

99 Holland Avenue



CCC 446

INFORMATION GUIDE

Whether you are new to the building or a long time resident, the Board hopes that this Information Guide will be a good reference tool for you. If you have additional questions, feel free to:

- e-mail the Board of Directors at: CCC446@gmail.com or,
- telephone Deerpark Management at 613-745-2389.

Board of Directors

Board members are elected by unit owners at the Annual General Meeting held during the April/May timeframe. Terms are for 3 years and the current Board members are: Jane Moser, David Moore, Michael Moreau, Steve Lajeunesse and Jennifer Balcom.

Building Alarm Panel

The alarm panel is located in the front door entrance next to the key-entry panel. The alarm panel reports problems in the building such as electrical issues. When an alarm condition is detected, one or more lights will be lit and an audible beeping sound will emit. All indicators are monitored by ADT Security and you do not have to report to Deerpark.

Building Basics

There are 42 units in the building and 2 businesses outside for a total of 44 units. We are registered as Carleton Condominium Corporation (CCC) 446.

Building Notices

Check the cabinet by the mailboxes for notices. To preserve our walls, we refrain from posting notices by the elevators on each floor unless absolutely necessary.

Condominium Fees

Deerpark Management collects condo fees on the Corporation's behalf every month. These condo fees pay for the maintenance and upkeep of the building and all common areas. Unit owners are responsible for the inside of their units.

Your purchase package should contain details on the amount you owe each month for your fees. Please contact Laura Duke at Deerpark Management – 613-745-2389 – to discuss your method of payment (i.e. post-dated cheques, automatic account withdrawal).

Electrical Outages

1. Check if the outage is affecting the whole building and not just your unit by looking in the hallway to see if the non-emergency lights are on or off.
2. Call Hydro Ottawa at 613-738-0188 to report the problem.
3. Turn off all electrical appliances that were in use prior to the outage.

Notes:

- Cordless telephones will not work when the power is out. It is always a good practice to keep a hardwired phone on hand to plug into a phone jack as required.
- In the event of a power outage, one emergency elevator will remain in service (powered by a generator). The other elevator will automatically proceed to the ground floor and remain there with the doors open. To conserve generator fuel, you are asked to limit use of the emergency elevator.

Elevator Bookings

If you need to have the elevator pads hung for move-in/out or construction purposes, contact Seth Jones our Building Superintendent at 613-292-9973. Please provide a **minimum** of seven (7) days notice.

Emergencies

Emergency after-hours calls are directed by Deerpark to a VOLUNTEER from the Board of Directors. Please carefully consider whether or not your issue is in fact an emergency or, whether the issue can wait until the next business day. If it is an emergency, call Deerpark and they will dispatch the call as required. See "Important Numbers" section of this Move-In Tips Sheet for the Deerpark phone numbers to call both during and after business hours.

Fire Alarm Equipment

Each unit is equipped with the following components:

- one smoke detector, not connected to the building alarm panel
- one heat detector, connected to the building alarm panel
- one bell, connected to the building alarm panel (residential units only).

All of these are hardwired and do not require batteries. They are tested once each year and maintained by CCC446. Any additional fire alarm equipment is the owner's responsibility.

Fire Bell Testing

Monthly Fire Bell testing occurs on the first Wednesday of each month at 9 am. The bells will ring throughout the building for approximately 2 – 5 minutes. Please do not evacuate the building during this test.

Garage Door

The garage door is on a delay-timer mechanism and will not open until you have driven down the ramp. During an electrical outage, the garage door will not function. If you need to exit the garage with your car, you can unchain the door and manually open it. If you are not sure how to do this, contact one of the Board members to assist you.

Garbage and Recycling

All residents are responsible for depositing garbage or recyclable materials to the proper containers. There are recycling containers (paper, glass, metal, plastic, green bin - for compostables) located in the walkway leading to the back parking lot.

Be sure to adhere to the rules for leaving items in recycling. To view and print a copy of the Multi-unit Recycling and Disposal Guide, see:

http://ottawa.ca/residents/recycling_garbage/apartment/index_en.html

Floors 2 to 7 are equipped with a garbage chute. Please ensure that you tie your garbage bags securely and push them through the chute (i.e. not left in the opening). To keep noise to a minimum, please do not use the chutes before 9 am on weekends or after 10 pm at night.

