



Client Enrichment Series

Welcome to today's presentation on:
Introduction to Occupancy Agreements
the presentation will start at *1:00 PM eastern*

Note: Phones are automatically muted during the presentation. You have the ability to send questions to our Subject Matter Experts via the Q&A pod. We'll answer as many questions as possible during our session. Our experts will provide written responses to all questions in a formal Q&A document, posted along with this slide deck and session recording, on our www.gsa.gov/ces site.

Introduction to Occupancy Agreements

Presented by: Kelly Ellison

**Space Pricing Specialist
PBS Office of Portfolio Management &
Customer Engagement (Central Office)**



Hosted by:

Victor Mendez

Specialist

Building Management

Courthouse - STL

Thomas F. Eagleton

(Region 6)

PBS Heartland Region



Agenda

- Useful Terms
- What is an OA?
- Types of OAs
- Parts of the OA: Description of Space and Services
- Parts of the OA: Clauses
- Parts of the OA: Signature
- Parts of the OA: Financial
- Additional Resources

Useful Terms

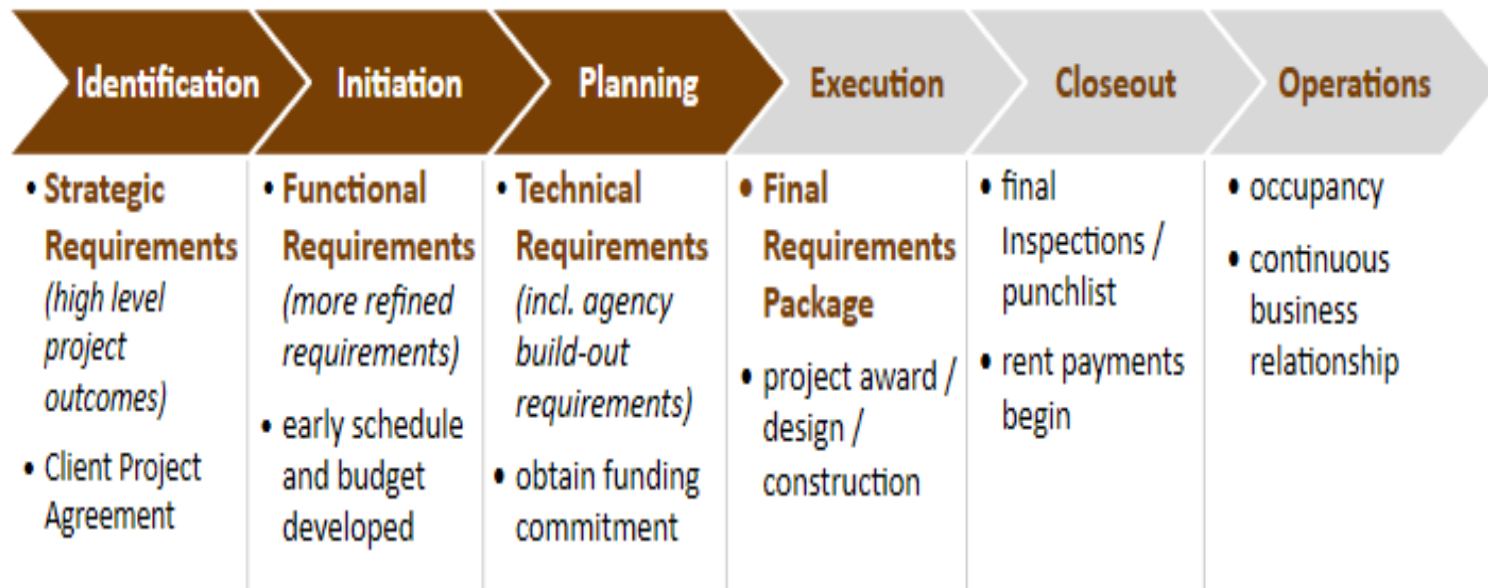
- **Federal Space-** Space that is held in the GSA inventory and rented to tenant agency. Rent is based on an appraisal or return on investment, with other applicable charges added
- **Leased Space-** Space where GSA enters into a lease for space and pays rent to the lessor. Rent is then charged to the client agency and is a passthrough of the underlying lease contract rent, plus any standard operating costs not performed through the lease, the PBS lease fee and any other applicable charges added

