

## **INTRODUCTION**

### **Property Management Office**

Del Property Management has been employed by the Board of Directors to carry out building operation instructions as well as the supervision of the mechanical supervisor, cleaning and security personnel.

The office is located on the second floor of each tower.

The office hours are:

**Monday – Friday - 9:00 a.m. to 5:00 p.m.**  
**Closed for Lunch - 12:00 p.m. to 1:00 p.m.**  
**Weekends and Holidays - Closed**

The following is a list of items that can be bought at the Management Office:

#### **Payable by cheque to "T.S.C.C. "**

- Access remote controls (\$100) and fobs (\$40)
- H.V.A.C. Filters (\$5)
- Kitchen light bulb (\$10)
- Smoke & carbon monoxide detector (\$100)
- Locker key (\$5)
- Parking stickers (\$5)

### **Board of Directors**

There are currently five members on the Board of Directors: President, 2 Vice-Presidents, Secretary, and Treasurer. A list of the Board members may be obtained from the Management Office.

### **Maintenance Fees (Owners)**

Maintenance fees are due and must be paid on the first day of each and every month. Owners will be responsible for submitting their **Electronic Funds Transfer (EFT) Form** or post dated cheques up to and including the final month of the Corporation's fiscal year, which is December. The Electronic Funds Transfer (EFT) is an automatic withdrawal service provided which will withdraw the funds from your account automatically on the first of each month.

EFT forms are available in the Management Office.

## **UTILITIES**

### **Gas**

Each unit is individually metered and billed for gas consumption. Gas meters are typically located inside the furnace closet or, in suites without furnace closets, behind a removable panel located on the bedroom or living room wall.

To set up an account for yourself or call in a meter reading, contact Enercare at **1-877-362-7434**.

## **Hydro**

Each unit is individually metered for electricity consumption. "Smart Meters" are located in corridor closets on alternate floors. The meters automatically send readings to a data recording centre and from there an electricity bill is calculated and mailed directly to you.

To set up your account or if you have any enquiries contact Enercare Electric Connections at **1-866-449-4423**.

## **Water**

Water is included in your maintenance fee. The Corporation is billed on a bulk basis according to usage.

## **Telephone Service**

Your unit is pre-wired for telephone service installation; however it is your responsibility to arrange for the start of your telephone and internet services.

You may contact Bell by telephone at 416-310-2355 for setup or you may subscribe to any other telephone service provider of your choice.

## **Cable & Internet Service**

As with telephone service, your unit is pre-wired for television cable service and you are responsible for arranging the initiation of your service.

You may contact Rogers Cable at 1-888-ROGERS1 (1-888-764-3771) to arrange for the commencement of your service.

Alternatively, you may contact Bell ExpressVu at 1-866-919-1468 to subscribe to ExpressVu TV for condos. **No satellite dishes are permitted to be installed anywhere in or on the building.**

## **ACCESS CONTROL**

### **Access Fobs**

The access Fob allows you to gain entry to the building's front door, elevator lobbies, and the recreational amenities (i.e. exercise room, swimming pool, etc.).

If a Fob is lost or stolen you must report it immediately to Concierge in order that they may cancel it out of the access system to avoid illegal entry to your community by non-residents.

Access Fobs, one per person residing in the unit, can be purchased in the Management Office. Each access Fob costs \$40.00 and is non-refundable.(Maximum 2 per sleeping room in the suite).

### **Garage Remote**

One remote control fob should have been provided to the resident of each parking unit.(to original suite purchaser only).

The remote control allows you to gain entry to the garage via the garage ramp. This doorway is electronically monitored and users simply press the green button to open the garage door and gate

arms. The overhead door and gate arms will open automatically for vehicles while exiting the garage, with the single exception of the gate arm in closest proximity to parking spaces A1 – A8. Owners of these spaces will be required to use their remote to raise the gate arm while exiting as well as entering the garage.

The remote control also provides access to the front doors, elevator lobbies, and recreational rooms.

If a remote is lost or stolen, you must report it immediately to Concierge in order for it to be cancelled out of the access system to avoid illegal entry into your community by non-residents.

