



RIVERSIDE GATE 2 Condominium Corporation O.C.S.C.C. 769

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# Owners' Handbook

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3580 Rivergate Way, Ottawa, Ontario K1V 1V5

## INTRODUCTION

This is the third issue of the Owners' Handbook. The Owners' Handbook is a guide to residing at Riverside Gate 2. The Handbook will be revised or have additions made to it from time to time with rules, regulations, protocols, guidelines, and other helpful information. It does not replace the Condominium Documents, which have been compiled in accordance with the Ontario Condominium Act and which govern the Condominium Corporation.

Topics are organized alphabetically by title. The Contents section lists the topics alphabetically and indicates the appropriate page number. One can do a "search" or type the page number into the menu bar at the top in the pdf file. The Handbook is available online at [www.riversidegate2.com](http://www.riversidegate2.com) in the Members' Area. The password is available from the Front Desk.

Riverside Gate 2 is a registered condominium corporation known as Ottawa Carleton Standard Condominium Corporation 769 (O.C.S.C.C. 769) consisting of the units, indoor parking spaces, storage lockers, and the common elements. As an owner, you have title to your unit and shared ownership of the common elements. You are responsible for maintenance and repairs in your unit. O.C.S.C.C. 769 is responsible for the maintenance and repairs of the common elements. The balconies and storage lockers (both on the floor as well as the basement level) are described as exclusive use areas. Maintenance and repairs for these areas are divided between the owners and the condominium corporation.

The Condominium Documents assign a percentage contribution for each unit based on a budget adopted annually by the Board of Directors. The budget covers both operating expenses and contributions to the Reserve Funds (separate accounts providing capital for major repair and replacement of the common elements over time) for the building and the shared facilities.

## THE CONDOMINIUM ACT

([http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_98c19\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_98c19_e.htm))

The Condominium Act is an act of legislation that regulates most aspects of condominium formation, purchasing, living in, and governance. Each condominium document has to be based on this *Act*, which, in Ontario, is the responsibility of the Ministry of Consumer and Commercial Relations. Each province has its own act because housing is a provincial jurisdiction. In Ontario, we have *The Condominium Act 1998* that came into effect in May 2001 and has been revised.

## CONDOMINIUM DOCUMENTS

The Condominium Documents contain the following:

### The Declaration

([http://riversidegate2.homestead.com/Declaration\\_769.pdf](http://riversidegate2.homestead.com/Declaration_769.pdf))

The Declaration is the equivalent to the constitution of a corporation. It establishes the division of ownership between units and the common elements, the division of costs between an owner and the corporation, and the percentage that each unit contributes to the monthly expenses. It designates which common elements are "exclusive use", that is, are used only by each unit, such as a balcony, parking space, lockers. The Declaration describes the recreational facilities and how they are to be used. It can mention restrictions on pets.

Declarations are specific to each type of condominium. For instance, a condominium that shares facilities with another one will include sections that focus on this aspect and regulate how these shared facilities will be administered and used. The Declaration is difficult for a condominium corporation to change. For resale condominiums, the Declaration comes with the status certificate.

### The Description

([http://riversidegate2.homestead.com/Declaration\\_769.pdf](http://riversidegate2.homestead.com/Declaration_769.pdf))

The Description shows the boundaries of the units, the location, and the layout of the building and the units.

## The By-laws

(<http://riversidegate2.homestead.com/Bylaws.html>)

The By-laws set out the organization of the corporation. They address such things as the Board of Directors, the officers appointed by the Board, notice and conduct of meetings, financial affairs, and other matters. They also establish the relationship for the joint use of the lands and facilities to be shared with RG1 (3590 Rivergate Way, O.C.S.C.C. 667). The Board of Directors prepares by-laws for approval by the unit owners. By-laws are legally binding documents approved by a condominium's Board of Directors and voted by owners at an owners' meeting.

## The Rules and Regulations

([http://riversidegate2.homestead.com/Condo\\_Rules\\_and\\_Regulations.pdf](http://riversidegate2.homestead.com/Condo_Rules_and_Regulations.pdf))

The Rules and Regulations govern the day-to-day responsibilities of the owners. The rules and regulations are made by the Board of Directors pursuant to the Act and shall be observed by all owners and any other person(s) occupying the unit with the owner's approval, including, without limitation, members of the owner's family, tenants, guests, and invitees. The owners, at a general meeting, can approve new rules as well as amend or repeal existing rules and regulations. Any losses, costs or damages incurred by the Corporation by reason of a breach of the rules in force from time to time by any owner, or by the owner's family, guests, tenants, agents, or occupants of such owner's unit, shall be borne by and/or paid for by such owner and may be recovered by the Corporation against such owner. Rules have to be reasonable and in accordance with the *Act* as well as the *Human Rights Code* of each province. Rules exist, as stated in section 58(1) of the *Act*, to promote the safety, security, or welfare of owners and their property as well as the corporation's assets. Rules also exist to prevent unreasonable interference with residents' use and enjoyment of their units and common elements. Rules and regulations are helpful as they guide the behaviour of residents. People know what to expect. Rules generally cover issues of responsibility for the maintenance of common elements, behaviours in common elements, noise, garbage disposal,

bicycles, pets, parking, exclusive-use common elements (such as balconies), moving, fire safety, and recreational facilities, guest suite, grounds, and shared facilities. Many of the rules and regulations are found throughout this Owners' Handbook.

## GENERAL INFORMATION

**Developer:** This property (RG2) was developed and built by Urbandale Corporation in 2007. Our sister building (RG1) was completed in 2003.

**Community:** Our condominium community at large consists of two 19-storey buildings. RG2 contains 144 units. Each building is managed by a separate condominium corporation. The shared facilities of the property are managed by a Shared Facilities Committee jointly staffed by the two corporations; this committee reports to the two Boards of Directors. O.C.S.C.C. 769 was incorporated on October 18, 2007.

**Amenities:** The property is fully landscaped with access to the waterfront through NCC lands. There are two tennis courts, ample visitors' parking, a security gatehouse staffed 24/7, concierge service, a gazebo and sun terraces with two BBQs, and patio furniture. The building houses a Party Room with kitchen facilities, a library, a guest suite, four elevators, a large fitness centre (consisting of an exercise room, large salt water pool, change rooms, and steam bath facility), hobby room, games room, indoor parking, separate storage rooms on each floor with additional storage lockers at the lower garage level, bicycle storage, canoe/kayak storage, and a car wash bay on the main garage level.

**Board of Directors:** The Board of Directors is elected by the owners and is responsible for managing the affairs of the Corporation in the best interest of all owners in accordance with the Ontario Condominium Act of 1998 and the Corporation's Declaration, By-Laws, and Rules and Regulations.

1. There are five Directors. The five Directors elected determine the role designation among themselves. According to the Condominium Act, the mandated positions are President, Secretary and Treasurer.

2. The roles are articulated on the RG2 website and include a) the duties as prescribed under paragraphs 7.4 to 7.9 of By-Law No.1 of the Declaration, and b) additional and complimentary responsibilities assigned by the Board.

<http://riversidegate2.homestead.com/Members-Area.html>

3. Serious concerns should be put in writing to the Property Manager. The Directors will be informed and involved if necessary. There is a protocol for Owner interaction with the Board outlined in the Members' Section of the Website.

**Code of Ethics:** The directors are governed by a Code of Ethics available on our Website.

**Management:** The Board of Directors hires a management company and property manager to manage the daily operations of the building and

environs. The Property Manager advises the Board on contracts and monitors the staff and functioning of the condominium. Our Property Manager is *Kim Renwick* of the Condominium Management Group. The Property Manager is on site 3 days a week for 2 hours each day. The schedule is posted on the 769 Office door.

**Board Vision Statement:** A condominium community where owners and residents enjoy a consistent, high quality of life in a safe, financially sound, trusting, socially interactive, and peaceful environment.

**Board Mission Statement:** To effectively manage the affairs of the Corporation in accordance with the Ontario Condominium Act and other condominium documents, to ensure that Board decisions are made in the best interest of all owners, to keep residents informed on major Board decisions, projects and events, and to encourage all owners to meet their responsibilities to each other and to the community that surrounds us.



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**Activities:** There are many activities (ranging from bridge to yoga) taking place in the building for the enjoyment of the residents. A current list of activities is posted on the bulletin boards.

**Air Filters:** Unit air filters are replaced twice each year by the Building Superintendent. If residents wish to replace their filters more or less frequently, please advise the Property Manager by placing your written request in the Office mail slot. Residents should pick up the extra filter from the Front Desk when it is available.

**Annual General Meeting:** The Board typically holds its annual general meeting for the condominium owners in June. At that time, the financial audit statements and insurance documentation are presented and discussed, and election of officers takes place when there are vacancies. Should there be any issues requiring votes of owners such as by-laws, etc., these will be presented as per the requirements of the Condominium Act in a timely fashion. Owners are encouraged to attend the AGM. Minutes are found on the website in the Members' Area at: <http://riversidegate2.homestead.com/BoardMinutes.html>

**Audio-Visual System in the Party Room:** An audio-visual (A/V) system is available for use in the Party Room. Only individuals trained in the use of the equipment are authorized to access and activate this system. The Concierge staff and Building Superintendent have been trained to activate the system.