Useful Terms continued

- **Occupancy Agreement (OA)**- A concise statement of the business terms governing the relationship between PBS and the customer agency for a specific space assignment.
- **Pricing Policy**- Detailed in the Pricing Desk Guide (PDG); the policies used by the Public Buildings Service (PBS) to price real estate and related services to federal customer agencies in both the owned and leased portfolio.
- **Rent**- amounts charged by PBS to customer agencies for space and related services

PBS Project Life Cycle

PBS Project Lifecycle



The Occupancy Agreement (OA)

- Statement of the business terms between PBS and the tenant agency for a specific space assignment
- Interagency agreement
- Serves as the billing document
- Keep customer informed of rent charges & project costs

Types of OAs

- **Pro Forma OA**

- PBS works with the tenant agency to determine its needs during requirements development. First OA is drafted and signed.
- Estimate of rent charges
- Additional iterations as appropriate, signature required if financial terms or square footage increases

Types of OAs continued

- **Final OA**

- After substantial completion, PBS coordinates move into space; in lease the LA is updated with occupancy date
- If pro forma OA was signed for sufficient amount, no signature for final OA is required
- This is the billing OA and reflects rent charges

- **Interim Billing OA**

- If the project is completed and agency has taken occupancy of the space, but GSA does not have a signed OA for the FULL rental amount
- Interim OA will bill up to the amount in signed OA while updated signature is obtained

Types of OAs conclusion

- **Administrative OA**

- Revisions to billing OAs that do not require customer signature
- Sent to customer with a cover letter for notification purposes
- Examples include:
 - Joint use amenities added or removed from building
 - Capital expenditures for new/enhanced security fixtures
 - Continuing occupancies in leased and owned space
 - Extensions, Renewals and Succeeding leases
 - Changes to parking assignments

Knowledge Check

Why is an OA important?

- a) Keep customer informed of rent charges & project costs
- b) Help ensure PBS doesn't incur financial obligations in excess of what the customer agency is willing to commit to.
- c) Neither "a" nor "b" above.
- d) Both "a" and "b" above.

Four Parts of the OA

Description
of Space and
Services

Clauses
(Terms and
Conditions)

Signature
Page

Financial
Summary

Four Parts of the OA Part 1

Description of
Space and
Services

Description of Space and Services

OCCUPANCY AGREEMENT BETWEEN
[AGENCY NAME]
AND
GENERAL SERVICE ADMINISTRATION

	Final	Version	9	Date Last Modified	10-Jan-2015
				Increased Space	

[AGENCY NAME] (Code 1234) will occupy 29,320.61 usable (29,602 rentable) square feet of space and 0 structured parking spaces and 4 surface parking spaces at BOULEVARD (AZ1234) located at PHOENIX, AZ, for a period of 106 months commencing on or about 02/16/2011.

[AGENCY NAME] (Code 1234) will pay the General Service Administration rent in accordance with the attached pages(s). In addition to the annual rental to be paid, [AGENCY NAME] (Code 1234) will make a lump sum payment for buildout and other related services in excess of the amount of the Tenant improvement allowance amortized in the rental rate, in accord with the attached page(s).

[AGENCY NAME] (Code 1234) will pay the General Service Administration additional rent for prorated share of joint use space associated with this location, if any.

Additional/reduced services are shown on the attached Occupancy Agreement Financial Summary.

Description of Space and Services Section

- The Description of Space and Services section of the OA identifies square footages, the number of parking spaces, the type of space, the building name and address, and the OA term.
- The OA gives the tenant agency a right to occupy the space for a specific duration. Tenant agencies do not have a perpetual right to occupy the space identified in the OA.

Four Parts of the OA Part 2

Clauses
(Terms and
Conditions)

Updating OA Clauses

- The OA clauses are undergoing significant revision.
- Some will be revised while others will be removed and incorporated into the PDG
- We hope to have a new look for the OAs that we can show customers by the end of this summer

Types of OA Clauses

Clause Type	Requirement	Application
PBS standard clauses	Mandatory	Required for all occupancies, separate set for leased and federally owned space
Agency specific clauses	Mandatory or optional	Could apply to all of a tenant agency's occupancies (mandatory) or just a subset (optional)
Optional clauses	Optional	Could apply to any occupancy, based on the situation
Ad hoc clauses	Optional	Specific to one occupancy

Standard Clauses – Rent Start

Obligation to Pay Rent

The Tenant agency's obligation to pay rent for the space governed by this OA commences when both of the following occur: the space is substantially complete and operationally functional. Occupancy and rent start will be coordinated with the Tenant.

