Welcome Email from Latch, there is a link that directs you to create your latch account and then to download and log into the Latch App. If you are unable to download the app, please reach out to property management to be issued a Keycard.

Step 3: Unlock

Choose your preferred way to [unlock your doors](#).

To learn more about Latch and how it can improve the way you access your home, please visit the [Latch](#) website.

[Latch Tips](#)

[Troubleshooting & FAQs](#)



HIGHSPEED SYSTEMS

Notice to Tenants

Location: 304 East 20th St.

We are pleased to announce that all tenants will now receive complimentary WiFi Internet access in your apartments.

Here is what you will need to know in order to get online:

1. Access Points are located on each floor. The two SSID's (network names) are **PanAm** and **PanAm 5GHz** for devices that support the 5GHz band.
2. For your security, your computer will prompt you for a WPA encryption key. The key is "**panamnyc**". Your computer may ask you to enter the key twice. Please be careful to use all lower-case letters and make sure you enter the key exactly as shown.

Your computer may ask you to save this key for future use, or it may do so automatically. Once the key has been saved you will not have to enter it each time you go online.

3. Please note that by accessing the WiFi system you are agreeing to the Terms of Use of the system. To view our Terms of Use please go to www.highspeedsystems.com/residential/terms-of-use.
4. You may use multiple devices, such as laptops, smartphones and tablets. You will be required to complete the login procedure for each device.
5. If you have a WiFi device that does not use a browser, please follow the device's instructions for setting up the SSID and the WPA encryption key. That should be all that is required in order for the device to connect to the network.
6. HighSpeed Systems provides a 24 X 7 Help Desk in case you have any problems or questions. The Toll Free number is **1-855-393-9434** or contact us via e-mail at **support@highspeedsystems.com** Please let the Help Desk know that you are calling or e-mailing from "Pan Am Apartments at 304 East 20th St., New York".

HighSpeed Systems Corporation

HighSpeed Systems Corporation
595 - 1755 Robson St.
Vancouver - British Columbia Canada
V6G 3B7
Email: support@highspeedsystems.com

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)

PRODUCER Brokers's Name and Address	THIS CERTIFICATE ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	INSURERS AFFORDING COVERAGE	NAIC #
INSURED Name and Address of Contractor (including name of entity contracted for)	INSURER A: Each Insurer must	
	INSURER B: have an A.M. Best	
	INSURER C: Rating of at least	
	INSURER D: A-, VIII	
	INSURER E:	

COVERAGES SAMPLE COPY / SAMPLE COPY / SAMPLE COPY

THE POLICES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INS LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXP DATE (MM/DD/YY)	LIMITS		
INSERT	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <u>Contractual Liability</u> <input checked="" type="checkbox"/> <u>Waiver of Subrogation</u> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC		INSERT	Expiration Date must be at least 30 Days after date of Certificate of Insurance	EACH OCCURRENCE	\$ 1,000,000	
					DAMAGE TO RENTED PREMISES (PER OCCURRENCE)	\$ 50,000	
					MED EXP (any 1 person)	\$ 5,000	
					PERSONAL & ADV INJURY	\$ 1,000,000	
					GENERAL AGGREGATE	\$ 2,000,000	
					PRODUCTS - COMP/OP AGG	\$ 1,000,000	
					PER PROJECT		
INSERT	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____		INSERT		COMBINED SINGLE LIMIT (Ea Accident)	\$ 1,000,000	
					BODILY INJURY (per person)	\$	
					BODILY INJURY (per accident)	\$	
					PROPERTY DAMAGE (Per accident)	\$	
INSERT	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> _____		INSERT		AUTO ONLY - EA ACCIDENT	\$	
					OTHER THAN AUTO ONLY	EA ACC	\$
						AGG	\$
INSERT	EXCESS LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$ _____		INSERT		EACH OCCURRENCE	\$ 5,000,000	
					AGGREGATE	\$ 5,000,000	
						\$	
						\$	
						\$	
INSERT	WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/ EXECUTIVE OFFICER MEMBER EXCLUDED? IF YES, DESCRIBE UNDER SPECIAL PROVISIONS BELOW		INSERT		<input checked="" type="checkbox"/> WC Statutory Limits <input type="checkbox"/> Other		
					E.L. EACH ACCIDENT	\$ 1,000,000	
					E.L. DISEASE -EA EMPLOYEE	\$ 1,000,000	
					E.L. DISEASE -POLICY LIMIT	\$ 1,000,000	
INSERT	OTHER						

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS:

Re: 304 East 20th Street, New York, NY 10003
 304 East 20th Street, LLC, Pan Am Equities Inc. Roeco, LLC, and Landlord are included as Additional Insureds as required per written Contract on a Primary and Non-Contributory basis. Waiver of Subrogation status encompasses General Liability and Umbrella Liability. Additional Insureds are included as per Additional Insured Endorsement # _____ (copy attached).