The equipment will allow for computer presentations, movies, live TV programming, background music, etc.

The A/V system is for the exclusive use of owners who have rented the Party Room, members of the Board of Directors, members of the Social Committee, and guests of owners who occasionally gather to watch a special event or presentation and book this through the Front Desk. If non-residents are invited, the room must be rented. (An exception is made for RG1 residents attending joint activities.) Contact the Concierge to set up the

system and provide instructions on how to use the universal remote control during your event.

The A/V system may not be operated beyond 11:00 p.m. The Concierge will drop in at that time to shut down and secure the equipment.

Users are to keep the volume at a reasonable level so as not to disturb residents occupying units directly above the Party Room. Keep the Party Room door closed during your event. Should the Party Room be occupied for an event, residents should not enter the Party Room unless they are invited to the event.

**Balconies:** Balconies are classified as Exclusive Use Common Elements.

1. Balconies are not to be used for storage of goods other than patio sets.
2. Nothing may be installed on the outer surface of the building's exclusive use common areas that would alter the exterior façade. This policy applies to the installation of any exterior device or ornamentation and includes satellite dishes.
3. No BBQs of any kind are permitted on the balconies in accordance with the Fire Department regulations.
4. No cooking of any kind shall take place on the balconies.
5. 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 that cannot be accessed from the scaffolding or swing stage.
6. 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.

7. 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.

8. Do not throw anything over your balcony for safety reasons.

**Balcony Glazing:** Provided an owner has fully complied with By-law #6, the Board's role in balcony glazing is solely corporate oversight: i.e., to ensure that suppliers have the required approvals and permits; to spot check that their glazing has been installed in accordance with the approved drawings; and to assess there is no significant difference in external appearance from the original Scandia installations at RG1. Supplier must be made aware of these requirements, and be committed to meeting them. Any and all other balcony glazing matters, including the installation schedule, performance, warranty, etc., are strictly between the owner and the supplier.

Residents are reminded that, in accordance with By-law # 6, only the firms authorized by the Board can install balcony glazing at RG2.

Stylized glass or coverings of any kind are not permitted on balcony glazing.

The by-law governing balcony glazing is at:

[http://riversidegate2.homestead.com/Bylaw\\_6\\_Glazing.pdf](http://riversidegate2.homestead.com/Bylaw_6_Glazing.pdf)

**BBQs/Gazebo:** There are two BBQs located on the patio facing the river for use from April to October. The Gazebo is located at the side of the patio. The RG2 BBQs and Gazebo are for the RG2 residents only. They cannot be reserved for RG1 residents at any time.

1. To avoid potential double bookings, and disappointing residents who are planning a large group (6 or more) event in the gazebo, and/or a need to monopolize a BBQ for more than 30 minutes, you may reserve the gazebo and/or one BBQ for such events.

2. Please contact the Front Desk at 613-247-9100 to make your reservations, and be assured that no other resident has made similar plans.

3. 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.

4. Please leave the BBQ grill and area clean after your use and ensure the propane tank is turned OFF.

5. Cooking of any kind on balconies is not permitted.

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.

**Bicycle Storage:** There is a locked bicycle room with individual racks located on the lower level of the garage. The room can be accessed using your keyless entry fob. Staff are not permitted to give access to residents or visitors to this room.

1. The Bicycle Room is for storage of bicycles only.

2. Residents should not store numerous bikes in the room. Space is at a premium.

3. All bikes must be tagged. Tags are available from the weekday Concierge, free of charge.

4. No bicycle shall be placed, located, kept, maintained, or stored on a balcony, or transported through the common elements other than the garage.

**Budgets:** Budgets are set each fall by the Board and can be found on the RG2 website at:

<http://riversidegate2.homestead.com/Members-Area.html>.



The operating budgets for RG2 and the SFC as well as the condominium fees for the year are available on the site.

**Building Superintendent:** The Building Superintendent's job description can be found on the RG2 website at:  
[http://riversidegate2.homestead.com/Job\\_Description\\_Superintendent\\_OCSCC\\_769.pdf](http://riversidegate2.homestead.com/Job_Description_Superintendent_OCSCC_769.pdf)  
Under the direction of the Property Manager and in accordance with policies and practices established by the Board of Directors, s/he is responsible for all facets of the operation, maintenance, and cleanliness of the building and exterior grounds. S/he works cooperatively with the Building Superintendent of neighbouring RG1, particularly on matters relating to the extensive shared facilities.

The Building Superintendent is available after hours for some maintenance issues in individual owners' units. These requests should be made in writing to the Building Superintendent and deposited in the mail slot of the Office located near the Front Desk. A form is available at the Front Desk for these requests. The Building Superintendent will contact you regarding whether and when s/he can help and the cost associated with the work request. This is a private arrangement between the resident and the Building Superintendent and must be actioned outside her/his work hours.

### Bulletin Boards

1. Bulletin boards have been placed in each entrance from the garage.
2. The left side of the bulletin boards is for notices from the Board, Property Manager, and condominium committees only.
3. The right side of the bulletin boards is for use by the residents subject to the following restrictions:
  - Maximum size is 8.5" x 5.5". (Half a letter-size page)
  - No advertising of commercial services or products (e.g., cleaners, realtors, decorators, etc.).
  - Notices must be submitted to the Property

Manager to approve and initial prior to posting. A date for posting and removal will be written on the notice. Normally the period for posting will be 2 weeks or until the event is over.

4. There is also a Bulletin Board in the Library for Owners' notices that still need to be signed by the Property Manager.
5. Postings on the boards will be made by the condominium staff.
6. Concierges have been instructed to remove any item from the bulletin boards that has not been processed by the Property Manager or that has expired. Please do not remove any resident notices (except your own) from the boards.
7. Residents who wish to recommend preferred service contractors may send the information to the webmaster for posting on the RG2 website.

**By-laws (Location on Website):** All O.C.S.C.C. 769 by-laws on record are available on our website and for reference in the Library. You are encouraged to review these by-laws. They include:

- By-law 1: Legal Aspects of O.C.S.C.C. 769 ([http://riversidegate2.homestead.com/Bylaw\\_1.pdf](http://riversidegate2.homestead.com/Bylaw_1.pdf)) and ([http://riversidegate2.homestead.com/By-law\\_1\\_Part\\_2.pdf](http://riversidegate2.homestead.com/By-law_1_Part_2.pdf));
- By-law 2: Shared Facilities ([http://riversidegate2.homestead.com/By-law\\_2.pdf](http://riversidegate2.homestead.com/By-law_2.pdf)) and ([http://riversidegate2.homestead.com/By-law\\_2\\_Part\\_2.pdf](http://riversidegate2.homestead.com/By-law_2_Part_2.pdf));
- By-law 3: Modifications to an Owner's Unit (replaced by By-law 7)
- By-law 4: Insurance Deductible ([http://riversidegate2.homestead.com/Bylaw\\_4\\_with\\_Notes.pdf](http://riversidegate2.homestead.com/Bylaw_4_with_Notes.pdf));
- By-law 5: Balcony Glazing (replaced by By-law 6);
- By-law 6: Balcony Glazing ([http://riversidegate2.homestead.com/Bylaw\\_6\\_Glazing.pdf](http://riversidegate2.homestead.com/Bylaw_6_Glazing.pdf));
- By-law 7: Modifications to an Owner's Unit ([http://riversidegate2.homestead.com/By-Law7\\_.pdf](http://riversidegate2.homestead.com/By-Law7_.pdf))
- By-Law 8: Directors' Terms (amends By-Law 1) ([http://riversidegate2.homestead.com/By-Law8\\_.pdf](http://riversidegate2.homestead.com/By-Law8_.pdf))

**Canada Post – Mail Delivery:** Canada Post delivers mail for all residents through the on-site mailrooms located near the elevators on each side of the building. There is a mailbox for each unit and an outgoing mail slot. If your mailbox key is lost, contact the Property Manager for a replacement. There is a cost for replacement keys. These keys can be easily copied at any store that cuts keys.

**Cannabis:** Smoking of cannabis is not permitted in, on, or around any part of the common elements, including all exclusive-use common elements as well as inside the units. The full rule for cannabis effective October 14, 2018 and as amended effective November 15, 2018, can be found on RG-2 website.

[http://www.riversidegate2.com/Condo\\_Rules\\_and\\_Regulations.pdf](http://www.riversidegate2.com/Condo_Rules_and_Regulations.pdf)

### **Canoe/Kayak Storage:**

1. There are a limited number of spaces for storage of canoes or kayaks on the ground level of the garage.
2. The racks have been adjusted to provide reasonable access to canoes/kayaks. No resident renting a space is to change the adjustment of the rack rented without the consent of the Property Manager. The condominium reserves the right to remove a non-essential rack bar from a space.
3. No property other than one canoe or kayak, including protection (i.e., padding) and one lock per rack is allowed in the canoe/kayak storage rack.
4. Residents are responsible to keep their canoe/kayak clean and dust free.
5. O.C.S.C.C. 769 is not responsible for any damages that may be incurred to canoes/kayaks that are stored. As well O.C.S.C.C. 769 is not responsible for any lost or stolen property.
6. There is a rental fee for a storage space. This is payable to O.C.S.C.C. 769 by cheque. No cash payments. Please see the Concierge or the Property Manager to rent a space.