1. The space is ready for occupancy of personal property, typically the substantial completion date. Substantial completion is signaled in the case of leased space by the granting of an occupancy permit by the proper authority and/or by PBS's acceptance of the space as substantially complete in accordance with the


→ "Substantially complete" and "substantial completion" mean that the work, the common and other areas of the building, and all other things necessary for the Government's access to the premises and occupancy, possession, use and enjoyment thereof, as provided in the lease, have been completed or obtained, excepting only such minor matters as do not interfere with or materially diminish such access, occupancy, possession, use or enjoyment.

PBS will offer to an authorized representative of the Tenant the opportunity to participate in a walk-through of the space prior to final acceptance of the space as substantially complete by PBS. The authorized representative of the Tenant will make himself or herself available so as to not delay the walk-through of the space. The authorized representatives of PBS and the Tenant will itemize any defects and omissions (D&Os, or "punch list") of the construction project that will need to be corrected prior to final contract payment. Provided that the D&Os are minor matters not materially diminishing use of the space, the authorized representative of PBS, acting on behalf of the Government and its Tenant, will determine substantial completion.

Standard Clauses – Rent Start Continued

2. The space is operationally functional. Operationally functional means that the building systems included in this lease must function and Lessor-provided building-specific safety and security features must be operational. Related space that is necessary for a Tenant to function due to workflow adjacencies must be operational. For large projects that entail phased occupancy of the Tenant's space, rent will commence on the individual blocks of space when they are substantially complete and operationally functional. The blocks will be added to the Occupancy Agreement (OA) incrementally. In the case of phased occupancy with separate OAs (example, different Agency/Bureau codes), the rent start date for each OA will occur when the space associated with it is substantially complete and operationally functional.

If there is a substantial punch list for the space that would interfere with the Tenant's full access, occupancy, possession, use and enjoyment of the space, and the Tenant chooses to move in anyway, GSA will negotiate a rent discount with the Lessor while the punch list work is being completed. If after hours work is required, GSA will ensure that adequate security is provided while the contractor is in the Tenant's space.

Once the above "substantially complete" and "operationally functional" requirements have been met, rent  GSA does not provide tenant agencies a grace period prior to rent commencement to accomplish the physical move into the space or to allow for the installation of personal property such as phones, furniture, computers, etc. However, rent should not start until those personal property items that have been included in the lease contract, such as telephone and data systems or audio/video systems, are operational unless the Tenant chooses to move into the space pursuant to the preceding paragraph.

Rent Start

- Tenant agency's obligation to pay rent when space governed by the OA is:
 - substantially complete
 - operationally functional
- Occupancy and rent start will be coordinated with the tenant
- Phased occupancy allowed
- No grace period for moves or installation of personal property

Rent Start continued

- In a lease, the space qualifies as substantially complete with the granting of an occupancy permit.
- In federal owned space, the space is substantially complete when PBS accepts the space in accordance with the general construction contract
- In both cases, the government must have access to the premises and occupancy, possession, use and enjoyment thereof.
- To be considered operationally functional the building systems and security features must be operational

Rent – Legislative Foundation

The Federal Property and Administrative Services Act of 49 authorizes the GSA Administrator to direct and charge government agencies for furnished space and services at rates that are approximate to the commercial charges for comparable space and services.

Rent

- **Leased space**

- Rent is a pass-through of the underlying lease contract rent plus:

- any standard operating costs not performed through the lease
 - PBS lease fee

- **Federally owned space**

- Rent is based on an appraisal or return on investment

Standard Clauses – Lease Rent

Lease Contract Rent

The underlying lease contract rent will be passed through to the tenant agency. For a non-fully serviced lease, the cost of operating services not covered by the lease will also be passed through to the tenant agency. The PBS fee in leased space, calculated at 7% of the annual lease contract cost plus the cost of separately contracted operating services, will also apply. Charges for security and GSA-installed improvements may apply as well.

Charges for operating expenses, joint use space, parking, security and real estate taxes may be adjusted on an annual basis.

- Direct pass-through of lease contract cost
- Operating Costs are typically escalated annually by CPI
- Leases charged a fixed, non-divisible 7% PBS Fee
 - 5% fee for non-cancelable space
 - 4% fee for USPS controlled space

Standard Clauses – Federally Owned Rent

Federal Rent Charges

Federal rental charges will consist of a shell rent plus amortized tenant improvements, if applicable. There may be additional charges for operating expenses, security, joint use, parking, and other space items such as antennas. In 2017, GSA transitions to 10-year rates for occupancies in buildings where new appraisals are available. OAs will be transitioned to a 10-year rate as the current shell rate terms expire. The shell or “as is” rent will be reset every 10 years.

