

499 Sunnyside Avenue Welcome Package

Revision 2
May 2013

Preamble

On behalf of the board of Directors of Carleton Condominium Corporation (CCC) 520 welcome to 499 Sunnyside Avenue! We are a friendly and inclusive condominium located in Old Ottawa South, steps from Carleton University. This welcome package exists to ensure that you can quickly become acquainted with your new condominium. In particular, this package outlines how the corporation is managed, who to contact in case of any emergencies, a few house-keeping rules, and some useful information about building security and maintenance – including our emergency plan.

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Management of the Corporation

CCC 520 is managed by an elected Board of Directors. Each Director is elected on a volunteer basis for a three year term and has the equal decision making power with regard to the operations of the Corporation. Elections to the board take part at the Annual General Meeting (usually in May) in the year that a Director's term expires. Currently the board consists of:

President: James Dutrisac
Treasurer: Amanda Black
Secretary: Mike Johnson
Officer: Thomas Garvey

From time to time the Board enlists the help of other members of the building through the use of sub-committees, in particular the gardening and security committees.

The Board of Directors is happy to enlist the support of any volunteers, whether it be through one of the committees (such as the gardening or security committee) or if individuals wish to volunteer their services during board meetings or at other opportunities. Individuals interested in volunteering should contact socialcommitteesunny@hotmail.com for the Social Committee. *Deerpark Management* or 499Sunnyside@gmail.com can be contacted for all other opportunities.

Day to Day Property Management

While the elected Board of Directors ensures the strategic vision for the building, day to day operations are managed by *Deerpark Property Management*. Deerpark has the responsibility of ensuring that condo fees are collected, bills are paid, contracts are tendered, and maintenance is performed. Our property manager at Deerpark is Debbie MacEwen and her assistant property manager is Laura Duke.

How to Report an Issue or Make a Suggestion

If you discover something wrong, please report it!

Occurrence	Telephone Number
Life-Threatening Emergency or Crime in Progress	911
Other emergencies (Ottawa Police Services)	613-230-6211
To report theft, property damage, missing person or stolen vehicle.	613-236-1222 ext. 7300
Deerpark regular business hours	613-745-2389
Deerpark after hours <i>emergency</i> (see note below)	613-239-4140
Suggestions /comments for the Board	499sunnyside@gmail.com

A Note on the After Hours Emergency Number

CCC 520 is a small corporation with no onsite manager. After hours calls are quite expensive and can have an impact on the corporation's annual budget. Therefore, please ensure that calls to Deerpark's after hours / emergency line are in fact emergencies that cannot wait until the next business day.

Common Problems and Solutions

As previously noted, Deerpark is available to assist with any building related problems. Having said that, some things do not always necessitate a call to Deerpark and may be able to be fixed easily.

The Garage Door Won't Close

This usually happens on Tuesday (garbage day) and is caused by one of the following:

- The photo sensor is out of alignment. If this is the case the reflector on the side nearest the dumpsters may have been bumped. If you would like you can try to straighten it. When the box with a light on the other side of the garage door turns orange, the photo eye is back in alignment.
- The switch on the ceiling near the garage door opener may be in the "off" position. Try switching it the other way.

The Power is off and the Garage Door will not Open

There are instructions on the garage door on how to manually open it. Briefly, the steps are to pull the chain from the ceiling and disconnect the control arm. Then manually open the door. During a prolonged power outage please ensure that the door is closed and the control arm reconnected after dusk.

The Front Door Callbox is not Operating

This is normal during a power outage. At all other times please call Deerpark.

General Rules

1. 499 Sunnyside is a pet friendly building. However, we would like to remind all residents that your pets are your responsibility; all clean-up (both to the interior or exterior of the building) is the sole responsibility of the owner.
2. Garbage chutes are located towards the West end of the hallway on each floor. Please ensure all garbage bags are successfully pushed down and the chute door is closed. Garbage bags that cannot fit easily in the chute should be placed directly in the garbage dumpster in the garage.
3. Any recyclable items can be deposited in the appropriate dumpster at the West end of the parking garage (towards the door). Please note that **boxes must be broken down**. As well, it is **not permitted to leave items on top or around the dumpsters**. If the dumpster is full please wait until after it is emptied to add your items. The dumpsters are emptied every Tuesday.
4. There is one shopping cart located in the parking garage. It is located in the North West corner of the parking garage and should be returned when no longer in use. Note that no other shopping carts are permitted.
5. All moves must be reported with Deerpark so that the entrance ways can be appropriately protected.
6. Owners are welcome to modify their units as they see fit, so long as the following two rules are respected:
 - Modifications to common elements (load bearing walls, plumbing, etc.) are cleared through Deerpark.
 - The installation of any hard flooring is approved prior to its installation.
7. Unit owners are responsible for ensuring the health of their plumbing fixtures, including water heaters and toilet seals. Do not allow your unit to leak to the one below.
8. Noise travels more easily than we often expect. Please be considerate to those around you and limit noisy activities to reasonable hours.
9. The Board of Directors is here to represent your interest in the building. If you would like to contact the board please do so either by emailing 499Sunnyside@gmail.com or by contacting Deerpark Management. Please do not call board members at home or knock on their door for condo related issues.

