



---

# BOARD COMMUNIQUÉ

Riverside Gate II Condominium Corporation OCSCC 769

---

March 2018

## Concierge Expectations and Interactions

- 1. Job Description** – The Job Description for the Concierges has been updated and posted to the RG2 website. A hard copy has been delivered to each suite along with this document. The objective of the updated job description and this Communiqué is to manage expectations and minimize misunderstandings that can result in confusion and frustration for both residents and Concierges. It is important that all parties understand and accept the services expected from our Concierges.
- 2. Announcements re Fire Alarms** –Announcements are made by the Building Superintendent before and after the alarm is tested or by the Fire Dept if they are on site regarding an alarm. The Concierges do NOT make these announcements. Both the Building Superintendent and the Concierge are occupied when there is an alarm, locating the source of the alarm and communicating with the Fire Department. Residents should not phone the Concierge to ask if they should leave their condo. This is a personal decision, not the Concierge's decision. The Concierge and the Building Superintendent are fully occupied with responsibilities and cannot take phone calls at that time.
- 3. Lunch Break** – By law the Concierges are entitled to uninterrupted breaks. Residents should not disturb the Concierges while on their breaks. They should only be interrupted for a true emergency (e.g., fire, flood, emergency vehicle access), not for a convenience.
- 4. Personal Requests of the Concierges** – Some residents are making requests of the Concierge to do work for them after hours, e.g., redirecting a parcel or mail to their winter residence. There are dollar costs involved and time as well as possible liability. As is the case with the Building Superintendent, should a resident wish to have the Concierge do work after hours, the Concierge must agree and should be compensated.
- 5. Off-property Concerns and Disposal of Garbage** – Concierges do not dispose of garbage brought in from on or off the property. There is a garbage bin on the main level move-in area where this garbage can be deposited. The Concierges cannot assist with items or events occurring off our property. The National Capital Commission should be contacted for the property behind our building.
- 6. Personal Requests of the Building Superintendent** – The Concierges do not contact the Building Superintendent for residents' personal requests. Such requests should be made to the Building Superintendent directly by leaving a written request in the Office mail slot. Any work of this nature must be performed after hours.



---

# BOARD COMMUNIQUÉ

Riverside Gate II Condominium Corporation ocsc 769

---

7. **Collecting & Storing Mail/ Monitoring a Resident's Condo Unit** – This is a private arrangement with a resident to be performed outside work hours. It is not a condominium responsibility and should be compensated. For mail collection, the resident must leave a mailbox key with the Concierge and a container to hold the mail. Concierges are not allowed to use the emergency keys locked in the Property Manager's office. Similarly, should a resident wish the Concierge to monitor her/his condo, a key to the condo must be left with the Concierge.
8. **Parcels** – There is a system in place allowing for the Concierge to accept a parcel for a resident. The resident signs for the parcel on pick up. In general, medical deliveries cannot be accepted, as the Concierges neither know the storage requirements for these nor the time of pick up by the owner. Medical waivers are available; please see the Concierge. Parcel notification cannot be made immediately; this will be completed in the evening shift. Parcels are stored in the office for 3 days; after this the parcel will be stored in the parcel cage. Parcels delivered by Canada Post come directly to the Front Desk; the concierge makes the call to the resident. Courier parcels come to the Gatehouse initially and the call to the resident will be made from the Gatehouse. All parcels are picked up at the Front Desk.
9. **Elevator Bookings and Moves or Large Deliveries**  
Residents must inform both the concierge and the gatehouse staff of moves or large deliveries so that appropriate arrangements can be made re elevator booking if needed.
10. **Emergency Situations and Requests for Personal Information** – The Concierges are not allowed to disclose private information to other residents. Requests of this nature generally occur when an emergency vehicle has been at the building. The Privacy Act restricts disclosing personal information such as identification of the person calling for assistance. Please do not contact the Concierges for information.
11. **The Concierges do not have current information about bus schedules, tourist attractions, etc.**  
They are not expected nor required to provide this service. They do not call taxis for residents.
12. **Interaction with and around Concierges** – Please be courteous and respectful, using appropriate language when in the front foyer or discussing concerns with the Concierges. Shouting, sarcasm, or threatening behaviour are unacceptable. The ropes at the front desk define their space. Residents are not to be behind the desk, whether or not the ropes are closed. At no time should a resident be blocking the Front Desk entrances.
13. **Registering Concerns:** Staff roles and responsibilities are defined in their job descriptions. Residents should register concerns with the Property Manager, in writing either by email or by depositing your note through the mail slot at the side of the Office door. The Property Manager supervises the Concierges. The Front Desk phone accepts voice mail; messages may be left at 613-247-9100. Unless it is an emergency, you can expect a response within 48 hours.