

# Tenney Handbook

## Overview

Tenney Plaza has two passenger elevators and one service elevator. The service elevator is intended for anyone who is moving items, using a push cart or hand truck, or receiving deliveries of any kind. All deliveries must be made using the service elevator.

The elevators are accessible without keys or access cards during normal business hours. After business hours, only persons with authorized access cards may access the building lobby and elevators. Please let your delivery people know of these restrictions on access.

All of the elevators are connected to their respective company call centers and are monitored 24 hours a day, 365 days a year. If an elevator malfunctions for any reason, please remain calm and push the button on the car operating panel that is marked with a phone symbol. You will be automatically connected to the call center and assistance will be dispatched immediately.

*Note: ULI staff is not authorized to retrieve items that fall down the elevator shaft. The elevator company will need to be contacted to provide this service, and fees may be assessed.*