Items that do not fit the chute must be taken to the garbage room, which is located in the walkway leading to the back parking lot. The room can be opened with the same key as is used for entry to the building.

If you are renovating your unit, you are responsible for removing building materials from the site (see Renovations section for more information).

REMINDERS AND IMPORTANT NOTES:

- **Do not leave boxes beside or on the paper recycling bin. Collapse them and put them INSIDE the yellow container.**
- If you have large items such as beds, TVs and furniture to be disposed of, it is your responsibility to take them to the dump or to contact the City of Ottawa (311) to arrange for them to be picked up.
- Plastic bags are not recyclable but, they are reusable. You can donate them to St. Vincent de Paul (at 1273 Wellington St. W.), to the Metro grocery store or throw them in the garbage bin.
- Please refrain from leaving household garbage or recycle items in the garbage bins located on B1 or B2.

Hallways

You are reminded to keep the hallways clear of all obstructions (i.e. bikes, strollers, shoes, shoe/welcome mats). In the event of an emergency, these are considered fire hazards and can impede building evacuation. In addition, these obstructions are unsightly to other residents and make it harder to vacuum and clean the hallway carpets. See CCC 446 Rule and Regulation # 7 attached.

Holland Herald Newsletter

Be on the lookout for your quarterly issue of the *Holland Herald*. Written and produced by the Board of Directors, it provides information on what's happening in the building.

Hot Water Heater

The maintenance and upkeep of hot water heater tanks is the responsibility of each owner. Hot water heaters have a life-span of 20 – 25 years. As such, if your water heater has not been replaced, it is time to do so. Should there be a leak and resulting damage to other units or common areas, you will be held legally liable to cover all damage/clean-up costs.

There are a number of companies you can contact and options include outright purchase or monthly rental. If you are interested in seeing what other owners have done, post a question on the CCC446 blog.

If You Discover a Fire

Never endanger yourself or others by attempting to extinguish a large fire. If you cannot extinguish a small fire with an extinguisher or, if the smoke is dangerous, leave the area. Close all doors as you exit. Pull/Activate the fire alarm. Exit the building using a safe exit stairwell (not the elevators). Telephone 911 from an area of safety.

Upon hearing the fire alarm:

1. Feel the door before opening it. If it is warm, remain in your unit and call 911. If smoke begins to come under your door, place a wet towel at its base.
2. If the door is not hot, leave the building via the nearest exit, locking your unit door behind you.
3. If both stairwells are full of smoke, return to your unit and dial 911.

Important Numbers

CCC 446 General Delivery E-mail Account	CCC446@gmail.com
Deerpark Management Mon to Thurs: 8:30 am to 4:30 pm & Fri: 8:30 am to 2:00 pm	613-745-2389
Deerpark After Hours Emergency Number	613-239-4140

Intercom System

Visitors to the building can reach you by entering your access code from the listing on the intercom system panel. This system is linked to your telephone. When someone rings up requiring access, press and hold 9 to open the front door.

Complete the form below and leave with Steve Lajeunesse in Unit 305. The information will then be added to the intercom system listing.

Name (as it will appear on the listing):
Unit Number:
Phone Number:

Keys

You are required to leave a set of keys with the Board of Directors (c/o Jane Moser, Unit 702), which will be used only in the event of an emergency (e.g. flood, fire). These keys are only used for emergencies (not regular maintenance) and are kept in a secure location.

- If you change your lock(s), be sure to submit a new key(s).
- If you are moving, contact Jane to get your keys returned.

You were issued a set of keys to the building when you moved in (two for the front door, one for the parking garage). If you require additional copies, they are available at a cost of \$25 each. Please telephone Michael Moreau at 613-725-3447 to coordinate.

Mailbox Key

The key for the mailbox is an owner's responsibility. If the previous owner did not leave you a mailbox key, you can contact a locksmith to have a new one made.

Moving Deposit

When moving in or out of the building, residents are required to provide the Board with a \$200 cash deposit (no cheques please). The moving deposit is to cover the costs of any damages to common areas that may result from the move. In addition, if you do not collapse your moving boxes and place them inside the recycle bin a portion of your deposit will be held back to cover the time spent by the Building Cleaner to do the work.

The full amount is returned to you once we have confirmed that there has been no damage to the hallways, foyer or elevator and that you have disposed of boxes/garbage in the proper manner.