The remote can be purchased in the Management Office. Each remote control costs \$100.00 and is non-refundable.

Note: Access devices are programmed with your name and suite number. They should be used only by the person registered to your suite.

## **VISITOR ACCESS**

### **Visitors Arriving on Foot**

Visitors arriving on foot may enter through the lobby doors and announce their arrival to the 24-hour Concierge. Entry through the lobby doors must be provided by the Concierge who will telephone the resident to authorize the visitor's entry into the building. The visitor must sign in with Concierge before being directed to the ground floor elevator lobby.

### **Visitors Arriving by Car**

Visitors arriving by car are to proceed directly to the main garage door. An intercom pedestal located in front of the garage door will allow the visitor to announce his arrival to the Concierge who will provide access into the garage and visitor parking.

After parking, visitors would proceed to the visitor entrance where a two-way intercom will allow communication with the Concierge. The Concierge will provide authorized access to the elevator lobby. Visitors must register their vehicle including the parking space number at the Concierge desk. **The building rule states that seven (7) nights is the MAXIMUM allowed to be used for a suite in any given month.**

Visitors that do not correctly register their vehicle in the security log may be ticketed or towed.

**DO NOT have your visitor stop in front of the building to speak to the concierge. If Parking Enforcement is on site, they will issue a \$250 parking ticket to any vehicle stopped in the Fire Route (semi-circular driveway in front of the lobby). Under no circumstance is parking permitted in the Fire Route. Management will not address any individual fined.**

Note: Should there be no answer when Concierge calls up your visitors, your visitors will not gain access.

## **RULES & REGULATIONS**

### **Elevator Service**

To reserve the elevator, contact your Concierge as soon as you know your moving/delivery date. An elevator form must be filled out and a deposit cheque of \$300.00 must be submitted for moving in and deliveries. A certified cheque, money order, or cash must be submitted if you are moving out. The \$300.00 will not be deposited unless damage occurs to the elevator or any part of the common areas.

Elevator service is restricted to the following time slots:

#### **MONDAY - SATURDAY**

**9:00 am - 12 Noon; 12:00 Noon - 3:00 pm; 3:00 pm - 6:00 pm**

**Absolutely no moving/deliveries are allowed on Sundays or holidays.**

### **Garbage/Recycling**

In order to reduce and eliminate the potential of strong garbage smells, please follow the guidelines below:

1. Please use the garbage chute **only** from **7:30am** to **10:00pm**. Using the chute after hours generates a loud noise that is very disruptive to the surrounding units.
2. Do NOT put large or long garbage items down the chute. This will cause the chute to become blocked.
3. Make sure each garbage bag is securely **tied** before dropping it down the chute so that it does not come undone before reaching the bottom.
4. **Push** all garbage items down the chute, past the inner flap, so that the room does not smell and cause a pest problem.
5. **Do NOT leave any garbage items on the floor.**
6. **Break down** all cardboard boxes and bring them to the recycle room located on the main floor across from the mailboxes.
7. To dispose of large furniture or bulky items, please make arrangements with Management or the Superintendent.

Recyclable items are to be brought down to the recycle room located on the main floor across the mailboxes. The room is accessible 24hrs. Place all recyclable items through the access door.

### **Parking**

There are four parking levels: P1 – P4. Residents are only allowed to park in their own parking stalls. Residents are required to register their vehicle information with Management and once it is registered a parking sticker will be issued. **Parking stickers must be displayed on the front windshield.**

#### **Residents are not permitted to park in visitors parking at any time.**

Parking spaces are for vehicles only and are not to be used for storage of ANY kind. Items left in the garage will be discarded. According to our Declaration, only one vehicle is allowed to be parked in a single parking spot.

## Lockers

Residents who own a locker are provided with a key, from their landlord or the previous owner that provides access to the locker room only. Residents must provide their own lock (pad lock, combination lock, etc.) for their individual locker cage.

If you did not receive the key to the locker room from your landlord or previous owner, you can pick up a copy from the Management Office. The cost for each key is \$5.00.