**Car Wash Bay:** The car wash bay is located on the upper level of the garage.

1. The car wash bay is for use of residents only.
2. Always turn on the vent fan switch that is located on the right side of the bay prior to washing your vehicle.
3. In consideration of the number of potential users, please limit your use of the car wash bay to a maximum of 30 minutes. If other residents are waiting to use the car wash bay, please dry your car in your own parking space.
4. The condominium does not supply soap, wax, buckets, sponges, etc.
5. If the hose is broken, please leave a note for the weekday Concierge who will inform the Property Manager and the hose will be replaced or repaired.
6. A shop vac and air compressor are supplied for the use of the residents at their own risk. The hose for the air compressor can be obtained from the Concierge. Please return it to the Front Desk when finished.
7. Four clips are provided for hanging mats, etc.
8. Please flush the floor and rack the hose when you have finished.
9. Please report any of the following to the Front Desk: burned out car wash bay light; blocked or overflowing floor drain; or a full garbage can.

**Cluster Flies:** In the early spring and fall, sluggish flies known as cluster flies may appear in your unit. Cluster flies, although a nuisance, are not usually a health hazard. Check the Government of Canada website at [www.healthycanadians.gc.ca](http://www.healthycanadians.gc.ca) for more information. Ortho No-Pest strips can be helpful in controlling cluster flies and these strips work for 3-4 months. They are available in hardware stores. This product has been accepted both in Canada and

the USA as safe. The flies are not in the ductwork or ceiling space; they favour the exterior walls.

### Common Elements (Rules):

1. No one shall harm, mutilate, destroy, alter, or litter the common elements or any of the landscape on the property including grass, trees, shrubs, hedges, flowers, and flowerbeds.

2. No sign, advertisement, or notice shall be inscribed, painted, affixed, or placed on any part of the inside or outside of the buildings or common elements whatsoever except where authorized by the Board.

3. The hallways, sidewalks, walkways, and roadways that are part of the common elements shall not be obstructed by any of the owners or occupants or used by them for any purpose other than for ingress and egress to and from the building, a unit, or some other part of the common elements.

4. No mops, brooms, dusters, rugs, or bedding shall be shaken or beaten from any window or door or balcony. Any owner wishing to remove snow or ice from the balcony shall do so in a manner that will protect the safety of persons on the ground.

5. No television antenna, aerial, tower, or similar structure and appurtenances thereto or satellite dishes shall be erected on or fastened to any unit or exclusive use area.

6. No goods and chattels may be left or stored on the common elements including exclusive use common elements except as specifically authorized by the Declaration, By-laws, and Rules of the Board.

7. Bicycles shall be placed, located, kept, or stored in the designated bicycle storage room or in the owner's storage locker on the parking level floor. No bicycles shall be placed, located, kept, maintained, or stored on a balcony, or transported through the common elements other than the garage.

8. Only patio/lawn furniture is allowed on balconies. All such items shall be safely secured. Small plants may also be placed on the balcony in the appropriate season.

9. No clothesline shall be erected nor shall clothes be allowed to dry outside of a unit.

10. No owner may landscape any part of the common elements, including those areas over which s/he has exclusive use without obtaining written permission from the Board.

**Communications Plan:** The Board has a plan in place to ensure open and transparent communication with owners and residents. It is on the website at:

[http://riversidegate2.homestead.com/Communication\\_Plan.pdf](http://riversidegate2.homestead.com/Communication_Plan.pdf)

**Concierge:** The Concierge is located at the Front Desk and is on duty weekday between the hours of 7:00 a.m. and 11:00 p.m. and can be reached at 613-247-9100 or [frontdesk3580@hotmail.com](mailto:frontdesk3580@hotmail.com). Weekend and Holiday Concierge hours are 10:00 a.m to 8:00 p.m.

The Concierge will open the inner door of the Front Entrance when s/he is present at the desk.

Residents may use their fobs to open the inner door. An automatic button can open the outer door of the Front Entrance.

### *Expectations and Interactions of the*

*Concierge:* The Expectations of and Interactions with the Concierge are as follows:

1. Job Description: The Job Description for the Concierge was updated in June 2013 and posted to the RG2 website at: [http://riversidegate2.homestead.com/Concierge\\_Job\\_Description\\_Rev\\_June\\_2013.pdf](http://riversidegate2.homestead.com/Concierge_Job_Description_Rev_June_2013.pdf). The job description and the expectations and interactions manage standards 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 that are 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 Department if they are on site regarding an alarm. The Concierge does NOT make these announcements. Both the Building Superintendent and the Concierge are occupied when there is an alarm, to locate the source of the alarm and communicate with the Fire Department. Residents should not phone the Concierge to ask if they should leave their unit. 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 Concierge is entitled to uninterrupted breaks. Residents should not disturb the Concierge while on breaks. The Concierge should only be interrupted for a true emergency (e.g., fire, flood, death), not for a convenience.

4. Personal Requests of the Concierge: 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, checking their units while away, etc. 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 should be compensated. Please note as well that the Concierge does not dispose of garbage brought in from the property. There is a garbage bin on the main level move-in room where this garbage can be deposited. The Concierge cannot assist with items or events occurring off our property. The National Capital Commission should be contacted for the property behind our building.

5. Personal Requests of the Building Superintendent: The Concierge does not contact the Building Superintendent for residents' personal requests. Such requests should be made to the Building Superintendent directly by leaving her/him a written request in the Office mail slot.

Any work of this nature must be performed after hours. A form is available at the Front Desk.

6. 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 unit, a key to the unit must be left with the Concierge.

7. Accepting Parcels: There is a system in place to allow the Concierge to accept a parcel for a resident. The resident signs for the parcel on pick up at the Front Desk. Medical deliveries cannot be accepted as the Concierge neither knows the storage requirements for these nor the time of pick up by the owner. (Some medical deliveries have due dates, others are too large, and most require a signature.) A resident may sign a waiver to have her/his medical deliveries accepted at the Front Desk. There is a cost to this arrangement. The Concierge and Condominium are released from any liability. Parcel notification cannot be made immediately and this may be completed in the evening shift. Parcels cannot be stored for many days as there is little storage capacity for this and there are potential liability issues. Parcels delivered by Canada Post come directly to the Front Desk; the night shift Concierge makes the call to the resident. Courier parcels come to the Gatehouse initially; the call to the resident is made from the Gatehouse. These calls are logged. All parcels are picked up at the Front Desk.

8. Request for Personal Information: The Concierge is 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 whom the police or paramedics are seeing.

9. Information: The Concierges do not have current information about bus schedules, tourist attractions, etc. They are not expected or required to provide this service.

10. Interaction with and around the Concierge: Please be courteous and respectful, using appropriate language when in the front foyer or discussing concerns with the Concierge. Shouting, sarcasm, or threatening behaviour are unacceptable. The ropes at the Front Desk define the Concierge 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.

11. CPR and AED: RG2 staff members are certified bi-annually on cardiopulmonary resuscitation techniques (CPR) and on the proper use of an automated emergency defibrillator (AED). There are two defibrillators, one located in the Library and one in the Exercise Room. Any person may assist in the event of a cardiac arrest.

12. Registering Concerns: Staff roles and responsibilities are defined in their job descriptions (available on the RG2 website at <http://riversidegate2.homestead.com/Members-Area.html>). Residents should register concerns with the Property Manager, in writing either by email or by depositing a 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, a response is normally provided within 48 hours.

Note that the day and evening shift Concierges during the week are staff of O.C.S.C.C. 769. On weekends and holidays, Concierge staff are employees of a security firm. These staff receive extensive on-site training (for 3 days covering day and evening shifts) from our corporation staff prior to working at RG2. Written documentation is provided for them as well. All new staff must review the Front Desk Protocol Binder and sign-off, as is the practice with the Gatehouse Manual.

**Condominium Fees:** The Board establishes the condominium fees annually during the budget process. The Board attempts to keep increases in fees at a minimum while still protecting our investment in RG2. Fees can be paid by a pre-approved payment plan by filing the consent form with the Property Manager. This is the preferred payment method. Fees can also be paid by cheque; post-dated cheques for the year are preferred if this method is chosen.

**Contact Numbers:**

Gatehouse 613-247-2128

Front Desk 613-247-9100

Property Manager 613-421-9057

or 613-237-9519 x287

Emergency after-hours service 613-247-2128

or 613-762-5704

Fire/Police/Ambulance 911

**Contacting the Board (Protocol):** The Board requests that owners follow one of two approaches when raising a question, issue, idea, or concern with the Board:

*In Writing:* Submit your issue in writing to the Property Manager's office. The Property Manager will seek input from the Board Members and follow up. The Property Manager will acknowledge any correspondence within 48 hours of receipt, not including weekends or holidays. The Board will attempt to follow up within two Board meetings following receipt of the inquiry. If an issue raised with the Board is not resolved within two months, the Property Manager will personally contact the owner in writing or by telephone to provide an update. Urgent Board requests will be addressed in a timely fashion.