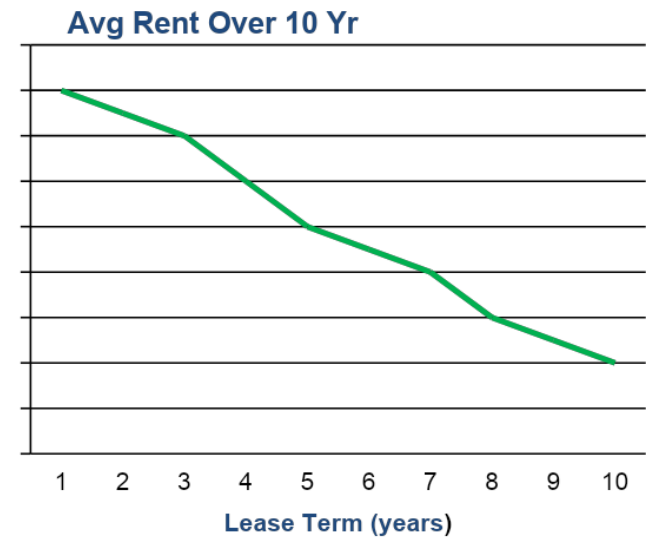
For OAs in a building without a new 10-year appraisal, the shell rate or as is rate will continue to be set for periods up to but not beyond 5 years. These OAs will transition to the new 10-year rate no later than FY22 as their current rate terms expire. In the case of buildings priced on a “Return on Investment” approach, the rent attributable to the original shell improvements will remain level for the duration of the OA. If additional capitalized shell replacements or improvements are made, the Shell Rent rate will be adjusted every 5 years to reflect the additional investment.

Charges for operating expenses, joint use space, parking, antennas and security may be adjusted on an annual basis.

- Rent established by FAR Appraisal or ROI
- Shell rent and operating base established 10 year periods
- Operating costs escalated annually by OMB inflation factor

10 year Shell Rate Benefits

- FAR - is the fully serviced rental rate inclusive of services except security
- Provide market advantages of longer term occupancy evidenced by lower rent
- Customers keep release of space rights

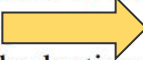


10 year Op Rate Benefits


- Operating rent rates are developed through FAR appraisals
- Provides tenants with industry benchmarked operating costs
- Insulates tenant agencies from risk PBS undertakes in operating buildings
- Covers building service and utility provisions typical for the operation of the an office building

Standard Clauses – Customer Rights

Occupancy Agreement Iterations

The parties hereby agree that iterations of OAs prepared before completion of a building design, and before final security/joint use charges are  contain preliminary financial terms only. Financial terms in preliminary OAs are estimates for budgeting purposes, and are updated through additional OA versions as business terms evolve throughout the space acquisition. Accordingly, execution by the tenant agency on preliminary OAs constitutes that agency's commitment to the project, and is required prior to PBS awarding any contract for: design, construction/alterations, and/or a lease. Until site purchase or contract award to a design architect, the tenant agency has the right to cancel the proposed project without financial obligation.

Financial Terms

While this occupancy agreement (OA) addresses financial terms that cover multiple fiscal years, the parties  The tenant agency may relinquish space upon four (4) months' notice at any point after the first twelve (12) months of occupancy. Thus, after the first twelve (12) months of occupancy, the tenant agency's financial obligation can be reduced to four (4) months of Rent, plus the unamortized balance of any tenant improvements financed through PBS, plus any rent concession not yet earned. Any free Rent or other concession given at the beginning of the occupancy term must be allocated on a pro-rata basis over the entire OA term, and the unearned balance repaid to PBS.

The tenant's financial obligations for years beyond the current year do not mature until the later year(s) are reached. Thus, there is no requirement that the tenant agency certify that current year funds are available to defray future year obligations. The tenant's future years obligation to pay Rent is subject to the availability of funds, but the tenant agrees to make a good faith effort to meet its obligations as they arise.