Building Security and Safety

Emergency Plan

The Corporation has developed and put in place an emergency plan. The plan is as follows:

1. In the event of a fire, pull the fire alarm, leave the building and call 9-1-1. Assemble across the street from the front doors (at the Townhouses on Sunnyside Ave.). If this location is unsafe assemble across the street from the parking garage entrance (on Bronson Place).
2. In the event of a crime in progress or a medical emergency call 9-1-1.
3. In the event of a flood or water leak call Deerpark Management.

Below are some tips and best practices on safety and security from the Ottawa Police and Ottawa Fire Services.

Crime Prevention at Home

Ottawa is regarded by many as one of the safest cities in the world, but that's no reason to let your guard down. While the Ottawa Police Service will always be available to respond to crime, they need our active participation to help prevent crime. When it comes to their homes, Ottawa residents are concerned with break and enter and various property crimes like vandalism. The following information provides a good start for addressing these issues and raising awareness about crime prevention in general. The police can't do it alone — get informed, get involved and make crime prevention part of your everyday life.

Start with the basics

- Take advantage of the Ottawa Police's **Home Security Inspection Program** where, at your request, police representatives will visit your home (house, condo, apartment, etc.) to provide a free safety audit — assessing ways to make your home safer.
- Start and maintain an accurate household inventory
- Get involved in **Neighbourhood Watch** — it's one of the best ways to meet your neighbours and make your home and community safer.
- Contact the Ottawa Police about **Child Print** — a program for parents or guardians who want to learn about and practice safety tips aimed at protecting their child or children.

Securing your home

- When moving into a new home, be sure to have locks re-keyed or replaced. Keep duplicate keys to a minimum.
- Security alarm systems should be used in addition to, not in place of, other security measures.
- House numbers should be in a well-lit area and easily visible to neighbours and emergency response units.
- Exterior doors should be solid core. Hinges should be on the inside. Seal gaps between the door and frame in order to prevent a jimmy bar from being used.
- Install deadbolt locks on all exterior doors and other entrances into the house from the garage or basement.
- Install wide-angle viewers for exterior doors.
- While proper locks on sliding glass doors are recommended, inserting a fitted piece of wood or metal in the door's lower track improves security.
- Secure basement and ground level windows, as well as other possible points of entry, such as pet doors and window-mounted air conditioners.

- Check references of people you employ to work in and around your home.
- List only surname and initials in the telephone book.
- Have adequate insurance coverage on your home and contents.

Interior Security

- Leave doors and windows locked whenever possible.
- Use curtains on basement and garage windows to prevent others from shopping for goods.
- Store credit cards, identification and other valuables in a safe place, and use a safety deposit box for seldom used valuables.
- Avoid leaving house and car keys available to a thief or intruder.
- Do not leave purses or valuables in view of persons at your door.
- Insist on seeing identification from sales and service people.
- Consider purchasing a home security system.

Exterior Security

- Keep tools, ladders and garbage pails locked away.
- Keep bicycles, barbecues and lawn equipment securely stored.
- Have adequate exterior lighting.
- Trim trees and shrubs that could easily hide intruders.
- Don't leave spare keys hidden outside — they can be found.
- Don't use a nameplate outside of your house with your full name. A criminal can use this information to look up your number in the phone book and call to see if you are home.

Vacation security tips

- Inform trusted neighbours or relatives of your vacation plans and where you can be reached. Leave a key with them so they can check your house.
- Have a neighbour park a car in your driveway, and pick up your mail, newspapers and flyers.
- Ask a neighbour to put one of their garbage bags in front of your house on collection day.
- Don't order merchandise for delivery while you are away, and cancel regular deliveries.
- Don't talk about your vacation plans with strangers or service people.
- Use your work address on your luggage tags so potential criminals won't know where your empty house is.
- Secure or remove valuables and firearms from your home.
- Leave your house with a lived-in look. Use automatic timers to turn on lights and radios.
- Have your lawn cut or snow removed while you are away.
- If you come home and see a door ajar or a window broken, call the police immediately. NEVER enter the dwelling. If it looks suspicious — don't hesitate — call police.