*Attend a Meeting of the Board:* The Board meets on a regular basis in the Party Room. The schedule is posted on the website and bulletin boards. Owners and residents are welcome to attend and participate in the informal question period that occurs about two hours into the meeting. In order to ensure these open meetings are conducted in a timely manner

and business-like fashion, the Board uses the following protocols:

1. When owners attend, the Board will conduct its formal business and will then open an informal question period not to last longer than one hour. This informal question period is not a part of the official minutes.
2. While the Board portion of the meeting is in progress, owners will not address or interrupt the Board, nor will they distract the Board by speaking among themselves during the meeting.
3. During the informal question period, owners must raise their hand and identify themselves (name and unit number) to be recognized by the Chair.
4. Owners may make a brief presentation to the Board if they have provided the Property Manager with a copy of their presentation at least 5 working days prior to the meeting.
5. Presenters will be allowed 3 to 5 minutes to raise their issue.
6. The Board may ask questions of clarification and the Chair will then rule on whether a Board position can be given at that moment or require more consideration.

The Board is committed to maintaining an open and transparent communication with all owners.

### **Contractor Work, Large Deliveries, and Moves (in or out)**

1. Residents who hire outside contractors (e.g., plumbers, electricians, painters, etc.) must inform the Concierge and the Gatehouse and tell their contractor that entry to the building is by the contractor service entry door next to the garage main door.
2. Contractors/movers must register with the Gatehouse when they arrive. Hours of work for contractors/moves are from 8:00 a.m. to 8:00 p.m. on weekdays. Saturday hours are 8:00 a.m. to 5:00

p.m. No contactors/movers are permitted on Sundays or holidays.

3. Contractors/movers for O.C.S.C.C. 769 are to be met by the owner and the Building Superintendent, who will ensure the protocols are understood and followed.
4. All deliveries of larger items must be made through the garage entrance. The Concierge must be informed in advance so that elevator pads are installed if required.
5. Residents may take delivery of furniture (and must book an elevator) from 8:00 a.m. to 8:00 p.m. on weekdays. Saturday hours are 8 a.m. to 5 p.m. There are no deliveries or moves to be scheduled on Sundays or holidays. Arrangements are to be made through the Front Desk.
6. There is no parking in the garage for contractors or delivery vehicles. Refer to the Loading Zone section to learn about parking rules.
7. If it is necessary to put the elevator on service, notification must be given to the Concierge at least 24 hours prior to the delivery.
8. The Building Superintendent or the Concierge will put the elevator on service only for the time required for the move of equipment or large items.
9. Contractors are not permitted to use the grocery carts or the luggage cart.
10. If the garage door is opened for the contractor or mover, the door must always be monitored either by the user or the resident. The Fire Doors and double door to the Lobby area must be kept closed when not monitored.
11. On completion of the job/delivery, the contractor or the owner/resident must report to the Front Desk so that the garage door can be closed and/or the elevator put off service.
12. The owner/resident is responsible for the conduct of the contractor and any damage or loss.

13. Contractors wishing to use the Hobby Room must be taken to the room by the owner/resident employing the contractor. The owner/resident is responsible to ensure the area used is left clean and clear. Contractors are not allowed to use any of the tools, equipment, or materials found in the Hobby Room.

**Deliveries (Small):** Smaller deliveries (e.g., flowers, food, etc.) for residents are not delivered to the units. A delivery person is not allowed to take the item to a unit unattended. Residents are expected to pick up these deliveries at the Front Desk and pay for any item requiring cash on demand. Should the resident decide to escort the delivery person to her/his unit, s/he then must escort the person back to the front door. The Concierge or Gatehouse will inform you if a delivery has been received for you.

The Concierge is not permitted to accept passports under any circumstances. Passports must be signed for and received by the resident for whom it is intended or her/his spouse.

**Donations and Decorations:** Residents who wish to donate or purchase an item for placement in a common area must first approach the Property Manager who will seek the approval of the Board of Directors for placement of such an item. The only decorative items that are permitted in the elevator lobbies on each floor are a decorative piece on the hallway table acceptable to all those sharing the hallway, and a decorative wreath on the unit door using a non-damaging wreath hook.

Please note that neither the Corporation, nor the cleaning contractor, will be responsible for any damage to any item(s) placed on the table located in the elevator lobby of each resident floor. Residents place items on these tables at their own risk.

**Drain Savers:** Use of drain savers, particularly on kitchen sinks, prevents debris from going through the drainage system and assists in keeping the drains clear. Residents are encouraged to use

drain savers that fit their sinks. There are some available from the Property Manager at no cost.

**Drop Off/Pick Up Area:** This area is located outside the front entrance door under the canopy. Visitors may use this area to drop off or pick up a person or a delivery. Residents wishing to stop their vehicles in this area are asked to park alongside the garden area, not blocking the driveway or the entrance/exits. The stop is limited to 5 minutes. After 5 minutes, the car may be towed. These rules must be followed as this is an emergency vehicle parking area.

### Dwelling Unit Rules

1. No owner or occupant shall make any major plumbing, electrical, mechanical, structural, or television cable alteration in or to the unit without the prior consent of the Board.
2. No window shall be covered except with curtains, drapery, vertical or horizontal blinds, wooden shutters, or similar window coverings.
3. Any owner who is upgrading or replacing flooring must seek Board approval prior to proceeding and follow the approved protocol.
4. The water closets (toilets, lavatories) and other water apparatus shall not be used for purposes other than those for which they are constructed and no sweepings, garbage, rubbish, rags, ashes, or other substances shall be thrown therein. Any damage resulting to the drainage system from misuse or from unusual or unreasonable use shall be borne by the owner who, or whose family, guests, visitors, servants, clerks, or agents, shall have caused it.
5. No owner shall do, or permit anything to be done in that owner's unit or bring or keep anything therein which will in any way increase the risk of fire or the rate of fire insurance on any part of the building, or on property kept therein; or result in the cancellation or threat of cancellation of any policy of insurance arranged by the Corporation; or obstruct or interfere with the rights of other owners; or do anything which is, on a reasonable standard,

bound to annoy them or conflict with the laws relating to fire or with the regulations of the Fire Department or with any insurance policy carried by the Corporation or any owner, or conflict with any of the rules and ordinances of any governmental authority or with any statute or municipal by-law.

6. Should the occupation or use of a unit result in an increase of premium payable by the Corporation for any policy or policies of insurance, then the owner of such unit shall be liable to the Corporation for the increased premium payable, which shall be charged back to the owner as additional contributions towards common expenses and shall be recoverable as such.

7. An owner shall construct any object, article, item, or thing only within the owner's dwelling unit or in the Hobby Room provided for that purpose.

8. Water shall not be left running unless in actual use. Owners shall take all reasonable measures to conserve water.

**Elevator Bookings:** All moves and deliveries requiring the use of an elevator must be booked at least 24 hours in advance with the Concierge. Please inform the Gatehouse as well so that the delivery vehicle is allowed entry. This ensures the pads will be in place in the elevator. Only a designated elevator may be used to transport deliveries and goods to a unit. The Property Manager may not be able to accommodate your elevator needs if advance notice and reservation are not provided.

*Elevator dimensions are:* Cab Height: 108" Cab Width: 79" Cab Depth: 51" Door Height: 84" Door Width: 42". To avoid disturbing other residents, all moves (in and out) and deliveries requiring a service elevator must take place between the hours of 8:00 a.m. and 8:00 p.m. Monday through Friday, on Saturday between 8:00 a.m. and 5:00 p.m., with no moves or deliveries scheduled on Sundays or holidays.

Furniture, large boxes, or appliances must not be moved through the front lobby. When an elevator is placed on service for a move, it should only be on service for the duration of time needed to move furniture from a full move-in room to the elevator and should be taken off service at all other times. Elevators should not be put on service until the move-in room is full. When the move is over (or the contractor has completed her/his work), the Concierge must be informed that the elevator is no longer needed and it will be returned to service.

**Elevator Stoppages:** If the elevator stops and the door will not open, there is a red button on the panel that, when pressed, will alert the Gatehouse. Depending on which floor the elevator has stopped, the alarm may or may not be heard in the main foyer. When the fire alarm is activated, the elevators all return to the ground floor and the doors open. If there is a fire in the lobby area, the elevators go to the second floor. In all cases, residents should leave the building using the fire exit stairs.

**Elevator (Trapped Inside):** A person trapped in an elevator cab should press the emergency button. The call will go to the Gatehouse. The Guard will contact the Building Superintendent on duty. The Building Superintendent will attend to check the status of the person(s) in the elevator. If the Building Superintendent on duty is off-site, the Concierge (if on duty) will check the status of the trapped person(s). The elevator maintenance company will be contacted if necessary.

**Emergency Access:** In the event of a life-threatening situation requiring an ambulance, police or fire services, call 9-1-1 immediately. If possible, please let the Gatehouse know you have called 9-1-1. For all building emergencies (e.g., water damage, alarms, emergency vehicles, and serious and unexpected medical issues), contact the 24/7 Gatehouse. In an emergency, the Gatehouse calls the most readily available staff, either an authorized concierge or superintendent. Access to your unit by a staff member will address the situation. If the emergency arises at night or over a



weekend, the Gatehouse staff calls the "on call" superintendent. When on call, the superintendents reside on site in their respective condo apartments. Please note that the unit keys kept in a secure space can only be accessed when there is an emergency. Staff are not permitted, under any circumstances, to access the keys to give residents access to their unit should a key be misplaced or lost.