Ensure that all articles stored in locker rooms are **inside** the space that you have purchased / leased. Remember that you have purchased / leased the locker space itself and not the area above or outside the enclosure. Any items left outside of the cages will be discarded with no liability of the corporation.

No items are to be stored on top of the lockers. In case of a fire, the sprinkler system will not be as effective if there are objects in the way.

The walkway is to be clear of any items. Should the Fire Department need immediate and easy access to this area, it must be completely empty.

Any items left in on top of the lockers or in the walkway will be discarded. Under no circumstances is the Corporation responsible for any theft or water damage for the items stored in lockers.

## Master Key System

All locks for each unit must be on the master key system. If you change your lock, you must have your lock **re-keyed on our master key by our authorized locksmiths**. For emergency purposes (i.e. flood, fire, etc.) Security would need immediate access to your unit.

## Pets (as of April 30, 2009 pets are restricted to a maximum of 22 pounds, 2 pets per suite)

Ultima Towers allow residents to have pets; however, pet owners must not allow their pets to walk anywhere in the building or on the grounds unleashed. Pets are **NOT** allowed to relieve themselves anywhere on the common areas such as hallways, balcony, elevators, etc. Owners must pick up after their pets at all times. Owners in contravene shall have the clean up costs charged to the suite.

Under no circumstance should you let your pet relieve itself on the balcony.

Every pet must be registered with Management. Pet registration forms are available at Concierge or the Management Office.

## Renovation Hours

In accordance with the City of Toronto By-law No. 111-2003, construction and renovations are permissible from the following hours:

**Monday – Saturday                      9:00am – 6:00 p.m.**

**ALL NOISE RELATED TO CONSTRUCTION, RENOVATIONS, AND/OR REPAIRS MUST END AT 6:00 P.M. MUSIC MUST CEASE AT 11:00 P.M.**

All residents must comply with the noise by-law to ensure that the enjoyment of all owner/tenants is not disturbed by those doing renovations or repairs during prohibited hours.

As a considerate act to your neighbours, if you know you will be doing renovations or repairs, inform your surrounding neighbours beside, above and below you.

### **Balcony Rules**

Only seasonal furniture is permitted to be kept on the balconies or terraces. Under no circumstances are residents permitted to use barbecues on their balconies or terraces.

Satellite dishes are not allowed anywhere on the common elements. Nothing should be affixed or mounted to the floor, railing or any part of the walls.

No mops, brooms, dusters, rugs, or bedding shall be beaten or shaken over the balcony. It is also prohibited to pour water over the balcony.

### **AMENITIES**

#### **Billiards Room**

Located on the 2<sup>nd</sup> floor of each tower, the billiards room is accessible to all residents for free. To book the room, please contact Concierge. A \$20.00 cash deposit is required and will be returned should there be no damage to the room and equipment.

#### **Fitness Room / Gym**

All residents can access the gym by using their access card or remote fob. The gym is open from 6:00am to midnight and closed for cleaning from 11:00am to 11:30am. Pets are not allowed. No personal equipment may be left in the gym unattended for any amount of time. Management will remove items and discard them with no liability of the corporation.

#### **Guest Suites**

There are two guest suites, located on the 3<sup>rd</sup> floor, in each tower. The room consists of one room with an adjoining washroom. Guest suites are on a first-come-first-serve basis and can be rented at the Management Office. A Guest Room Agreement form must be completed with all payments attached in order for the room to be booked for you. The cost is \$55.00/night and a \$300.00 damage deposit. All costs are subject to change by the Board of Directors.

The room accommodates a maximum of two (2) adults.

#### **Party Room**

Located on the 3<sup>rd</sup> floor of each tower, the party room consists of a bar, fully equipped kitchen, lounge area, and terrace. A Party Room Agreement form must be filled out and all payments received in order for the room to be booked for you. The rental fee is \$100.00 and a \$400.00 damage deposit. For 21 or more guests, a security guard must be booked at a rate of \$21.00/hr for a minimum of 4 hours. The room can accommodate a maximum of 50 people.