Cancellation Rights

- Prior to Contract Execution
 - No fault cancellation
- After contract execution and prior to rent start, the tenant agency is liable for the lesser of these costs

Lease Space	Federally Owned Space
<p>The 16-month Rental obligation had the customer agency occupied the space, plus the unamortized balance of the tenant improvements (TIs), or</p>	<p>The 4-month Rental obligation had the customer agency occupied the space, plus the unamortized balance of the tenant improvements (TIs), or the total project costs incurred, whichever is less</p>
<p>The lease buyout costs if less</p>	

Return of Space Rights

- With 4 months' written notice, tenant agency has right to release space to PBS provided the following conditions are met:
 - There is no longer a need for the space
 - The space is in marketable blocks (refers to location, usage and size of space)
 - The space is not designated as non-cancelable in the OA
 - *If in a lease*, the tenant agency is at least 16 months into their OA term

Non-cancelable Space

- Space has specific qualities such as:
 - Remote or not easily accessible location
 - Special purpose use or build-out (where the cost to return the space to office space would be cost prohibitive)
 - Lease Construction
 - Unusual term
 - Lack of any realistic federal need
 - Other factors that significantly impair backfill

Non-cancelable Space continued

- PBS reviews each space assignment and uses the criteria on the previous page to designate space as cancelable or non-cancelable.
- PBS reduces the fee to 5 percent from 7 percent for leased assignments designated as non-cancelable.
- An agency cannot volunteer to be have NC space to receive a reduced fee, that determination is made solely by PBS.

Standard Clauses – Move Cost Responsibility

Move Cost Responsibilities

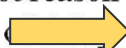
→ At the end of this OA term, if the tenant cannot remain in the space covered by this OA, the tenant is responsible for funding the physical move to new space. In the event PBS displaces or allows another user to displace the tenant before the expiration of the OA term, PBS must fund, or require the new user to fund, the tenant's physical move, and relocation of the tenant's telecommunications equipment. PBS must also reimburse, or require the new user to reimburse, the tenant for the undepreciated value of any lump sum payments the tenant made toward tenant improvements and the Rent differential at the new location until the displaced agency has time to budget. The Rent differential is calculated on all elements of Rent except the amortized tenant improvement cost. In the event of a PBS disposal of a building or an approved prospectus project requiring the agency relocation from this space before the expiration of the OA term, PBS will fund tenant agency move costs unless PBS has provided 3 years' written notice of the action. In the event PBS provides 3 years' written notice, the agency is responsible for funding the physical move to new space.

Standard Clauses – Move Schedule

Tenant Agency Move

In the event the space covered by this OA involves a tenant agency move, once a design and construction rider or schedule has been made part of a lease contract, the rider/schedule must be incorporated into this OA. Once part of this OA, the schedule/rider becomes binding upon the tenant agency as well as upon PBS.



Delay in project completion caused by either a) tenant agency failure to meet the review and approval times provided in the lease rider, or b) tenant changes to project scope, will be borne by the tenant agency. As a consequence of tenant-caused delay, the lessor may decline to postpone the scheduled substantial completion date (thereby advancing Rent commencement for the space) by the duration of the tenant-caused delay, on a day to day basis; this may result in rent charges at two locations simultaneously for the tenant. Additional direct expenses caused through tenant-caused delay or changes in project scope are chargeable against the tenant allowance; in the event the tenant allowance has been exhausted, the tenant must pay the lump sum cost by RWA. In summary, the tenant is responsible for the delay claim of the affected contractor and for rent that GSA budgeted to start on the date included in the Occupancy Agreement. If partial occupancy of the building is not possible due to one agency change, that agency is liable for the other tenant's rent who are unable to occupy their space on the date contained in their Occupancy Agreement. The rent start date should be adjusted for delay of occupancy caused by the lessor failing to deliver the real property on time. The rent start date should not be adjusted for delay of occupancy caused by a contractor failing to install personal property on time with one exception. For those personal property items that have been included in the lease contract, such as telephone and data systems, or audio/video systems, and the systems are not ready, the rent start date should be adjusted. Delayed furniture delivery and installation, which is not part of the lease contract, is not reason for delaying the rent start date. In its role as tenant representative, PBS may also be the cause  Expenses associated with PBS-caused delay incurred by

Standard Clauses – Move Schedule Continued

the tenant, for such things as additional storage for furniture, re-procurement expense, or additional consulting fees, will be credited against the tenant's rent obligation to PBS for the new space. In the case of lessor-caused delay, if there is a liquidated damages clause in the lease, PBS will pursue the lessor for the value of the damages. In the case of excusable delay (e.g., force majeure or any other delay the cause of which is beyond the reasonable control of either PBS or the tenant agency), neither PBS nor the tenant agency may pursue the other for the consequences of the delay.