**Emergency Defibrillators:** A defibrillator is located in the Library mounted beside the entrance door. O.C.S.C.C. 769 staff have been trained on the use of the defibrillator. A second defibrillator is located in the Exercise Room.

**Emergency Generator:** Riverside Gate is equipped with an emergency generator. If there is an interruption of service from Hydro Ottawa, the emergency generator will supply electricity to the emergency lights in the common areas and the elevator cabs, the gatehouse barrier, the garage doors, the fob-controlled doors, one elevator on each side of the building, and the fire alarm system. There will be no electricity, cooling, heating, or hot water in the units; there will be cold water.

### Emergency Keys

1. Keys for all units should be provided to the Property Manager for use in emergencies.
2. A key locker is in place in the Condominium Office that contains two keys from each unit owner: one key for the front door of the unit, and the second for the storage locker located on the same floor as the unit.
3. A protocol is in place that ensures the secure handling of owners' keys.
4. Authorized access to units will only be allowed in emergencies such as water damage, alarms, and emergency vehicles.
5. The keys are accessed by the O.C.S.C.C. 769 employees only in emergency cases.

6. The Gatehouse will inform the Front Desk in the event of emergency personnel requiring access.

7. Residents should leave a unit key with a neighbour for access if they are locked out. The emergency keys cannot be accessed for these incidents.

8. Residents are reminded that doors may be forced open under emergency situations (with repair costs to the owner). Emergency Personnel will force open unit doors if necessary rather than wait or search for a key.

### Emergencies Numbers

1. For any personal emergencies such as fire or health related incidents call **911**.
2. For **ANY** building type emergency at **ANY** time, first call the **Gatehouse** at **613-247- 2128**.
3. If unable to reach the Gatehouse, call the 24-hour **Property Management Emergency** line at **613-762-5704**. All emergency numbers are also on our website under "**Contacts**" on the Home Page. <http://riversidegate2.homestead.com/Members-Area.html>

**Enterphone System:** This system permits residents to allow access to the building via the front door while in their unit. The panel, which is located in the front foyer between the entrance doors, is programmed through the Condominium Office with the residents' names and call number. Neither your personal phone number nor unit number is indicated anywhere on the main panel. A guest can scroll through the listing and dial an assigned call number to the individual unit. This will ring on your phone and if you wish to open the door, press "9" on your phone.

### Entrance Doors (Units)

1. The unit entrance doors are made of wood and some "warping" will naturally occur during different seasons of the calendar year. Urbandale's doors have a warp tolerance of 6 mm. Most doors meet this 6 mm tolerance. If you are of the opinion

that the warping is in excess of 6 mm with the door closed, please report it to the Property Manager for investigation.

2. Entrance doors must remain closed (not left ajar) for any length of time as this compromises the air pressure on the floor and is against the Ontario Fire Marshall regulations. Also, noises and odours carry into the hallway.
3. Nothing can be installed on the hallway side of the unit entrance doors. This restriction applies to doorbells, knockers, and signs. A small wreath using a hook that does not mark or damage the door may be hung on the door. In addition, the resident may not refinish the exterior surface of the unit entrance door in any manner
4. A copy of the key for your unit entrance door, along with your storage room locker door, should be left at the Condominium Office for use in an emergency.
5. Residents are not permitted to alter the existing locks on the unit doors or install secondary locks without the prior written permission of the Condominium Corporation.
6. All door locks and keys must be compatible with the existing lock system. Any change to the handle and locks on the entrance doors requires Board approval prior to proceeding. Hardware on the unit doors must match the original hardware provided.

**Exhaust Fan Booster:** Residents are reminded that they can accelerate the exhaust of odours while cooking by turning on the booster fan located on the wall in the HVAC closet.

**Exterior Exit Doors:** Note that the paths leading to or from the exit doors are not to be blocked by any articles that will impede the ability to leave the building in an emergency. For security purposes, these doors are not to be tampered with or blocked so that they cannot latch. This includes the garage door, which should not be secured in the open position except during a move-in. There

should be someone at the entrance in this case. Should residents notice any of these situations, the matter should be brought immediately to the attention of the Property Manager or the Concierge.

**Fire Alarm Sensor Button:** There is a system sensor button (large white plate on your wall near your thermostat). ONLY in the case of a false alarm (after being announced through the intercom by the Building Superintendent) or when Fire Alarm tests are being conducted should you silence the Fire Alarm signal from the ceiling speaker in your unit by pressing the silence button located in the centre of the white cover plate. This will silence the alarm for a period of 10 minutes.

### Fire Emergencies

1. The emergency warning system for RG2 is a single zone fire alarm and voice communication system. Upon operation of any alarm-initiating device (i.e., manual pull stations, smoke and heat detectors, or sprinkler flow switch), the system will sound the fire alarm in all zones. To activate a pull station, pull the lever downward.
2. The individual smoke, heat, and fire alarm devices, and the speakers in your unit form an integral part of the building system. Do not tamper with any of these devices.
3. Your unit has two types of detectors: a smoke detector that activates an alarm in your unit only; and a heat detector (located immediately inside the front door) that activates the main building alarm.
4. The Gatehouse guard will be alerted to any in-unit alarms, as all units are monitored.
5. The Building Superintendent has the ability, either through the in-unit speaker or by the building's Enterphone system, to contact you in case of an in-unit alarm.
6. The in-unit speaker offers one-way communication from the lobby of the building. In order to speak directly with the Concierge, you must use your telephone (613-247-9100).

## Fire Emergency Directives

([http://riversidegate2.homestead.com/Fire\\_Emergency\\_Directive-1.pdf](http://riversidegate2.homestead.com/Fire_Emergency_Directive-1.pdf))

1. When the fire alarm is pulled in the garages, the pool, and the main floors of RG1 and RG2, the fire alarm will ring in both buildings. Otherwise, the fire alarm will only ring in the building affected.

2. The decision to evacuate immediately when the fire alarm is heard or to wait for the instructions given by the Fire Department rests ultimately with each individual depending on her or his circumstances. There are, however, certain steps that everyone should take to be better prepared to deal with such an emergency. As a minimum, these are:

- It is recommended that every unit owner have a general purpose ABC fire extinguisher in a readily accessible location and be familiar with its operation;
  - Have a plan of action ready in case of a fire in RG2;
  - Know where the closest fire alarm and exit are located on your floor;
  - Be aware of the monthly fire alarm test and know how to silence the alarm in your unit;
- and
- Advise the Property Manager in writing if you cannot evacuate the building due to physical limitations or medical conditions. A list of those who cannot self-evacuate is kept on the RG2 Fire Control Panel so that the Fire Department can evacuate you if there is a fire on your floor.

3. When the Fire Alarm is activated in RG2:

- If the fire is in your unit, make sure everyone in your unit evacuates immediately and close your entrance door completely but do not lock it; immediately pull the fire alarm located on your floor;
- If the fire is not in your unit and you are concerned about smoke in the hallway, make sure your entrance door is completely closed and put some wet towels at the bottom of the door to seal the air gap (the entrance door of your unit has a one hour fire tested resistance to a fire located on the other side of the door);
- If you decide to stay in your unit, listen carefully

to the instructions given by the Fire Department Supervisor on the public announcement system once the fire is located (approximately 6-7 minutes after the fire department arrives on site). You may be asked to evacuate; if you are, carefully follow the instructions given. For example, if the fire is located in the East Wing, East Wing residents may be asked to evacuate by the West Wing stairs; and

- If you are in your unit and still concerned, you could stand on your balcony while you wait for the instructions from the Fire Department given over the public announcement system. Make sure that your entrance door is completely sealed with wet towels before you open your patio door (or windows) as you could create a draft and the smoke could seep into your unit. Keep your patio door open to enable you to hear the instructions given by the Fire Department. It is critical that residents who come to the front foyer do not occupy the Building Superintendent or Concierge or Fire Department staff with questions. **Residents must stay away from the front doors, the office, the fire panel room, front desk, elevators, and hallways leading to the stairwells or elevators.**

It is recommended that residents go outside and away from the building beside the tennis courts, weather permitting, or that they stand in the east and west corners of the lobbies. Fire trucks will be parked in the visitors' parking and beside our canopy in front of the building. Please keep clear of the vehicles and any access/egress routes required by the Fire personnel.

4. Fire Alarm (Pool Area); During a fire alarm it is recommended that persons leave the pool area and evacuate the building until it is determined safe to return to the pool. There are often delays in the announcement of what is going on, as our staff are required to wait for the fire department and/or determine the cause of the alarm before anyone is allowed to make an announcement. During a power outage it is not necessarily as critical; however, if the power is only out in the pool area it may warrant leaving the pool and reporting the outage to the Concierge or Gatehouse. During electrical storms it is best not to swim as lightning can strike through glass.

5. Announcements re Fire Alarms: Announcements are made by the Building Superintendent before and after the alarm is tested or by the Fire Department if they are on site regarding an alarm. The Concierge does NOT make announcements when the Fire Department personnel are on site. Both the Building Superintendent and the Concierge are occupied when there is an alarm, to locate the source of the alarm and communicate with the Fire Department. Residents should not phone the Concierge to ask if they should leave their unit. 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. Please do not hesitate to contact our Property Manager should you have any questions on these directives. These directives are also posted on our website at [www.riversidegate2.com](http://www.riversidegate2.com) in the Members' Area.

