

Owners' Handbook 2024 Update

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Balconies: (Updated July 2024) Balconies are classified as Exclusive Use Common Elements

1. Nothing may be installed on the outer surface of the building's exclusive use common elements that would alter the exterior façade. This applies to the installation of any exterior device or ornamentation and includes satellite dishes.
2. No BBQs of any kind are permitted on the balconies in accordance with the Fire Department regulations.
3. No cooking of any kind shall take place on the balconies.
4. Exterior window cleaning is done by the condominium twice a year and this will include the common element glazing on the balconies. It does not include any glazing installed by the owner to partially enclose the balcony or windows. When cleaning your balcony floor and windows, ensure no water trickles down or is blown across to other units.
5. Furniture on balconies is vulnerable to high winds, particularly for those residing on the southwest and northwest corners of the building. You may wish to secure your furniture, particularly during high wind situations.
6. Balcony Ceiling Paint: if you wish to have your balcony ceiling painted, it must be done with the paint and colour approved by the Corporation. Contact the Property Manager for details.
7. Do not throw anything over your balcony for safety reasons.
8. Balconies are not to be used for storage of goods other than patio sets and planters.

BBQs/Gazebo: (Updated October 2024) There are two BBQs located on the patio facing the river for use from April to October. During the colder months, one BBQ is located just outside the door leading to the parking garage. The Gazebo is located at the side of the patio. The RG2 BBQs and Gazebo are for RG2 owners/occupants only. They cannot be reserved for RG1 owners/occupants at any time.

1. To avoid potential double bookings, and disappointing owners/occupants who are planning a large group event of six or more in the gazebo, you may reserve the gazebo for such events.
2. Please contact the Front Desk at 613-247-9100 to make your reservations and be assured that no other owner/occupant has made similar plans.
3. The owner/occupant reserving the Gazebo is to obtain the RESERVED sign from the Front Desk and place it in the slot at the entrance to the gazebo, to avoid an awkward situation.
4. Before operating the BBQ, please read the lighting instructions on the back of the left BBQ shelving door. Instructions are repeated (with tips on how to cook on the grill and use the infrared burner) in a laminated guide attached to the back of the other BBQ door.
5. Please leave the BBQ grill and area clean after your use and ensure the propane tank is turned OFF.
6. The BBQs cannot be moved at any time without prior consent from the Property Manager or Board of Directors. BBQs are placed as per Fire Code and locations allowed are restricted.

Guest Suite: (Updated August 2024)

The Guest Suite is available by reservation through the Front Desk. Inquiries as to availability can be made by telephoning the Front Desk.

The room includes two double beds, a television, a coffee maker, a small refrigerator as well as WI-FI access. All linens are provided, but not changed during the stay. The room is cleaned by contract staff after 10:00 am, the morning the guests depart.

A booking for owners/occupants can be made three (3) months prior to the booking date, to the day, except when the three month date falls on a weekend or a statutory holiday, in which case the booking date will be the next business day. There is a limit of 5 consecutive nights; extensions can be made one month in advance of the first day of the original booking, if the room is not already booked.

1. The Guest Suite is for guests of an owner/occupant.
2. Reservations must be made in person with the Concierge between Monday and Friday, no earlier than 7:30 a.m.
3. The owner/occupant is responsible for the conduct of their guests and for any damage or loss.
4. Limit of 2 adults and 2 children. Check in is after 2:00 p.m. Check out no later than 10:00 a.m.
5. An inventory of the contents of the Guest Suite will be provided to the owner/occupant.
6. Bookings are logged into the reservation book. When the Guest Suite is already reserved, the Concierge will keep a wait list for bookings should there be a cancellation.
7. Payment by cheque payable to O.C.S.C.C. 769 must be received at the time of the booking. Cash payments are not accepted.
8. Other than Statutory Holidays, bookings must be cancelled in writing no later than 48 hours prior to the date reserved. The Property Manager shall return the rental fee to the owner/occupant. Late cancellations shall result in forfeiture of the rental fee.
9. **Statutory Holidays.** An owner/occupant who books any number of days that include a Statutory Holiday will not be entitled to a refund if the owner/occupant cancels any of the days and the suite remains empty. Cancellations for Statutory Holidays must be made in writing at least one month in advance of the date of the reservation. No extensions to the booking will be allowed until the last date booked, pending availability. The Guest Suite cannot be booked for the same holidays by the same owner/occupant in consecutive years prior to two weeks in advance of the first date requested.
10. An owner/occupant must check the unit following their guests' departure to ensure the private belongings are removed.
11. Pets, other than service and guide dogs, animals, are not permitted in the Guest Suite.
12. Keys are available after 2:00 p.m. and must be returned by 10:00 a.m. to the Front Desk.
13. RG1 owners/occupants can book the RG2 Guest Suite **one (1) month** in advance of the first date requested; RG2 owners/occupants can book the RG1 Guest Suite **180 days or six months**, in advance of the first date requested.
14. For safety and security, the Emergency Exit door from the Guest Suite must be closed at all times.