CERTIFICATE HOLDER 304 East 20th Street, LLC 18 East 50th Street New York, NY 10022	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS
	AUTHORIZED REPRESENTATIVE MUST BE ENTERED

Contractor - Indemnity & Insurance Provisions

In consideration for permitting _____ (Contractor) to perform work on the premises situated at _____, Contractor hereby agrees to the following:

1.1 Indemnification

1.2 To the fullest extent permitted by law Contractor agrees to indemnify and hold harmless Owner, Owner's Managing Agent and their respective Affiliates, Officers, Partners, Agents, Employees, Servants and Assignees, all to be referenced as "OWNER", from and against all liability, claims and demands on account of injury to persons, including death resulting therefrom, and damage to property arising out of the performance, or lack of performance, of the Agreement by Contractor, Contractor's Sub-Contractors, their respective Employees and Agents, all to be referenced as "CONTRACTORS", and damage to property of "CONTRACTORS". Contractor shall at its own expense, defend any and all actions at law brought against "OWNER" based thereon and shall pay all attorney's fees and all other expenses and promptly discharge any judgments or settlements arising therefrom.

2.1 Insurance

2.2 Contractor shall secure, and keep in full force and effect, and shall cause its Subcontractors to secure, and keep in full force and effect throughout the term of this Agreement the following coverage at Contractor's sole cost and expense. Such Insurance shall be primary, notwithstanding any other insurance that might be in effect for the indemnities:

- (a) Commercial General Liability Insurance, including Contractual Liability (to specifically include coverage for the indemnification clause of this Agreement), Products & Completed Operations Liability, Broad Form Property Damage, Personal and Advertising Injury Liability, written on an occurrence form, with combined bodily injury and property damage limits of liability of no less than \$5,000,000 per occurrence, \$5,000,000 per project general aggregate, \$5,000,000 Personal & Advertising Injury and \$5,000,000 Products and Completed Operations liability with an aggregate limit per project. The limits of liability can be provided in a combination of a Commercial General Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis. The policy should be written on form CG00 01 07 98 or its equivalent and shall not include any exclusions or limitations other than those incorporated in the standard form. Such insurance is to be primary insurance, notwithstanding any insurance maintained by the indemnified parties

All contractors are to maintain completed operations coverage for three years after the work is completed.

- (b) Worker's Compensation Insurance providing statutory benefits for Contractors and Subcontractor's employees and Employer's Liability coverage in an amount that is no less than \$1,000,000;
- (c) Automobile Liability Insurance, including owned, non-owned and hired car liability insurance for combined limits of liability of \$5,000,000 per occurrence. The limits of liability can be provided in a combination of an Automobile Liability policy and an

Umbrella Liability policy, which is written on a no less than follow form basis;

- 2.3 All required insurance policies shall be maintained with insurance companies licensed within the State that work is being performed and holding an AM Best rating of no less than A-, VIII. Said policies shall contain a provision that that coverage will not be canceled, non-renewed or materially changed, until at least thirty (30) days prior written notice has been provided to Owner and Managing Agent.
- 2.4 Contractor agrees to have included in each of the above policies, and shall cause its Subcontractors to have included in each of the above policies, except Workers Compensation, a waiver of subrogation in favor of "OWNER".
- 2.5 Owner, Owner's Agent _____, and _____ along with their subsidiaries and affiliated entities, now or hereafter formed, all as their interests may appear, and such other parties in interest as Owner or Agent may designate in writing from time to time ("OWNER"), shall be named as additional insured except with respect to Workers Compensation.
- 2.6 Certificates in the customary form, i.e. Acord 25, evidencing all terms of the this Agreement, shall he delivered to the Owner or Managing Agent, or their agent, accompanied with additional insured endorsement CG2010 (1001) and CG2037or their equivalent, simultaneously with the execution of this Agreement. Similar certificates, while Contractor is on the premises, shall be delivered evidencing the renewal or replacement of such insurance, at least 10 days prior to the effective date of such renewal or change of insurer.

Accepted and agreed to by:

_____ (Contractor) _____(Date)

(Signature and Title)

_____ (Owner or Managing Agent) _____(Date)

(Signature and Title)