**Fire Prevention:** It is important that all residents take precautions to avoid fires in the building.

1. Do not place any burning materials such as cigarettes and ashes, or dispose of flammable liquids or aerosol cans in the garbage chutes.
2. Avoid unsafe cooking practices (e.g., deep fat frying, too much heat, unattended stoves, etc.).
3. Do not use unsafe electrical appliances, frayed extension cords, or overload the electrical circuits.
4. Avoid careless smoking, use ashtrays, and never smoke in bed.
5. Keep all exits free from obstructions and keep all exit doors closed. (See also Fire Emergency Directives)

**Fitness Centre:** The Fitness Centre is located on the ground floor in the west wing. It consists of the Exercise Room, Change Rooms, Steam Room, and Swimming Pool. Residents use their key fob to access the Fitness Centre or to allow access to their

guests. The Concierge staff are not permitted to allow entry to anyone other than themselves, staff, or Emergency Personnel. A guest of the owner or occupant being visited may use the Fitness Centre. When using the Fitness Centre, the owner or occupant concerned shall, where feasible, accompany the guest. In any case, the owner/occupant must allow entry and is responsible for the conduct of the guest. Regular use of the Fitness Centre does not extend to family or friends unless they are visiting residents.

1. Outdoor clothing and footwear are not permitted in the Fitness Area. Proper gym equipment and shoes are required in the Exercise Room.
2. Washrooms in the Change Rooms are not to be used by Contractors.
3. Locks on lockers in the Men's and Women's Change Rooms are only to be present when you are in the Fitness Centre. All items must be removed when you are finished.
4. The Steam Room is located between the Men's and Women's Change Rooms. A schedule is posted on the door. (See Steam Room.)
5. The Exercise Room should be well lit while in use. For safety reasons, the Concierge is required to turn on the lights when the gym is occupied.
6. Leave the exercise machines turned **ON**.
7. Do not drop the free weights on the floor. Return all free weights to the rack and clean them.
8. Clean all equipment (including weights, mats, etc.) that you have used with the solution and paper towels provided. If the paper dispenser is empty, please advise the Concierge.
9. There is a 30-minute time limit when others are waiting for the gym equipment.
10. Turn **OFF** the TV by using the **remote control**, rather than the monitor button.

11. Water is provided for your consumption. Please bring your own bottle. With the exception of water, no food or drinks are permitted in the Exercise Room.

12. A panic button is located below the towel rack at floor level in the Exercise Room for use in emergencies only.

13. Report any equipment malfunctions to the Concierge on duty.

14. The Swimming Pool is a shared facility. Your key fob is required when returning to RG2.

15. Dry off completely when leaving the pool area before entering the elevator lobby. The marble floors are slippery when wet.

16. The Pool is unsupervised. Please read the posted signs in the pool area.

17. Do not leave any sports equipment in the Pool Area.

18. The Corporation is not responsible for lost or stolen articles.

**Food Delivery Services:** Should residents require a food delivery service (e.g., Meals on Wheels) for short or medium term, please advise the Property Manager before proceeding. For such deliveries to be permitted, the resident must advise the Gatehouse of the expected time of delivery and the name of the person bringing the food (as one does for any visitor). Please note that this does **NOT** apply to fast food deliveries, which can only be delivered to the Front Desk.

### Forms List and Registration

**Requirements:** Several forms are used for various purposes at RG2 and situations in which registration is required. Some items include a fee. Consult the Owners' Handbook or the Property Manager for additional information. See Appendix 1 at the end of this document. (F form; R registration required)

### Front Entrance

1. The outer door of the Front Entrance can be opened by an automatic button.
2. The Concierge will open the inner door of the Front Entrance when s/he is present at the desk.
3. The inner door can be opened by residents using their fobs. There is a short delay. Wait for the door to open. Do not force it open.
4. The Walking Club and Gardening Committee must use the garage side door when participating in their activities.
5. Contractors and large deliveries or pick-ups must use the garage entrance.

### Games Room

1. The Games Room is located in the west move-in room. Access is by use of your key fob either for yourself or for your guests.
2. The Concierge is not permitted to let anyone into a building facility.
3. The Games Room contains a pool table that has been professionally balanced (do not move this table). There is a rack on the wall for pool cues; residents may wish to bring their own pool cues. Pool balls are kept in the room and are in the pool table pockets.
4. A small fridge has been provided for residents wishing to bring a drink or snack to the room. No items shall be left in the fridge when the room is no longer in use. Staff will remove any items left unattended.
5. Residents are responsible for the conduct of their guests when using this room.
6. The ongoing use and normal wear and tear of the darts make it impossible to maintain them in good shape. Users should bring their own personal set of darts to the Games Room. Similarly, you may wish to bring your own ping-pong balls and paddles.

## Garage

1. All residents are required to abide by the posted speed limit of 10 kph. Speeding in the garage is extremely dangerous, particularly so for residents or children exiting from building doors.
2. Owners and residents must park in their assigned places. Should a vehicle be parked in your assigned space, notify the Concierge, or the Gatehouse if no one is at the Front Desk. Staff will do their best to have the vehicle removed. Park your vehicle in the Visitors' Parking Lot temporarily.
3. All guests are required to park in the Visitors' Parking Lot.
4. Contractors and trades persons are not permitted to park their vehicles in the garage at any time. They must use the loading zone outside the garage doors.
5. No items are to be placed in your parking bay other than your vehicle and a small carrying cart.
6. Access to and egress from the garage are done with your gate remote. Additional remotes may be purchased; defective remotes are replaced at no cost. Residents should not provide guests with a gate remote.
7. There is a garage side door located next to the large garage door. Your key fob will access this door. The Walking Club and the Gardening Committee must access this door when participating in their respective activities.
8. The garage is cleaned in the spring of each year and cars will have to be removed at this time. Notices will be posted. In the winter, the traffic lanes are cleaned to reduce the salt and sand build-up.
9. Vehicles should not be idling in the garage.

**Garbage Rooms (Floor):** Access to the garbage chute is located on every floor in the adjoining corridor. In consideration of your

neighbours, items should be placed in the chute only between the hours of 7:00 a.m. and 10:00 p.m. Monday, Tuesday, Wednesday and Friday and between 9:00 a.m. to 10:00 p.m. weekends and holidays. Please avoid disposal in the garbage room chutes on Thursdays when the large receptacles for the garbage are out for pickup. Any garbage dropped down the chute on Thursday could hit the staff or the floor. For health and aesthetic reasons, as well as common courtesy, please do not leave any garbage or waste inside the garbage room.

We request that you adhere to the following checklist in order to optimize the best use of our garbage rooms:

1. When inserting garbage bags into the chute, always push the bag past the metal flap.
2. Ensure the garbage is tightly secured in a kitchen size plastic bag prior to disposal in the chute. Do not dispose of liquid wastes in the chute.
3. All recyclable materials are to be securely bound and placed in designated bins in the garbage room on each floor or, if necessary, in the recycling areas on the upper level of the garage. Recycled materials should not be placed in plastic bags.
4. Use the BLACK BOX for paper and cardboard refuse only. See the poster in the garbage room for a list of recyclable and non-recyclable items for this box.
5. Use the BLUE BOX for glass, metal, and plastic refuse only. See the poster in the garbage room for a list of recyclable and non-recyclable items for this box. These posters are available on our website at [www.riversidegate2.com](http://www.riversidegate2.com)
6. Non-recyclable items as listed in the posters should be placed in your regular garbage bags.
7. Non-recyclable items too big to place in the chute should be placed on the floor next to the large garbage room doors located in the move-in rooms opposite the mailboxes. Large items like desks, chairs, couches, and TVs must be disposed of by

the unit owner. Residents are not permitted to enter the main garbage rooms.

8. In support of our Social Committee, you are invited to drop off your empty wine and beer bottles in the recycling bin located in the canoe/kayak storage area in the garage. Residents should not remove donated bottles unless under direction of the Social Committee. Otherwise, bottles should go into the BLUE BOX on your floor, or dropped off at the Beer Store for a refund. Residents are to refrain from taking things from the recycle bins in the garbage rooms and should only use the garbage room located on their floor.

9. Cardboard boxes should be dismantled, folded, and placed in the appropriate large recycling bin in the upper level of the garage. Residents are not to inspect or remove items from the recycle bins.

10. Shredded paper should be placed in paper bags and placed in the BLACK BOX.

11. Plant materials (but not the containers) are to be bagged and dropped into your garbage chute.

12. Please rinse any glass/can food containers prior to placement in the BLUE BOX; this is important to reduce any smell or mess in the garbage rooms.

**Garbage Rooms (Main):** There is a garbage room located in each move-in room. The Building Superintendent, cleaning staff, and the Concierge Staff are the only persons permitted in the main garbage rooms. Residents are not permitted in the main garbage rooms. Should residents have garbage that is too large for the floor garbage chutes, they are to leave it outside the main garbage room door and the cleaning staff is to be notified. No one is to inspect or climb into a dumpster or bins.

