



February 1, 2010

**To all Residents
Spectrum II
TSCC 1526**

Dear Residents,

It is our great privilege to have been selected as Condominium Manager for Spectrum II. Our duties and our on-site presence will officially commence on February 1, 2010.

We would like to take this opportunity to introduce your new full-time, on-site, Condominium Manager, **Penny Robillard**. Penny brings with her many years of hands-on, condominium management experience, and we are confident that you will find her most friendly, helpful, capable and co-operative. We invite you to take a few moments to introduce yourselves to Penny in the management office.

As always, please direct enquiries and matters pertaining to Property Management to **Penny** either in person, or by calling **416-226-2307**. You may also contact **Penny** by e-mail at **Spectrum2.pm@delcondo.com**.

In the case of an emergency, and in the unlikely event that you are unable to contact the Manager, or the concierge, you may obtain assistance during regular business hours by calling **(416) 661-3151** or the 24-hour Del Emergency Line at **(416) 495-8866**. The party you will contact will be aware of how to reach the Manager or other DEL supervisory personnel.

For general emergencies, requiring assistance from the Police, Fire Department or Ambulance services, the 9-1-1- emergency call system should be accessed.

Your Board of Directors conducted a rigorous research programme in determining which of the many Management Companies was to receive the appointment at Spectrum II. We at DEL are confident that we will justify their faith in us, and that our services will be of substantial benefit to your community for many years to come. We look forward to meeting, and working with you.

DEL PROPERTY MANAGEMENT INC.

A handwritten signature in black ink that reads "Bernie Baskovic".

Bernie Baskovic,
Vice-President

THE DEL CONDOMINIUM MANAGEMENT RESOURCE TEAM . . . PROUDLY WORKING TOGETHER FOR YOU



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as the Premier Condominium Organization in Canada





A BRIEF SUMMARY AND PROFILE OF OUR COMPANY FOR THE BENEFIT OF THE RESIDENTS OF SPECTRUM II

DEL PROPERTY MANAGEMENT INC. is the leader in its field, having provided its services to the condominium community for over forty years. Our portfolio of over 40,000 condominium homes includes the entire spectrum of condominium accommodation – high rises, low rises and townhomes. We are fortunate to render our management services to many fine condominiums, including Corporations very similar to your own.

Many of **DEL's** clients have been with us for five to thirty years and more. A key to our success is the team approach. Highly skilled professionals, specializing in the many areas of condominium management, combine their talents to provide clients with the **DEL** "full service package", the best condominium management available. The Board of Directors will deal with a qualified on-site Condominium Manager, who is supported at all times by a District Manager, specialists in budgeting and cost control, qualified financial personnel who produce informative and timely reports, and advisers who can assist the Board of Directors with the interpretation of condominium legislation.

DEL Property Management Inc. was a pioneer in the creation and installation of fire safety and emergency programmes, on behalf of our clients. These procedures have been approved by all localities in the Greater Toronto Area. Our operational personnel are available on a 24-hour per day basis, and our clients are further protected by our dispatch-assisted emergency service.

DEL places the utmost priority on cost control. We are familiar with all of the major trades and contractors in the area. We expect and receive immediate response when repairs and maintenance are required in the condominium, and we are able to arrange these services at most competitive rates. As a result of **DEL Property Management's** extensive portfolio, many suppliers and service contractors offer our clients volume discounts, rebates and preferred contract rates.

Our procedure involves receiving tenders, often based upon specifications created by **DEL**. These are among the most rigid specifications in the profession. The information is then summarized on a comparison chart, and presented to the Board of Directors together with **DEL's** letter of recommendation. In this way, the Board retains the authority to approve all tenders and agreements, based upon the professional guidance provided by **DEL**.

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