To learn more about crime prevention, or take advantage of crime prevention programs, contact your local Community

Security Checklist

Security Checklist - last revised 2012-10-15					
<u>Area</u>	<u>Description</u>		<u>Yes</u>	<u>No</u>	<u>N/A</u>
Outside	Window (locks, frame, etc.)				
	Patio Doors				
	Valuables visible				
	Parking area visible				
Garage area	Doors (secured, locked)				
	Garage door (maintained)				
	Storage units (locks, doors)				
	Area clear of valuables				
	Car (locked, secure)				
	Cars clear of valuables				
Main Unit	Front door (locks, secure)				
	Other doors (locks, secure)				
	Windows (secure, etc.)				
	Alarm System (maintained)				
	Light timers				
	Absences (neighbours, etc)				
	Emergency contacts				
	Valuables (proper storage)				
	Firesafe box (if necessary)				
	Fire alarm (test, installed)				
	Water Heater *maintained				
	Appliances *maintained				

Fire Prevention

In the event of a fire at 499 Sunnyside Avenue, pull the fire alarm and call 9-1-1.

In case of Fire in your Home

If a fire breaks out in your home, remain calm. If the smoke alarm goes off when you're asleep, shout to wake everyone up, follow your escape plan and get out of the building.

- Don't stop to investigate the fire or to collect valuables or pets.
- Use your escape route to get everyone out and meet at an agreed point. **Our meeting point is across the street from the front doors of the building. The secondary meeting point is across the street from the garage doors.**
- Close any doors that are open, and only open the doors you need to go through (this will help to stop the fire from spreading so rapidly).
- Check doors with the back of your hand. If a door is warm, don't open it – the fire is on the other side.
- If there is a lot of smoke, crawl along the floor, as the air will be cleanest there.
- If your clothing is on fire - stop, don't run; drop or lower yourself to the floor; roll back and forth, with your hands covering your face until the fire is extinguished.
- Once you have everyone out of the building, use a mobile phone or a neighbour's phone to call 9-1-1. Give the emergency operator your name and address.
- Give *Ottawa Fire Services* as much information as possible about the fire and the building.
- Don't go back into the building for anything.

If there is still someone inside, tell *Ottawa Fire Services* when they arrive – they'll be able to find the person more quickly and safely than you can.

Prevent a Fire before it Starts

Apply the following safety tips to prevent a fire in your home:

- Install at least one smoke alarm on every level of your home and test it monthly to ensure it works. If you live in a rental unit, it is the owner's legal responsibility to make sure that you have a working smoke alarm.
- Develop and practice a fire escape plan that includes two ways out of every room (if possible) and an outside meeting place.
- Keep cooking areas clean and clear of materials that could catch fire, such as pot-holders, towels, rags, drapes and food packaging.
- If you are a smoker, make sure ashtrays are large and deep, and won't tip over. Douse cigarette and cigar butts with water before discarding them. Never smoke in bed.
- Use candleholders that are sturdy, won't tip over easily, are made from a material that can't burn and are large enough to collect dripping wax. Don't place lit candles in windows, where blinds and curtains are close to them – and never leave a lit candle unattended.
- Avoid storing flammable liquids in your home, such as gasoline or paint solvents.
- Never store propane cylinders in your home.
- Do not use unsafe electrical appliances. Do not use extension cords as permanent wiring. Discard frayed extension cords and do not overload circuits.
- Tighten fuses in fuse panel or check circuit breakers for free operation in the spring and fall.

Smoke Alarms

- Every home in Ontario must have a working smoke alarm on every level of the home and outside all sleeping areas. It's the law.
- It is the homeowner's responsibility to install and maintain smoke alarms. In a rental unit, it is the landlord's responsibility to comply with the law.
- It is against the law to disable a smoke alarm. Maintain your smoke alarm
- Test your smoke alarms monthly by pushing the test button
- To make sure your batteries are always fresh, change them when you change your clock in the spring and fall.
- To reduce false alarms vacuum your smoke alarms at least once a year.
- If your smoke alarms are more than 10 years old, replace them with new ones.

Develop a fire escape plan

Draw a floor plan of your home showing all possible exits from each room. Where possible, plan a main exit route and an alternate exit route from each room. Establish a safe meeting place outside your home where everyone can meet. Make certain everyone understands if they hear the smoke alarm or someone shouting, "fire" they should immediately evacuate the home. Discuss your escape plan and practice fire drills with your family. This is the best way to prevent panic, especially among children. Be sure every family member knows what to do. If you live in an apartment building, you and your family should know where your exits are and your nearest fire alarm pull station.

Develop an escape plan and meeting place with your family. In an emergency, hallway and exit lights may be out. Make sure you can follow your escape plan in the dark.

Using Fire Extinguishers

Fire extinguishers are designed as the first line of defense against fire and should only be used to extinguish small fires. If the fire is too large, get out, close all the doors behind you, if possible, and call 9-1-1.

How to use an extinguisher the right way:

- Hold the extinguisher upright.
- Pull the pin.
- Aim the nozzle at the base of the fire.
- Squeeze or pump the handle.
- Sweep from side to side at the base of the fire.
- Buy only an extinguisher that has been approved by a nationally recognized testing laboratory, such as *U.L.C.*