Contact Michael Moreau at 613-725-3447 to set up a time to drop off your moving deposit and collect an elevator key that you can use during your move.

Parking

Each unit "owns" a parking space in either the underground garage (B1 or B2) or back parking lot. If you are unsure as to which space you own, contact Deerpark Management for clarification. You are reminded that storing items in your parking space (other than off-season tires) is not allowed. Please

respect the vehicles parked around you, take care when opening doors and park in your space only. When exiting the parking garage, please pull "gently" on rope to open door.

Personal Liability Insurance

You most likely have insurance protection for your condominium – inside walls and contents. You should also have coverage to protect your legal liability. A minimum of 1 Million Dollars is recommended for property and personal injuries.

Pigeon Roosting

If you have pigeons roosting on your balcony, PLEASE destroy the nest! If you encourage pigeons to roost, they will never leave and, will return year after year! To avoid having pigeons roost:

- keep your balcony free of clutter (they like tight, little spaces where they can nest)
- stack unused chairs (they like to nest under things)
- check often for nests (they can build one in less than a day)
- chase any resting pigeons away.

Remember that it is your responsibility to keep your balcony clean.

Renovations

Here are some guidelines to follow before, during, and after completing any renovations to your unit.

A *minimum* of one month before you start...

1. Submit plans for Board approval to Deerpark Management, c/o Cedric Powell, #52-5450 Canotek Road, Ottawa, ON, K1J 9G3. When requesting approval from the Board of Directors for renovations, remember that the Board meets only once a month (usually the first week of the month) so take this into consideration.

Note: (As per Article III 3.2 (g) of the Declaration) Non-cosmetic changes to your unit and removal of any walls require detailed drawings by a contractor and must be approved by the Board before you can begin the renovation.

2. Contact Deerpark for details about plumbing, wiring, heating, or structural drawings.
3. Installation of hardwood, engineered, or laminate flooring requires that a soundproofing material be installed between the concrete and the new floor.

Note: The minimum impact insulation class (IIC) of 55 is required for any of these flooring types.

4. Notify neighbours and Deerpark about when the renovation is scheduled to begin, and the expected date of completion.
5. Notify and ensure that the contractor is informed about these guidelines and limits his or her work time to within the following hours:

Weekdays – 8 am until 9 pm
Weekends – 9 am until 9 pm

6. Contact Seth Jones at 613-292-9973 a minimum of seven (7) days in advance to book the elevator and arrange for pads to be hung when large items like countertops arrive for your unit.
7. Before construction begins you are required to leave a \$200 cash deposit (no cheques please). This deposit is to cover the cost of any damages to common areas or clean-up charges that may result from your renovation. If there are no damages or clean-up charges expected, the full amount will be returned to you. Contact Michael Moreau at 613-725-3447 to set up a time to drop off your renovation security deposit.

During and after your renovation....

1. No material can be placed in the hallways or refuse areas. All waste must be taken from the site.
2. Clean any mess outside your unit (e.g. in hallways and elevator) that are the result of your renovation.

Reporting

To report a general maintenance problem (for example burned out light bulbs, doors not closing properly) or cleaning concern, send an e-mail to the general delivery mailbox at: CCC446@gmail.com or, contact Deerpark Management at 613-745-2389.

Rules and Regulations

A copy of the current building Rules and Regulations (adopted on June 1, 2012) is attached for your information and reference.

Security

Everyone is asked to do their part in maintaining building security:

- DO NOT let anyone into the building – tenants will have a key and visitors will use the intercom system to gain entrance
- when you enter the front or back doors of the building, ensure the door closes and locks behind you
- do not let people “tailgate” behind you when entering the building, use the back door if you have to
- ensure that no one enters the garage behind you – when you drive into the garage wait until the door closes before proceeding to park – if the garage door malfunctions, then notify Deerpark Management immediately
- do not leave valuables in plain sight in your vehicle
- solicitors are not allowed in the building, DO NOT buzz them in and, if any come to your door, escort them to the front door and out of the building
- do not keep the garage door key in your vehicle – keep it on your car or house key ring and use a clip so that the key can be easily removed when you need to open the garage door
- businesses are reminded to ask their clients not to let people into the building
- if you are doing renovations, be sure to advise your contractors to not let people into the building under any circumstances
- when you leave the storage locker area, deadbolt the door
- if you hear people loitering in the back parking lot at night, contact the City Police (613-236-1222 ex 7300)
- if someone buzzes you that you are NOT expecting, go down to the front door to verify who they are before letting them into the building.