**Garburators in Units:** Residents are advised that City of Ottawa Sewer Use By Law # 2003 - 514 (17) specifically prohibits the use of Garburators within the City limits. *{No person shall install or operate within the City any garbage*

*grinding devices, the effluent from which will discharge directly or indirectly into the sewage works.}*

Our Declaration also makes it clear that "no owner or occupant shall make any major plumbing, electrical, mechanical, structural, or television cable alteration in or to the unit without the prior consent of the Board." Consent for a Garburator will not be provided. Consequently, the installation or use of a Garburator in any unit at O.C.S.C.C. 769 is strictly prohibited. The Board requires that residents who have a Garburator installed in their unit remove it. Failing that, the Corporation will do so at the owner's expense. Currently the Corporation is involved in providing access to, and removing blockages from, the kitchen drain stacks. This, in addition to a major inconvenience to some owners, is a costly expense to all owners.

Residents should know that if their drainage stacks become blocked, and it is discovered that a Garburator is installed in their unit, they may be liable for significant costs for the removal of the blockage, as well as for any damage to other units and/or common elements, resulting from this work. Residents should also know that since Garburators are illegal, all insurance claims would be void. It is strongly recommended that residents use a drain strainer in their kitchen sinks to avoid blocking the drains and stacks. A limited supply is available at dollar stores; there are some available from the Property Manager at no cost.

**Gardening Committee:** A group of RG1 and RG2 residents have formed a Gardening Committee. They assist with planting and landscaping during the spring, summer, and early fall. Their schedule for work is posted on the bulletin boards. Residents are welcome to help with the light gardening tasks.

1. The equipment belonging to the condominium corporation is kept in the east move-in room against the wall. Residents wishing to donate items should leave the items at this location.

2. Members of the Gardening Committee are directed to use the Garage side door when entering or exiting the building while gardening. This is to limit the amount of dirt carried through the lobby floors.

3. Off Property Gardening/Landscaping on the boulevard and the roadside of Rivergate Way are not part of the Gardening Committee's responsibility. The property belongs to the City of Ottawa and as such, could be altered by the City in any way.

4. Donations can be made to either the landscaping of the RG2 property or the City of Ottawa's property. Donations left with the Front Desk should make clear the intended receiver.

**Gatehouse:** The Gatehouse is located at the main entrance to the property. A guard is on duty 24 hours a day, seven days a week. The job description for the Supervisor, Security Gatehouse is available on the RG2 website.

[http://riversidegate2.homestead.com/Supervisor\\_Security\\_Gatehouse.pdf](http://riversidegate2.homestead.com/Supervisor_Security_Gatehouse.pdf)

The role of the Supervisor, Security Gatehouse is to safeguard and monitor against any theft or damage to the property and harm to condominium residents. The Supervisor is responsible for screening, orienting, and training contracted gatehouse security guards hired to cover the evening, night, and weekend shifts. The incumbent insures the implementation of a variety of security rules, protocols related to the controlled access of all visitors, contractors, and vehicles to the property. S/he documents all gatehouse incidents, fire and safety emergencies, and resident inquiries. S/he regularly reviews security guard shift reports, completed forms, and incident reports on the activities and disturbances (if any) that occur over the three Gatehouse shifts. In case of fire and other emergencies, the Supervisor, Security Gatehouse is responsible to contact the fire department, other appropriate service providers, and the Building Superintendents. The incumbent is also responsible for personally carrying out regular gatehouse duties during the 8-hour daytime shift, five days a week.

**Grocery Carts:** Two grocery carts are located at each of the entrances from the garage to the lobbies. The carts are colour-coded to identify their location. Please return the carts **promptly** to their specified location so that others may use them. Ensure these carts are properly placed so that they do not roll away. Do not leave them outside the elevators or in your floor lobby. A larger grocery cart is located in each of the move-in rooms for transfer of larger items. This cart must be returned to the appropriate move-in room as soon as possible after the move is completed.

**Guest Suite:** A Guest Suite is available by reservation through the Front Desk during the week. The room includes two double size beds, television, coffee maker, and small refrigerator. WI-FI is available. All linens are provided. Linens are not changed during the stay. There is a rental fee and a limit to rental of consecutive nights. Residents renting the room are required to sign a rental agreement.

1. A booking for owners/residents can be made 3 months prior to first date requested to the day; bookings must be made in person with the Concierge between Monday and Friday, no earlier than 7:30 am. If the date requested is on a weekend or holiday, the first available date to book is the first business day 3 months prior to the date requested. Inquiries as to availability can be made by phone (not voice message).

2. Limit of 5 consecutive nights; extensions on a daily basis if available can be made one month in advance of the first day of the original booking.

3. Must be for guests of an owner/resident.

4. Owner/resident is responsible for the conduct of the guests and any damage or loss.

5. RG1 residents can book the RG2 Guest Suite one month in advance of the first date requested. RG2 residents can book the RG1 Guest Suite 180 days in advance of the first date requested.

6. Limit of 2 adults and 2 children.



7. Check in is after 2:00 p.m. Check out no later than 10:00 a.m.
8. An inventory of the contents of the unit will be provided to the owner/resident.
9. Bookings are logged in the reservation book.
10. Payment by cheque (made payable to O.C.S.C.C. 769) must be received at the time of the booking. No cash payments.
11. Bookings must be cancelled in writing not later than 48 hours prior to the date of event, except when the date of event falls on a statutory holiday, in which case cancellation must be made in writing at least one month in advance of the date of event. The Property Manager shall return the rental fee to the resident who made the booking. Late cancellations shall result in forfeiture of the rental fee.
12. A resident who books any number of days (up to 5 maximum) that include a holiday may do so, but will not be entitled to a refund if the resident cancels any of the days and the suite remains empty. No extensions to the booking will be allowed until the last date booked, if the Guest Suite is available. The Concierge will keep a wait list for bookings over holiday periods.
13. Owner/resident must check the unit following departure to ensure the private belongings are removed.
14. Smoking and pets (other than Guide Dogs) are not permitted in the guest suite.
15. Keys are available after 2:00 p.m. and must be returned by 10:00 a.m. to the Front Desk.
16. Cleaning contractors will be called to clean the suite as per cleaning contract specifications.
17. The Guest Suite cannot be booked for the same holidays by the same owners/residents in consecutive years prior to two weeks in advance of the first date requested.

### **Guidelines for Condominium Living:**

Living in a condominium is a new experience for some residents. Common hallways and inhabitants above or below your unit call for consideration of our fellow residents. Shared facilities with RG1 expand this consideration. While difficult at times to understand, individual owners cannot make their own rules.

[http://riversidegate2.homestead.com/Condo\\_Living\\_Considerations.pdf](http://riversidegate2.homestead.com/Condo_Living_Considerations.pdf)

The following guidelines contribute to a good experience for all:

1. Noise travels through the floors and doors to other units. Slip on your high heels or hard heel shoes only upon leaving your unit so as not to disturb your neighbours.
2. Avoid putting garbage down the chutes on Thursdays as it may injure staff or create a mess when bins are outside for collection.
3. Use only your own garbage room on your floor. For reasons of privacy, safety, hygiene, and disturbing noises, it is completely unacceptable for any resident to visit garbage rooms on other floors for the purpose of extracting items that have been discarded by other residents.
4. Be careful when throwing items in the Blue Bin – these bins are for glass, cans, etc., and are located adjacent to someone's unit wall. Please gently deposit blue bin items in the bin.
5. Avoid Excess Humidity in Units – Residents are reminded that frost and ice will easily accumulate on window glass and sills if their humidistat is not set in the automatic mode, or if the humidifier is not connected to the temperature control sensor located outdoors on their balcony. Please immediately contact the Property Manager if a problem persists. Humidifier canisters are available year round through the Front Desk at 613-247-9100. Replacement canisters are provided on a cost recovery basis. Please note that humidifier maintenance is the responsibility of the unit owners, not the Corporation.

6. Ensure that contractors (or others) do not smoke. All residents are encouraged to be vigilant and to report any observed incident to the Property Manager as soon as possible after the incident.

7. Gently close your unit door - Because our unit doors are heavy and spring-loaded for fire safety reasons, be “extra gentle” when closing your door; do not let it slam shut on its own.

8. Felt pads for furniture – Furniture dragged on the floor can reverberate throughout the entire unit below and beyond. Use felt pads, soft rubber rollers (as opposed to hard plastic ones) and area carpets on hardwood floors where possible. (Non-allergenic rugs are available on the market.) When moving chairs and tables, please lift instead of dragging.

9. Discourage loud noise or jumping/running in the unit.

10. Moving of furniture – Avoid moving furniture after 10:00 p.m.

11. Balcony noise – Please speak quietly on your balcony after 11:00 p.m.

12. Use the Mud Scrapers – Once the winter lobby rugs are removed and to protect our marble floors, mud scrapers are located by the front entrance and by the garage door for residents and guests to use. Gardening volunteers and Walking Club enthusiasts must use the garage side door entrance when participating in their activities. During winter please use the mud scrapers to remove the snow before entering the building.

13. Never Let a Stranger in the Building – The “Enterphone Security System” improves our ability to limit access to the building by unauthorized personnel. In the absence of a Concierge, never allow anyone you do not know to enter the building with you. There is no need to be embarrassed about it; explain it is condominium security policy, and ask the visitor to use the Enterphone system.