- Schedule and project delays
 - Tenant caused delay
 - PBS and lessor caused delays
 - Excusable delay
- Tenant bears the cost of tenant caused delays

Move Policy

- If GSA provides 3 years' written notice for either a Disposal or Prospectus Project, GSA will not be considered a forcing agency (PDG Section 3.1.1)
- Agencies are responsible for funding their own physical moves and telecommunication costs at the beginning and end of occupancy
- Exceptions:
 - Forced moves
 - Emergency relocations due to disasters or crises , PBS may fund the moves up front, subject to funds availability

Knowledge Check #1

With 4 months written notice, customer agencies have the right to release space when:

- a) The space is in marketable blocks
- b) The space is not designated in the OA as non-cancelable
- c) The tenant is at least 16 months into their occupancy term in leased space
- d) All of the above

Knowledge Check #2

True or **False**:

An agency may request that their space be non-cancelable.

Four Parts of the OA Part 3

Signature
Page

OA Signature

OA Status: Final Version: 12 Loc Code

Other Mandatory Clauses

Tenant Improvement Amortization Cost

_____ has elected to expend a total of \$325,742.65 for their tenant improvements. This amount has been amortized in the rent and is itemized on the Financial Summary.

Tenant Improvement Lump Sum Cost

_____ has elected to pay all or part of their TI Expended amount via a Reimbursable Work Authorization (RWA). The total RWA amount is \$100,000.00 and includes the TI amount of \$90,315.93 plus the RWA fee of \$9,684.07.

Security Services

Beginning in FY 2005, payment for FPS provided Basic and Building Specific Operating Security will be made to the Federal Protective Service (FPS), Department of Homeland Security (DHS) and will be separate from rental payments to GSA (OMB Object Class 23.1). Charges for FPS provided security are determined by, and may be obtained from, FPS.

Optional Clauses

Ad Hoc Clauses

I agree to the initial terms with the understanding modifications will be made over time.

Approved	Approved
Agency Representative	GSA Representative
Title	Title
Date	Date

OA Signature continued

- The GSA representatives should sign the OA first before sending to the tenant agency
- The OA signature is required before incurring significant costs to pursue a new procurement or new project
 - In a lease that is before submitting a lease prospectus project or awarding a lease contract
 - In owned space that is before purchasing a site or awarding a design contract
- The latest iteration of the tenant signed OA confirms its commitment to the project and to pay rent
 - If the tenant agency later backs out of the signed OA agreement, PBS reserves the right to seek reimbursement.

OA Signature continuation

- Signature required before PBS
 - Purchases a site
 - Obtains new space
 - Initial occupancy
 - Backfill occupancy
 - Expands space assignment
 - Amortizes TI



OA Signature conclusion

- There may be situations where a signature is required and if GSA is not able to obtain a signature after successive attempts GSA may act w/o a signature to protect the government's financial interest
 - Forced move
 - Occupancy after lease expiration
- Also for systematic annual rate updates no signature is required and no OA is sent to customer
 - Operating Costs
 - Real Estate Taxes
 - Antennas

Occupancy After Lease Expiration Clause

Occupancy After Lease Expiration

In the event of a continued occupancy after lease expiration, the tenant agency will continue to be financially responsible for the pass-through of the lease contract rent, the PBS lease fee, and any additional costs incurred by PBS resulting from lease renewal, extension, replacement, holdover or condemnation. The tenant agency rights to relinquish space as specified in this OA remain in effect.

Protect Government's Financial Interest – Succeeding Lease / Renewal

This OA reflects the continuing occupancy at this location beginning <Month, Year> for <term> months. The Rent is a pass-through of the underlying lease contract that was negotiated to protect the government's financial interest plus PBS lease fee and any other applicable charges stated in this OA. The square footage remains unchanged and there are no additional tenant improvement costs. This OA is considered FINAL and does not require agency signature. Please notify GSA within 60 days if you disagree with any of the terms and conditions expressed in this agreement.

Why do we need your signature on the OA?

- Serves as agreement to start billing
- Interagency agreement that outlines expectations of each party
- Documentation for Rent charges
- Critical to keep project on schedule
- Ensures we are meeting agency requirements
- Timely OA review and signature is a key communication tool to keep the project on track

Knowledge Check #3

When must a customer sign an OA?