Storage Lockers

Each unit is assigned a storage locker and these can be accessed from B2. Your front door key allows you access to the area. If the previous owner of your unit did not leave you information on which locker is yours, contact Deerpark for clarification.

Note: Be sure to turn off the lights when you leave the room and double lock the door.

If you are a new owner, it is your responsibility to ensure that the storage locker and unit is cleaned out before you take possession. In past, some folks who have moved out have left items in their units/lockers expecting that the new owner dispose of them. Note that if this happens you will be responsible for having the items removed from the site – it is not a Condo Board responsibility to do so. See Garbage/Recycling section for more information.

Street Parking Violators

If you see a vehicle that is blocking or partially blocking one of our driveways, call the City of Ottawa at 311 to have the vehicle ticketed or towed. The Board has also developed a notice, which you are encouraged to place under the wiper blade of the vehicle – a supply of these can be found on the Bulletin Board in the lobby.

Sweeping

Please do not sweep garbage, dust and debris off your balcony. Collect with a dust pan and dispose of in your unit. Note that owners are responsible for keeping their balcony clean.

Telephone/Cable

If you have scheduled a telephone or cable hook up or disconnect, you are asked to co-ordinate the visit with Seth Jones (613-292-9973). This is because the phone and cable companies will require access to locked facilities and we want to ensure that someone is available to let them in. Please provide as much notice as possible if you are having this work done.

Visitor Parking

There are 4 visitor parking spaces in the back lot. Please respect the signage and park only in the designated visitor parking spaces. Residents (and employees of the businesses) are asked to refrain from using these spaces and to use their own parking space only.

If you see someone park in one of the visitor spaces who is not visiting someone in the building (i.e. parking at our building and going to a restaurant in the area or to the theatre next door) challenge them by explaining that this is a private property lot and ask them to move their vehicle.

Water Shut-off Valve

Each unit has a water shut-off valve. It is your responsibility to know where this valve is located. In the case of an emergency, you may need to use this shut-off.

It is also strongly recommended that if your unit is going to be vacant for a while (e.g. while you are on vacation), that the hot water heater and water be shut off in your unit.

Window Cleaning

Twice each year, the Board arranges for all inaccessible windows to be cleaned. It is each owner's responsibility to clean their balcony doors, living room windows and the inside of the plexiglass panels.

CCC 446 Rules and Regulations

Below are rules and regulations passed at a Board of Directors meeting held on the 7th of March 2012. These rules and resolutions were reviewed, updated and redistributed to all Owners in April, 2012. They were adopted, without contest, on June 1, 2012.

BE IT RESOLVED that the Corporation enacts the following rules and regulations with respect to the use of the common elements and units. The aim of these is to prevent unreasonable interference with the use and enjoyment of the common elements and of other units. All previous Rules and Regulations are hereby revoked.

Common elements include areas inside and outside of the building, hallways, balconies, elevators, stairwells, garage, parking lot, entrance ways and landscaped areas.

Owner includes owners, their families, clients, employees, agents, guests, tenants and occupants of the unit.

Owners shall observe the following rules and regulations:

1. The toilets and drains shall not be used for purposes other than those for which they were constructed. No sweepings, garbage, rubbish, rags, ashes or other substances that may cause blockage shall be thrown therein. Any damage or costs arising from misuse shall be borne by the Owner.
2. Water shall not be left running unless in actual use.
3. No Owner shall bring or keep any combustible materials in their unit or storage locker that will in any way increase the risk of fire or the rate of fire insurance on the building and property kept therein. Owners shall respect and abide by all laws and regulations governing fire protection and prevention.
4. Owners shall not overload electrical circuits.
5. Owners shall monitor and take steps to control the humidity levels of their unit to avoid the occurrence of condensation, mould or mildew, which could result in damage to the common elements.
6. No owner shall leave in or upon the common elements any debris, refuse, or garbage. All debris, refuse, and garbage shall be contained in properly tied polyethylene or plastic bags and disposed of in the garbage room or appropriate recycle container. All boxes must be collapsed before being disposed of in the paper and cardboard recycling container.
7. Owners of residential units must ensure that common areas are not obstructed for any reason. This includes waste paper, garbage, refuse, footwear, bikes, strollers, mats or anything that can make an area appear unclean or untidy.