Library: (Updated July 2024) The Library is available for quiet use by owners/occupants at any time. It has comfortable seating and three tables with chairs; one table is reserved for puzzles.

1. Unlike the Party Room, the Library cannot be reserved for any single-purpose activity. The library door must remain open and owners/occupants should not be made to feel unwelcome.
2. Beverages are permitted in the library, whereas food and snacks are not allowed.
3. When you are finished in the library, it should be left clean and tidy after use, and the lights should be turned off when it is unoccupied.
4. Personal belongings should not be left in the library, with the exception of greeting cards for owners/occupants to avail themselves of.
5. The Library collection consists of over 1000 books and periodicals generously donated by owners/occupants in the following categories: Arts, Biography, Fiction (Paperback), Fiction (Hardcover), French Books, History, Non-Fiction, Classics, Games-How to, Children's books and Canadiana. The Library hosts a collection of current magazines and newspapers, as well as some puzzles, CDs, DVDs, and games for your enjoyment.
6. The Library Committee is responsible for organising the collection as well as shelving returned and donated materials.
7. Book Donations: The Library Committee accepts donations of books that are in good condition, especially recently released works of fiction and non-fiction.
8. Periodical and Magazine Donations: Donated periodicals and magazines should be current and in good condition.
9. Puzzles & Games Donations: The Library welcomes puzzles and games that are in good condition. Please replace the borrowed puzzles on the appropriate shelf and do not remove them from the Library for extended periods.
10. Returns Table: Returned items are to be left on the side table located next to the periodical rack. Returns will be shelved by the Library Committee members.
11. Donated Items: These are to be deposited in the bin located underneath the Returns Table.
12. Newspapers: The Library welcomes your newspapers. Generally they are kept for 3 to 4 days.
13. Circulation: As a courtesy to fellow Library users, the Library Committee asks owners/occupants to limit their borrowing to 3 periodicals or 2 shelved books at a time. This will permit timely perusal by all of the materials available. Please return these items to the table in the library when you are finished with them.
14. Puzzle Table: Owners/occupants are not to move or interfere with puzzles that are in progress on the puzzle table.
15. From time to time, the Library Committee may place a sign on the Returns Table indicating what types of donations they would appreciate or that they are not accepting at the moment. This may be for various reasons, be it space limitations, subject-matter, or authors.

Party Room: (Updated September 2024) The Party Room is considered a common extension of your own unit.

Party Room *(Ad Hoc Use)*:

1. RG2 owners/occupants may make use of the Party Room, at no cost, for small groups of 10 or less, where the majority of guests are RG2 owners/occupants. These small groups do not have exclusive use, and the room must remain open and available to all RG2 owners/occupants.
2. The Party Room is also available, at no cost, for use by groups of owners/occupants who participate in leisure activities for RG1 and RG2 owners/occupants be it book clubs, bridge or poker, to name a few.
3. When the room is used at no cost, the kitchen facilities and equipment are not to be used.
4. Owners/occupants shall inform the Concierge on duty if they wish to use the space.
5. If the Party Room is used for classes, they must not disturb or endanger the activity of other owners/occupants using the facility. Care is to be exercised to ensure no damage or wear and tear occurs. In the case of exercise classes, individuals are to use their own chairs in order to safeguard the Party Room's chairs.

Party Room (Bereavement): In the event of a death of a family member or close friend, the owner/occupant wishing to use the Party Room for a reception following a service may do so at no cost. In the event of the death of an owner/occupant, the same applies to a spouse or family member. Should the Party Room be reserved for a meeting or an event, the Concierge will contact the owner/occupant to determine if they can reschedule for a grieving family. Once the Party Room is reserved for a grieving family, it is considered as if they have paid for the use of the room, and they are accorded all the privileges and responsibilities of a paid reservation.

Party Room *(Formal Paid Reservations)*:

1. Enquiries regarding availability can be made by contacting the Front Desk. Reservations are to be made in person by visiting the Concierge between Monday and Friday, no earlier than 7:30 a.m. Owners/occupants can reserve the Party Room three (3) months prior to the reservation date, to the day except when the three-month date falls on a weekend or a Statutory Holiday, in which case the reservation date will be the next business day.
2. The interested owner/occupant completes and signs the Party Room Reservation Form, available on our Website under Printable Forms. The signed reservation form is submitted to the Concierge or the Property Manager, with a cheque payable to O.C.S.C.C. 769.
3. The owner/occupant reserving the Party Room must be in attendance throughout the event and ensure that the door is closed for the duration of the event.
4. Formal reservations with payment take precedence over informal use of the room.
5. The owner/occupant is to be provided with a copy of "Annex A" when reserving and must comply with all the provisions contained therein and on the reservation form.
6. Owners/occupants may reserve the Party Room for exclusive use between the hour of 10:00 a.m. and 1:00 a.m. Use of the room is restricted to RG2 owners/occupants, their families and their invited guests.