#### **Meeting/Card Room**

Accessible to all residents for free, Security will provide access to the room located on the 2<sup>nd</sup> floor of both towers. No food or beverages, no home appliances (i.e. coffee maker, water kettle etc.), no portable radios, tape players and musical instruments are permitted while using the room.

No tacks, pins, tape or other adhesive products are to be used on the walls, ceiling, furniture or other surfaces. Use of the card / meeting room facilities is on a non-exclusive basis, and such use shall be limited to **two hours** if a resident is waiting.

### **Swimming Pool**

The pool is open from 6:00am to midnight to all residents. The change rooms are closed daily from 10:00am to 11:00am for cleaning. Residents can gain entry by using their access card or remote fob.

### **Virtual Golf Room**

Residents can book the room through Concierge. Golf clubs may be provided. A \$20.00 cash deposit is required and will be returned should there be no damage to the room or equipment.

## **GENERAL INFORMATION**

### **Air-Conditioning/Heating Units**

Your major source of heating and cooling for the unit is the built-in A/C and heating unit. A building master unit provides heated water for your domestic use only. You control how much heated and cooled air you want via the thermostat and you would be responsible to pay hydro and gas accordingly.

Our A/C and heating unit contractor provides semi-annual maintenance, once in the Spring and once in the Fall. Failure to service the unit may cause extensive damage to your suite and to your neighbours below. Damages are your responsibility.

To ensure that your air-conditioner continues to function properly, follow the guidelines below:

- ✓ **Do NOT** block the return grill (located either beside the A/C unit or on the balcony, depending on the type of unit).
- ✓ **Do NOT** place any items on top of the A/C unit or cover it with cloth. Items can fall into the unit causing the pan to become plugged and as a result cannot be drained and will overflow.
- ✓ **Do NOT** crank the temperature to the lowest setting on the thermostat or constantly adjust the setting from lowest to the highest. It is recommended that the thermostat be set at a comfortable level at approximately 22C. Regardless of how low you set the temperature, if the temperature outside is extremely hot, your A/C unit will not achieve its lowest setting.
- ✓ Should you be away for more than a couple of days, we suggest that you turn off the air-conditioning in order to save energy and prevent the risk of the unit malfunctioning while you are not home.

By following the above steps, you would prevent any unnecessary repairs to the A/C unit and reduce the risk of any unwanted water leaks which could lead to flooding your unit and the units below.

### **Insurance Coverage**

Although the Corporation has its own insurance to cover all the units and common elements, it is mandatory that owners/tenants obtain their own unit insurance and a copy of the certificate should be forwarded to the Management Office when moving in.

It is important to note that the Corporation's insurance policy **only** covers the "standard unit" and not anything in the unit that is considered an improvement. Copies of a "standard unit" description are available at the Management Office.

Flooring is excluded from the original description of any unit, as such; the owner is responsible for any repair/replacement due to damage by water, fire, etc. caused by you or your neighbours.

You should check with your insurance company that you have appropriate coverage for flooring, electronics, furniture, cash, jewelry, public liability, and deductible portion of the condo insurance (\$1,000) as described in the Declaration, Article VII; Section 7.3. Your vehicle and belongings stored in lockers should also be covered by your policy. If you are unsure on this arrangement, please call your insurance company to review your policy.

### **Personal Ads/Notices**

Should you wish to buy, sell, or rent your locker, parking spot, or unit, please contact Management and a personal ad will be posted for you by the mailboxes. Ads will be posted for a maximum of 30 days.

Lockers and parking spots can only be rented or sold to residents of Ultima Towers, Ultima Commercial Space, or the Developer. Management must be notified of any change of use of your locker or parking spot.

### **Parcels/Fast Food Deliveries**

The security staff will accept deliveries/parcels on your behalf. In order to benefit from this service you will be required to fill out and sign a parcel acceptance waiver form that authorizes security to accept parcels for persons named on the form. To retrieve a delivery, Concierge will call you and once identification is provided by you, you will receive your delivery.

\* **All fast food orders must be picked up at the Concierge desk when it arrives. For security reasons, the delivery person is not permitted to deliver the food to your door.**