8. No hazardous goods, appliances, furniture, packing cartons, crates or other special or unusual waste (such as car batteries, oil, paint, tires, construction materials) may be disposed of as part of the regular garbage pick-up. Arrangements must be made with the appropriate waste removal company for pick up of any such waste at the Owners expense.
9. No Owner shall create or permit the creation of any noise that disturbs the comfort of other Owners.
10. No sign, advertisement, notice or illumination of any kind shall be inscribed, painted, affixed, or placed on any common element without the prior written consent of the Board.
11. No awnings, shades, pigeon screening, television antenna, satellite dish, aerial, tower or similar structure shall be erected on, fastened to or adhered to any common element (including windows, doors and, balconies).
12. Nothing shall be thrown or swept off balconies or shaken out of windows or doors.
13. No building, structure, fence, tent, trailer, motor home or camper (either with or without living, sleeping or eating accommodation) shall be erected, placed, located, kept or maintained in or upon the common elements.
14. No one shall harm, mutilate, destroy, alter, or litter (including pet litter) any of the landscaping work on the property including grass, trees, shrubs, hedges, flowers, and flower beds.
15. Prior arrangements shall be made with the Building Superintendent when elevators are to be used for carrying freight or furniture, etc. Elevators must not be used for this purpose until the elevator cabs have been properly protected.
16. When an Owner moves in to or out of a unit, a deposit fee of \$200.00 cash shall be deposited with the Board prior to each move. The deposit fee shall be returned in full to the Owner after confirmation that no damage has been caused to the common elements during the move.
17. A limited number of Visitor parking spaces are available. A maximum of 3 hours per day from 8:00 am to 6:00 pm with no more than 3 consecutive nights (to a maximum of 5 nights per month) is allowed. Cars found to be abusing these rules will be ticketed and towed at Owner's expense. Owners shall ensure that their visitors display a visible written notice in their automobile that indicates the unit they are visiting.
18. No auction sales shall be held on the property. No yard sales shall be held without the prior written consent of the Board.
19. Any loss, cost, or damages incurred by the Corporation as a result of poor maintenance or irresponsible operation of unit appliances, such as hot water tanks or washing machines shall be borne by the Owner.
20. No plumbing, electrical work, flooring changes or other renovations may be undertaken without the prior written consent of the Board. The Owner shall apply for consent, in writing, providing a detailed explanation of the renovations that they intend to undertake. Owners are responsible for informing any contractors under their employ that waste materials resulting from renovations may not be disposed of as part of the regular garbage pick up.

Owners are reminded that renovation activities that create noise, including demolition activities or the use of hand tools or power tools, may only be carried out between the hours of 8:00 a.m. to 9:00 p.m. Monday to Friday, and the hours of 9:00 a.m. to 9:00 p.m. Saturday, Sunday and on public or statutory holidays.

21. Any structural, plumbing or electrical work shall only be performed by properly qualified and licensed contractors or tradespersons who have adequate liability insurance to cover any damage that they may cause. Upon request, the Owner shall provide written proof to the Board, that the contractor or tradesperson reasonably satisfies and meets these requirements.
22. Each Owner shall provide to the Board a full set of keys for entry to their unit in emergency situations. The Board shall keep the keys in safe storage. Whenever an Owner changes a lock, the Owner shall provide a key for the new lock.
23. No owner shall permit a pet in or upon the common elements unless it is in the care of a responsible person and is carried, or is on a leash. Owners of pets shall promptly clean up any accumulation of hair or urine or feces left by a pet. Owners are responsible for all damage caused to the property by their pet. Owners are reminded that the landscaped areas in front of the building are not to be used by pets as areas for urination or defecation.
24. Owners shall ensure that smoke and odours generated in their units, whether through smoking, cooking, or otherwise, are not excessive and are reasonably contained within the unit. Care should be taken so that smoke and/or odours do not migrate to the common elements or into other units, which may result in discomfort to other residents of the building. Owners shall make reasonable use of exhaust fans to avoid such migration of smoke and odours. If necessary, Owners shall acquire and operate air filters or purifiers in their units to avoid such migration of smoke and/or odours from their units.