7. Owner /occupants who rent the facility are to closely monitor the use of food and beverages during their event. It is important that any spills or mishaps be reported right away to the Concierge, the Building Superintendent, or the Property Management to ensure immediate spot cleaning.
8. Reservations made with the Concierge are logged in the Party Room Reservation book. If the Party Room is reserved by another individual, an owner/occupant may ask to be wait-listed, should a cancellation occur.
9. An owner/occupant may reserve the Party Room for a maximum of 2 consecutive days.
10. Cancelled reservations must be done in writing at least two days before the event, otherwise, the payment is forfeited. If the cancellation date falls on a weekend or holiday, then a minimum of 3 days' notice is required.

Preparation of Party Room:

1. The owner/occupant is responsible for planning and preparing the room for the event they are hosting, and management has no such responsibility for an event hosted by an owner/occupant.
2. The Building Superintendent's role is strictly as advisor and the Concierge's responsibilities are to indicate the way to the Party Room, and to turn on the A/V system, if so required.
3. An owner/occupant renting the Party Room is to examine the facilities on the day of the event and report deficiencies to the Concierge.
4. The rental, delivery, and return of furniture or equipment are the sole responsibility of the hostess/host and any such furniture or equipment must be removed from the Party Room by 10:00 a.m. on the day following the event.
5. Decorations provided for the event may be affixed to walls using painter's tape, and are not to be affixed to the ceiling, the appliances, or the cupboards. Such decorations are to be removed and disposed of at the culmination of the party.
6. The owner/occupant is responsible for the care of the facility during the event, and to leave the room as it was found. Should damages have occurred, they are to be reported to the Concierge.
7. If the coat rack is being used, it is to be placed inside the Party Room and rental of the Party Room does not include the elevator foyer area outside the Party Room. As such, the comings and goings of other owners/occupants, and their visitors will not be hindered.
8. The owner/occupant is to ensure the door sign reflects occupied or non-occupied, as appropriate.
9. During the event, the Party Room door should remain closed, to minimise sound.

Visitors Parking for Party Room Events:

1. The circular driveway in front of the building can be used for very short periods of time to load and unload vehicles.
2. At all times, the circular driveway must allow ease of access to the building by Fire and Emergency personnel and their vehicles, and all other individuals entering or exiting the building. Vehicles parked in the circular driveway may be towed away, at the owner's expense.
3. Guests are to park in the Visitors Parking lot.

Conduct of Guests:

1. The owner/occupant is responsible for the conduct of their guests and must be present throughout the event.
2. The hostess/host is to remind their guests they that they are on a non-smoking property. Should their guests wish to smoke, they must do so by exiting the property, beyond the Gatehouse. Smoking detritus should not be left on or around the property.

Noise and Music:

1. Guests and owners/occupants should be mindful of others in the building and be aware that there are owners/occupants living immediately above the Party Room.
2. Accordingly, commercial disc jockeys and amplified live music are not permitted. Using non-amplified music from personal equipment or from the Party Room audiovisual system is permitted. All music must be kept to a reasonable level and turned off by 11:00 p.m. Note that the woofer speaker is unplugged and will only be used on movie nights.
3. Owners /occupants who are inconvenienced by noise emanating from the Party Room may contact the Concierge on duty, or, in the absence of a concierge, the On-call Superintendent, and they will intervene on their behalf. If unacceptable noise persists despite repeated interventions, the Concierge or the on-call superintendent will contact the Property Manager, who is ultimately responsible for addressing any dispute.

Use of Alcohol: Alcoholic beverages may be served, but not sold, in the Party Room. No alcohol shall be served in the Party Room after 12:30 a.m.

Pets: Other than guide dogs and service dogs, pets are strictly not permitted in the Party Room.

Catering and/or Delivery Services:

1. The owner/occupant responsible who reserved the room shall ensure that any hired caterers or delivery personnel remove all their materials no later than 10:00 a.m. on the morning following the event.
2. The owner/occupant is responsible for meeting their catering staff. Concierges are not responsible for accepting the services, giving directions, or signing off on pick up or delivery.

Insurance: Personal Liability Insurance, normally carried by individual owners/occupants, in relation to their personal living areas, usually protects the individual owners from liability in respect of their guest or visitor even though such guest or visitor may receive an injury while in an area defined as a common element.

