

Communication Plan for OCSCC # 769
Riverside Gate Condominium Corporation RG 2

I – Communication Objective

Based on its Vision and Mission Statements, the Board’s objective is to communicate with owners in a timely, open, transparent, and consistent fashion.

II – Communication Strategy

Anticipate owner enquiries and concerns by using a creative mix of communication tools.

III - Communication Tools

- 1) Communication Plan
- 2) Board Vision and Mission Statements
- 3) Owner Correspondence Standards
- 4) Regular Board Meetings and Town Halls
- 5) Community Website
- 6) Board Communiqués
- 7) Communication Protocol for emergencies and unforeseen situations
- 8) Advance notification of meeting agenda (Bulletin boards, e-mail)
- 9) Posting of Board Minutes, Shared Facility Minutes, and Financial Reports
- 10) Owners and Tenants Directory
- 11) Welcome Letter to Newcomers
- 12) Getting to know your building - special tour
- 13) Board Logo and Letterhead

IV - Communication Protocols

The Board is committed to communicating with owners during emergencies and situations causing moderate to severe inconvenience. As a result, the following communication protocols have been developed to assist the Property Manager and the Staff in their communication strategies.

Incident	Communication Protocol
<p>Closure of the swimming pool, the exercise room, or the tennis courts</p>	<p>The Property Manager (PM) will promptly notify owners by:</p> <ol style="list-style-type: none"> 1) issuing an e-mail to all owners; and 2) placing a hard copy notice at the facility's entrance. such as the swimming pool door; and 3) placing a copy on the bulletin boards. <p>The notices will include the reason for the closure and the estimated time of re-opening.</p>
<p>Closure of any other amenities, such as the hobby room, games room, steam room, to name a few</p>	<p>The PM will notify owners by e-mail and by placing a hard copy notice at the amenity's entrance, such as the steam room.</p> <p>The notice should include the reason for the closure and the estimated time of re-opening.</p>
<p>Garage and window cleaning and repair</p>	<p>The PM will notify owners a few days in advance by e-mail, and by placing a hard copy notice on the six garage access doors.</p>
<p>Monthly Fire Alarm Test</p>	<p>The PM will notify owners 2 to 3 days in advance by placing a hard copy notice on the six garage access doors, and by sending an email notification.</p>
<p>False Fire Alarm</p>	<p>Within a minimum of two business days following a false fire alarm, the PM will issue an e-mail and a bulletin board posting to advise all owners of the reason for the alarm, and to inform them of any other alarm-related issues.</p>
<p>Owner correspondence to the Property Manager or the Board</p>	<p>The PM will acknowledge all correspondence from owners within 2 business days.</p> <ol style="list-style-type: none"> 1. When Board involvement is not required, the PM will address/resolve the issue within two weeks, when possible.

	<p>2. If the issue must be referred to the Board, the Board will attempt to resolve or follow-up with the owner's enquiry within two Board meetings following receipt of the enquiry.</p> <p>3. If the issue is not resolved within two months, the Property Manager will personally contact the owner by telephone, or in writing, to provide an update and a projection of whether or when the issue will be resolved.</p>
<p>Flooding, fire or smoke damage to unit(s), lockers, and/or common element(s)</p>	<p>The on-duty Building Superintendent will immediately alert/visit all unit owners susceptible of experiencing water damage to their unit or to their locker.</p> <p>1) A record of all notifications/visits will be kept.</p> <p>2) If an owner is absent, every effort will be made to reach her/him by telephone or by e-mail.</p> <p>3) The PM and/or the Building Superintendent will personally visit the affected areas as soon as possible to provide owner support, and to inform them of the steps for repairing the damage and how to proceed for submitting corporate and/or private insurance claims.</p> <p>4) The PM will keep affected owners up to date on the progress of property management and corporate insurance actions.</p> <p>5) When more than two units are involved, the PM will organise a group meeting of affected owners.</p>
<p>Extensive flooding in a common element area (e.g., the garage level, the main lobby, etc.)</p>	<p>The PM and/or the Superintendent will personally visit the affected areas as soon as possible.</p> <p>1) The PM will offer support and inform owners of the process for repairing the damage and how to proceed for submitting corporate and/or private insurance claims.</p> <p>2) The PM will keep affected owners up to date on the progress of property management and corporate insurance actions.</p> <p>3) When more than two units are involved, the PM will organise a group meeting of the affected owners.</p>
<p>Sudden shut down of all four elevators</p>	<p>When possible, the PM or the Superintendent will immediately notify owners by using the PA System and by sending an e-mail message. The PM will update owners by e-mail and postings in the elevator lobbies.</p>

<p>Major events including, but not limited to, earthquakes, wind storms, ice storms, tornadoes</p>	<p>When possible, the Building Superintendent or PM will make an initial PA system announcement:</p> <ol style="list-style-type: none"> 1) to acknowledge the incident, advise owners that contacts are being made with the proper authorities, and 2) to advise that further announcements and/or messages will be issued as necessary. <p>The PM will keep the Board and owners informed of developments. If necessary, notices may also be posted in all elevator lobbies and the PM may organise inspection visits to each floor and individual condo units.</p>
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Note: In all communications, it is understood that owners will include tenants. This will ensure that messages reach both owners and tenants living in the building.

Updated April 11th, 2023