- a) For new space
- b) For expansion space
- c) To amortize TI in the rent
- d) All of the above

Four Parts of the OA Part 4



Financial
Summary

Financial Summary

- Preview of the tenant agency's Rent bill; breaks out the cost components of shell rent, op cost, joint use, BSAC and any lump sum payments.
- Itemizes the cost components of the Rent payment
- Summarizes the financial terms and lump sum payment requirements
- Serves as planning/budgeting tool

OA Financial Summary

OA #: OA Status: Final Version: 6 Loc Code:

05/01/2011

Final

Version: 6

Page: 1 of 4

Date Last Modified: 04-Oct-2012

ADMINISTRATION

IL0236FC

Fiscal Year Update

Fiscal Year: 2013

OA Start Date:

04-Oct-2012

Period: 04-Oct-2012 to 30-Sep-2013

OA End Date:

30-Apr-2016

	Charge Basis	Annual Charge	Annual Rate
1. Shell Rental Rate			
a. General	21,157	\$416,573.26	\$19.690000000
2. Amortized Tenant Improvement Used/General	21,157	\$142,617.63	\$6.741050000
3. Operating Costs ##	21,157	\$112,212.36	\$5.303896537
A. Market Rent SubTotal	21,157	\$671,403.25	\$31.734946537
5. Amortized Tenant Improvement Used/Custom	21,157	\$21,850.31	\$1.032790000
7. Security Services			
c. Building Specific Amortized Capital	21,717	\$6,539.09	\$0.301110000
B. Agency Rent SubTotal	21,157	\$28,389.40	\$1.341870455
12. Pro-Rata Joint Use Charges			
a. Building Amenities	560	\$16,525.56	\$29.508868465
C. Joint Use SubTotal		\$16,525.56	
D. Total Annual Rent (A+B+C)	21,157	\$716,318.22	
E. Adjustments SubTotal		\$0.00	
F. Total Rent Bill(D+E)		\$716,318.22	
G. Total Antenna Bill		\$0.00	
H. Total Reimbursable Services Bill		\$0.00	
I. Total PBS Bill (F+G+H)		\$716,318.22	
J. LUMP SUM ITEMS			

Pricing Desk Guide 5th Edition

The Pricing Desk Guide is a great resource for customer agencies seeking a more thorough understanding of PBS policy and its application

The screenshot displays the GSA website's 'Rent Pricing Policy' page. At the top, there is a navigation bar with links for Home, Newsroom, Regions, Staff Directory, Careers, Forms, e-Tools, and QuickLinks. Below this is the GSA logo and the text 'U.S. General Services Administration'. A search bar is located on the right. The main navigation menu includes 'WHAT GSA OFFERS', 'DOING BUSINESS WITH GSA', 'LEARN MORE', and 'BLOG'. The breadcrumb trail reads: Home > Buildings & Real Estate > Realty Services > Rental Policy & Procedures > Pricing Policy >. On the left, a sidebar titled 'Rental Policy & Procedures' contains links for Overview, Pricing Policy (selected), and Rent Library. The main content area features the title 'Rent Pricing Policy' and a detailed paragraph explaining the guide's purpose: 'The Pricing Desk Guide presents the policies developed by the Public Buildings Service to price real estate and related services to federal tenant agencies. The Pricing Desk Guide sets policy for the entire PBS owned and leased portfolio, and provides pricing direction for both general cases and special circumstances. It is designed to guide PBS employees in the performance of their work, and also serves as a resource for tenant agencies seeking a more thorough understanding of PBS pricing policy and its application. The Pricing Desk Guide will be revised as policy is updated, and the changed content will be clearly marked and dated.' Below the text are links for 'Pricing Desk Guide>>' and 'PBS Order 7025 1A'. A note states: 'The shortcut to this page is www.gsa.gov/rentpricingpolicy.' On the right, a 'CONTACTS' section lists Carlos Salazar, Kelly Ellison, and Trina Hughes with their phone numbers and email addresses. Below this is an 'E-TOOLS' section with links for 'Rent on the Web' and 'Inventory of Owned and Leased Properties'. At the bottom, there are social media sharing options (Print, Email, Favorites, Twitter, Facebook, Share) and a footer with links for Help, Sitemap, Accessibility Aids, Linking, Privacy and Security, and Contact Us. Logos for Whitehouse.gov, Recovery.gov, Data.gov, USA.gov, and BusinessUSA.gov are also present.

Rent on the Web- customers can directly access their rent bill

Customers are able to directly access their rent bill through the Rent On The Web Application.

Client Secure Access

User Name or Email ID:

Password:

Sign In

[Forgot Password](#) [Register An Account](#)

Support

Help Desk Telephone Numbers:
(202) 219 - 1054
(866) 367 - 7878

[Contact Us](#)
www.GSA.gov

The USPO Look Station
Chicago, Illinois.