Fire Prevention:

1. The hostess/host is fully responsible for ensuring that all fire prevention measures are upheld and that no fire hazard takes place on the premises.
2. In accordance with the Fire Marshall's regulations, the maximum number of people permitted in the Party Room for any event is 75 seated or 100 standing.

Clean Up of Party Room:

1. Immediately following the departure of the guests, the host/hostess is responsible for cleaning the Party Room so that by 10:00 a.m. on the day following the event, the room has been restored to its normal standard of cleanliness and good order. For the sake of other owners/occupants, please keep noise levels down when loading vehicles from the kitchen door after an event.
2. All catering or special effects belonging to the renter must be removed by 10:00 a.m. the following day.
3. The clean-up function, with the exception of vacuuming, dusting, and polishing, is the sole responsibility of the hostess/host. Any dinnerware, glassware, or utensils used during the event must be cleaned using the dishwasher and stored in the cupboards as found. If necessary, condominium staff, at the cost of the owner/occupant, will carry out any additional clean-up work required to restore the facilities to their normal condition.

Note: The rules posted in the kitchen area of the Party Room must be followed by anyone using this space.

Smoking: (Updated June 2024)

1. As per the OCSCC 769's Smoking Rule, all enclosed common areas of the building and owners' exclusive use common elements, such as balconies, are designated non-smoking and non-vaping.
2. Owners, occupants, their family, guests and contractors cannot smoke tobacco or cannabis, or -e-cigarettes, nor vape any substance in, on or around any part of the common elements, including all exclusive use common elements. Smoking of any kind is not permitted in any unit, except for those units whose owners were grandfathered prior to June 24th, 2019.
3. A grandfathered owner is not permitted to smoke, vape or leave smoking detritus in, on, or around any part of the common elements, including their exclusive use common elements, such as their assigned parking spot and locker as well as their balconies. Grandfathered owners should exercise caution, in accordance with Fire Prevention best practices. Updated June14, 2024

Tennis Courts: (Rules and Etiquette): (Updated September 2024)

Two tennis courts are available for use by owners/occupants and their guests. The key to the building's front door provides access to the courts.

1. The two tennis courts are a shared facility for the owners/occupants of RG1 and RG2, and are available for use by the owners/occupants and their guests.
2. One court has pickle ball markings and is open for Pickle Ball to be played 7 days a week from 8 am to 5 pm.
3. Both courts are open for Non Round Robin (NRR) reservations from 8:00 a.m. until 9:00 a.m. seven days a week
4. The courts will be open for "Round Robin" tennis (RR) between 9:00 a.m. and 10:00 a.m. every day (Monday to Sunday inclusive) to any owner/occupant who wishes to play. Owners/occupants may be accompanied by up to two guests, with no court reservations required. Round Robin play may not always need both courts. If either court is not being used, and owners/occupants wish to play Non Round Robin tennis (NRR), they are welcome to do so, noting the safety requirements below.
5. From 10 a.m. until 11 a.m., RR tennis may continue on the west court while the east court is open for owners/occupants who wish to play NRR tennis, again noting the safety requirements below. If there is no NRR tennis, the RR group may continue using both courts for this time slot.
6. If in doubt regarding the use of the tennis courts, simply consult the pictorial plaque mounted on the right side, as one enters the courts.
7. For safety reasons, for all activity between 9:00 a.m. and 11:00 a.m. the number of tennis balls in play cannot exceed three (3) per court.
8. After 11:00 a.m., owners/occupants must reserve a court by signing up with their Concierge prior to usage. Owners/occupants may make a court reservation one (1) day in advance and should provide their name and unit number and their number of guests (where applicable). Any court not reserved is open for any form of tennis.
9. An owner/occupant may reserve one court for single or double matches, for a period of one hour or for a period of one and a half hours. Once allotted time periods have expired, the courts should be relinquished to other players who have made a reservation and who are waiting to play. If no other owner/occupant has made a reservation, the courts may continue to be used beyond the allocated period.
10. Owners/occupants must accompany all children under 16 years of age.
11. Tennis shoes, or non-marking running shoes that will not damage the court surface, must be worn along with appropriate tennis attire when using the courts.
12. Tank tops or cut-off jeans are not permitted and tops must be worn at all times.
13. Tennis courts are for tennis and pickle ball only. All other uses are prohibited, including but not limited to skateboarding, rollerblading, and biking.
14. Tennis courts are to be kept clean by making use of the trash receptacles provided.
15. Food and glass containers are not permitted on the courts.
16. Gate must be closed while court is in use and locked by the last person leaving the premises.

17. Proper tennis courtesy is to be observed at all times. The use of foul or abusive language is not permissible.
18. Owners/occupants may hire a coach and use the court. Lessons in the tennis area must not disturb or endanger the activity of other owners/occupants using the facility.