

Engineering & Property Management-Real Estate Division
Facilities Policy for Neighborhood Centers
12.18.2017

The following policies apply to the use of City-owned neighborhood centers managed by Engineering & Property Management (E&PM) Real Estate Division. Non-profit or governmental agencies occupying or using space in neighborhood centers managed by E&PM Real Estate Division are referred to as "licensees," as those agencies are granted a license to occupy space owned by the City.

Facilities Assignment Policies

Priorities for assigning office space in neighborhood centers managed by E&PM Real Estate Division will be determined using the following rules:

1. City Departments will be given priority for use of space.
2. Outside entities requesting space must obtain permission from the E&PM Real Estate Division via written request on the entity's letterhead. Proof of required insurance (auto liability, commercial liability, and workers' comp) must accompany the request. The assigned Real Estate Portfolio Manager will approve or deny the request in writing within thirty (30) days of receiving the request.
3. Outside entities requesting space must be governmental or non-profit agencies and provide proof of status.
4. The City reserves the right to require a licensee to vacate the premises, reduce the amount of space it occupies or to move to another space within the facility with thirty (30) days' notice, without cause or justification.
5. The City, at its sole discretion, will reassign any vacated space if an agency decreases staffing or its programming. Any licensee that experiences such an event must notify the Real Estate Portfolio Manager of the change within fifteen (15) days of the change.
6. The licensee agency's space needs must not exceed the allocated space. The City, at its sole discretion, will determine whether the licensee's use of allocated space exceeds the capacity of the allocated space and will inform licensee of any remedial action deemed necessary.
7. Licensees will be issued access cards and security system codes, as appropriate. These items **may not** be shared with third parties. Licensees will be responsible for cost to replace lost or stolen access cards, and cost may vary. Fees may apply if security system codes require changing due to action of a licensee.

Rules for Agencies Occupying Space

1. A licensee that occupies space in a neighborhood center managed by E&PM Real Estate Division will be required to execute a license agreement that stipulates the terms of the agency's stay.
2. A licensee may not operate a retail store or conduct retail or fundraising activities within the facility or on facility grounds.
3. Licensee must carry City-required liability insurance coverage.
4. Licensee must provide services consistent with the overall mission of the City of Charlotte.
5. No physical changes (including painting or signage) are allowed to a licensee assigned space without the written permission of the Real Estate Manager. The costs of such changes will be borne by the licensee requesting the change.
6. Each licensee is responsible for its own telephone and computer network access. E&PM Real Estate Division will not incur costs associated with wiring changes or design of a licensee's communication equipment.
7. Neighborhood Centers managed by E&PM Real Estate Division may not be used for private social events such as weddings and parties. *Exception: with City and Association approval, Wilmore Neighborhood Association members in good standing may reserve Wilmore Center for one annual event. Events are limited to 40 attendees. Wilmore Neighborhood Association will be responsible for any resulting damages to the facility.*
8. A licensee will at all times have adult supervision for programming that involves minor children. The licensee will also be required to have parental permission for children to participate in the respective agency's activities.
9. Any scheduled meetings or work will take place during regular building hours of 8:00 a.m. and 9:00 p.m. on weekdays and between the hours of 8:00 a.m. and 6:00 p.m. on weekends unless approved in writing by the Real Estate Manager.
10. Meeting rooms will be assigned on a first come, first serve basis by written request to the Real Estate Portfolio Manager or designee (email is acceptable). The City reserves the right to cancel use of any meeting space, without notice, for operational reasons. However, a reasonable attempt will be made to provide an alternative time or meeting space in the facility. City work groups have priority for use of meeting space.
11. Each licensee is responsible for setting up any room reserved for a meeting and restoring the room to its previous configuration. Meeting attendees should exit the facility no later than fifteen (15) minutes before the scheduled closing of the facility.

12. No admission or other fees may be charged to individuals attending meetings or programs on City property.
13. The licensee or other group granted permission to conduct a meeting in any of the conference rooms on City property must agree to indemnify and hold the City harmless for any personal injury or damage to/theft of property, including personal vehicles.
14. All licensees must provide their own supplies, copiers and printers. Any use of City property or equipment must first be authorized by the Real Estate Manager.
15. The City will not store supplies or equipment of licensees.
16. Licensee official vehicles, staff, clients, and visitors are not guaranteed on-site parking. City vehicles and City employees will have priority for on-site parking. Licensee van and bus parking must be in designated spaces only.
17. Any publications, flyers or advertisements that include the name of the City of Charlotte or Engineering & Property Management must obtain written permission of the Real Estate Manager prior to distribution. The use of the City of Charlotte logo is strictly prohibited by non-City agencies.
18. Kitchen facilities will be designated by the E&PM Real Estate Division and made available for use by tenant agencies. Licensees are responsible for cleanup after using the kitchen facilities. This includes cleaning and removal of garbage. Appliances including, but not limited to, coffee makers, microwave ovens, and refrigerators are not allowed in non-kitchen areas.
19. The use of tobacco products and illegal drugs is prohibited on City property. Serving alcohol is permitted **only** with City approval and evidence of appropriate insurance coverage and required licenses.
20. Abusive or threatening language, obscene behavior or physical violence will not be tolerated on City property.
21. All licensees must ensure their staff, clients and visitors observe socially acceptable behavior at all times while in the neighborhood centers.
22. Any licensee agency that is closed during regular building hours must notify the Real Estate Portfolio Manager so that a notice may be posted for walk-in visitors or clients.
23. All licensees must handle their own telephone calls and not direct them to City staff.
24. City staff will not accept paper work or packages to hold for licensees from their clients.

25. All licensee staff, clients and visitors shall refrain from using cell phones in general lobby areas. The use of cell phones is permitted outside the facility, in vending areas, break rooms or within the designated office space of each licensee.
26. All brochures and flyers posted in the lobby should be for the benefit of the general public or agency clients. The Real Estate Manager has the right to remove any items for personal business promotion, personal services and political literature for a particular party or candidate, or materials otherwise deemed inappropriate.
27. No licensee shall post banners or flyers on the property without the permission of the Real Estate Manager. Temporary signs are not allowed to be affixed to any building surfaces.
28. All licensees will refrain from requesting their clients ask City staff to make telephone calls for them for transportation or to obtain documents needed by tenant agency. These issues should be handled by licensees in the space they occupy.
29. Any requests for service or complaints should be directed to the Real Estate Portfolio Manager for resolution. Final decisions on all issues related to the use of neighborhood centers managed by E&PM Real Estate Division will be made by the Real Estate Manager or a designee.