GSA will be delaying the December 2020 rent IPAC to maximize time to process apportionments/allotments following the CR expiration on December 18th. The rent IPAC that normally processes on the 16th of the month will be held until the 22nd of December.

Since 2001, customers have been able to access their rent bills on the Internet through Rent on the Web (ROW). Not only does ROW allow PBS to drastically reduce the administrative efforts that is associated with paper billing, but it also delivers the message to our customers that serving them is a priority.

ROW gives customers real-time access to their rent information, which allows them to review their rent bills at the time that is most convenient to them. Obviously, web-based billing information reaches our customers more quickly than billing information that is sent by traditional mail. ROW also allows our customers to electronically download rent information for analysis.

Electronic Occupancy Agreement

The “Electronic OA” website is a Customer-facing application where real-time OA information is available to help support your decision making process. The application lets you Search OAs within designated Agency Bureau codes, run reports, summarize financial information and preview the OA rate calculations.

The screenshot shows the GSA website header with the logo and navigation menu. The main content area features a sidebar with 'Tools Overview' and 'Buildings & Real Estate e-Tools' sections. The 'Electronic Occupancy Agreement (eOA)' is highlighted in the sidebar. The main content area displays the title 'Electronic Occupancy Agreement (eOA)' with a corresponding icon, a link to access the eOA, and a note about browser compatibility. A warning message is present at the bottom of the main content area.

GSA U.S. General Services Administration

Per Diem Lookup Search GSA.gov

Buying & Selling ▾ Real Estate ▾ Policy & Regulations ▾ Small Business ▾ Travel ▾ Shared Services ▾ Technology ▾ About Us ▾

Home / Tools Overview / Buildings and Real Estate Tools / Electronic Occupancy Agreement (eOA)

Electronic Occupancy Agreement (eOA)

Tools Overview

- Overview
- Buildings & Real Estate e-Tools**
 - Electronic Occupancy Agreement (eOA)**
 - Inventory of GSA Owned and Leased Properties
 - Rent on the Web

Electronic Occupancy Agreement (eOA)

[Click here to access eOA](#)

eOA is compatible with Internet Explorer and Chrome.

Before attempting to access eOA, customers must obtain a Username and Password by following the eOA User Account Request Process detailed below.

PBS Customer Dashboard

The Customer Dashboard allows you to access information like your final OAs and rent information as well as information on specific agency projects.

GSA PBS Customer Dashboard - via MAX.GOV

Welcome and Guidance | [My Projects](#) | [My RWAs](#) | [My Occupancies](#) | [My Locations](#) | [My Rent](#)

GSA PBS Customer Dashboard



The PBS Customer Dashboard provides anytime access to project and occupancy information for federal agencies with space managed by the Public Buildings Service (PBS) of the US General Services Administration (GSA). You will find current operational information on Projects, RWAs, Occupancy Agreements, Locations, and Rent. For more information on the PBS Customer Dashboard, please check out the [User Guide](#), or see below in the PBS Resources section.

Projects

Summary and detailed project information

RWAs

Reimbursable Work Authorizations

Occupancy Agreements

Final Occupancy Agreements

Locations

Information on your GSA-Controlled locations

RENT Rent

Multiple years billed rent and square feet

- View your agency/bureau data set
- Data updated daily
- See summary views drill down into details
- Download data sets

[Watch a CES session on the PBS Customer Dashboard](#)

[Learn more and register for an account](#)



Regional Contacts



If you have specific questions about your OA, or have difficulty accessing any of these applications, you can contact your Regional Client Planning Manager or your Real Estate Specialist to assist you.



Questions?



Join us for these upcoming CES sessions

The Future of Federal Work Insights

Tuesday, April 13th 1pm-2pm eastern - [Register Now](#)

eRETA Digest

Tuesday, May 11th 1pm-2:30pm eastern - [Register Now](#)

GSA's COVID-19 Resources for Customers

See our [COVID-19 Website](#) for our Emergency Response Activities and our [GSA's Safer Federal Workplace Portal](#) for procedures and guidance for GSA Owned and Leased Buildings, Projects and Workplaces

Watch CES sessions on  YouTube

[Bookmark and binge watch all your favorite CES sessions!](#)

www.gsa.gov/ces

[*clientenrichmentseries@gsa.gov*](mailto:clientenrichmentseries@gsa.gov)

**Coronavirus
Disease 2019
(COVID-19)**