14. The Closure of Pathways in Winter – For safety reasons, the pathways around the property are not maintained during the winter.

15. Vacuuming – Vacuum between 8:00 a.m. and 10:00 p.m. whenever possible.

16. Maintenance of Dryer Lint Traps – Regularly check and clean out your clothes dryer’s lint trap. Accumulated lint can be a serious fire hazard.

17. Maintenance of Unit Kitchen Sink – It takes a bit of effort to keep the kitchen drain clear and odour free. Once a month, place 1 cup of baking soda into the drain and chase it with 2 cups “hot” vinegar. After about 10 minutes, finish things off by pouring a huge pot of boiling water down the drain. Do not use chemical commercial products. Consider using a fine wire mesh sink strainer to trap food refuse (available at most hardware stores and the Dollar Stores; or from the Property Manager at no cost).

**Hallways & Stairwells:** The hallways and stairwells servicing the units are common elements and residents are not permitted to leave any items on the floor in these areas, as they constitute a fire hazard and compromise safety according to the Fire Marshals Act. Specifically, a resident may not place furnishings of any kind (e.g., boots, shoe trays, plants, or other personal items) in the common areas.

**Heat Pump Instructions:** Maintenance and operation of the heat pump in your unit is the responsibility of O.C.S.C.C. 769.

The following instructions will assist in the proper operation and maintenance:

1. Do not set the thermostat in a cooling mode below 20°C (68°F).

2. Filters need to be changed on a regular basis before they become dirty enough to restrict airflow. O.C.S.C.C. 769 supplies the filters and they are replaced by the Building Superintendent twice a year.

3. Thermostat Switches (Standard): Fan ON runs the fan continuously; Fan AUTO runs the fan only when heating or cooling is required.

4. No Fan (Airflow) – Check the filter; if clogged, contact the Building Superintendent. Check the thermostat; if the fan switch is on AUTO, move it to ON. If the fan does not start, check the breaker for the unit. If this does not work, see item “A” below.

5. No Heating – check the air coming out of the supply grille above your patio door. Set the thermostat to HEAT and raise the temperature 4 degrees above the room temperature. Wait 15 minutes. Check for heat at the grille. If warm air is present, return the thermostat to normal. If the air does not warm up, see item “A” below.

6. No Cooling – Check the air coming out of the supply grille above your patio door. Set the thermostat to COOL and lower the temperature 4 degrees below the room temperature. Wait 15 minutes. Check for cool air at the grille. If cool air is present, reset the thermostat to normal. If the air does not cool down, see item “A” below. A small flashing snowflake on the thermostat indicates that the unit is starting up. When the snowflake stops flashing, the air conditioning should come on.

7. Item A – In the electrical panel in your laundry room, turn the breaker marked HEAT PUMP to the OFF position. Wait 30 seconds. Turn the breaker back to the ON position. If the unit does not return to normal operation within 15 minutes, contact the Building Superintendent. Do not continuously or rapidly cycle the power to the unit on and off as this may cause damage.

**Hobby Room:** The Hobby Room, complete with large workbenches, washbasins, and lockers, is located on the lower level of the garage on the west side. Your key fob provides access to the room. Residents must register all projects or ongoing hobbies requiring lockers with the Concierge, who will enter the information in the Hobby Room log.

1. Lockers are for use by residents, only for the period of their project or hobby, and only for storage of project-related materials, and shall be limited to one locker per unit. The lockers shall not be used for any other storage purpose.

2. Residents must use their own combination lock and supply the combination and other information to the Concierge. Locks that do not comply will be removed and the contents will be stored for a short time.

3. When a resident is no longer working on the project or hobby, the resident must remove the lock, empty the locker, and inform the Concierge in writing.

4. Residents should identify any miscellaneous hobby items that are not stored in their locker (i.e., on top of lockers, on or under counters, cupboards), and provide a detailed list of items to the Concierge.

5. The Property Manager shall determine whether storage outside of the locker for items identified in number 4 will be permitted for the duration of the project. Residents will be asked to remove items stored outside the lockers unless they have the approval of the Property Manager.

6. All residents need to be able to use the facilities without undue restrictions. To this end, a resident who is working on a project/hobby should not take over an entire table and should clear the table when not working on the project/hobby. One-half table per project per unit is recommended.

7. The storage and use of toxic chemicals or chemicals that produce a strong odour are currently not allowed in the Hobby Room as it is not ventilated for this use.

8. Tools that have been provided by owners for everyone's use in the Hobby Room are either located on the pegboard, or attached to tables or counters. These tools are not to be removed from the Hobby Room. If a defect or problem is identified with any of them, it is to be reported to

the Concierge so that corrective action can be taken. Please do not use tools/equipment that belong to an individual resident.

9. Residents use equipment in the Hobby Room at their own risk and liability. Residents must ensure they know how to operate a piece of equipment before using it.

10. Contractors are allowed to use the Hobby Room when necessary. Residents are responsible for the conduct of contractors they employ. They should accompany their contractors to the room (to provide access) and should ensure the room is cleaned at the end of the day and/or project. Both residents and contractors should respect the protocols, keep the area clean, and not monopolize tables. Contractors are not allowed to use the tools, equipment, or materials in the Hobby Room.

11. The Hobby Room must be left clean and tidy after use. There is a shop vac in the closet for your use.

12. No owner shall do, or permit anything to be done in the Hobby Room or bring or keep anything therein which will in any way increase the risk of fire or the rate of fire insurance on any part of the building, or on property kept therein; or result in the cancellation or threat of cancellation of any policy of insurance arranged by the Corporation; or obstruct or interfere with the rights of other owners; or do anything which is, on a reasonable standard, bound to annoy them or conflict with the laws relating to fire or with the regulations of the Fire Department or with any insurance policy carried by the Corporation or any owner, or conflict with any of the rules and ordinances of any governmental authority or with any statute or municipal by-law. It is imperative that these rules be adhered to by everyone. Use of a locker must be registered. Contact the Property Manager. Failure to do so will result in the lock being cut and items removed.

The Condominium Corporation is not responsible for personal items left in the Hobby Room.

**Humidifier Canisters:** Humidifier canisters are available for purchase at the Front Desk (613-247-9100). Replacement canisters are provided on a cost recovery basis. Humidifier maintenance is the responsibility of the unit owners.

### **Humidifier Shut Down & Start-up Processes:**

Humidifiers are the personal property of the owner and the responsibility to service and maintain rest with the owner.

*Shut Down Process:* At the end of the heating season, the Nortec humidifiers should be shut off. This procedure should be followed:

1. In the heat pump closet in the laundry room, turn the switch on the humidifier box to the “OFF” position.
2. Turn off the water valve to the humidifier located inside the laundry sink cupboard.
3. If the water in the cylinder has been boiling, allow it to cool before proceeding.
4. Push the ON/OFF/DRAIN switch down to the MANUAL DRAIN POSITION. Leave it in this position long enough to drain the cylinder (not usually longer than 3 minutes).
5. Once the cylinder is drained, the electric plug for the humidifier can be unplugged. This plug is located in the heat pump closet in the laundry room.
6. Return the ON/OFF/DRAIN switch to the “OFF” position.
7. In the electrical panel, locate the switch for the HUMIDIFIER and shut off the electrical switch.
8. At the time the humidifier is shut down, the fan setting on your thermostat may be set to the “Auto” position. The heat pump fan will then function only when the heating or cooling cycle operates.

*Start Up Process:* At the beginning of the heating season residents using the Nortec humidifier will wish to turn it on. This procedure should be followed:

1. Ensure that the thermostat is set to HEAT.
2. In the heat pump closet, remove the face panel of the humidifier.
3. Ensure there is a water cylinder installed correctly (follow manufacturer instructions).
4. Ensure the on/off switch is in the OFF position (no lights should be lit to the right of the switch).
5. Plug in the electrical cords of the humidifier to the electrical plug in the heat pump closet.
6. Open the water valve (counter clockwise) under the laundry sink (this feeds water to the humidifier).
7. Turn on the appropriate breaker to the ON position in the fuse box panel in the laundry room.
8. Humidistat: check the readings on the humidistat located in the heat pump closet. The humidistat should be set to AUTO. This will adjust the humidity depending on the outside temperature. If the humidistat is set to MANUAL, the humidity will stay at the set level that may result in extreme condensation build up on your windows during very cold weather.
9. Thermostat: Leaving the fan setting on your thermostat in the ON position is recommended as the humidifier will only function when the fan on the heat pump is running. Leaving the fan setting on your thermostat in the AUTO position may result in insufficient humidification. Do not change your heat pump settings to Air Conditioning mode unless you turn off the humidifier completely. This will cause extreme condensation inside your heating ducts resulting in damage to your ceilings and walls.

10. Humidistat setting: maximum of 35% relative humidity during the winter months to avoid window condensation.
11. The humidifier will only function if it is requesting humidification higher than the current ambient humidity in the unit. If the humidistat is set at 30%, the humidifier will not commence functioning if your unit is at 40%.
12. Turn on the humidifier by pushing the toggle button (status indicator bulb) completely up to the top and a green light will commence. Four yellow flashes from the “status indicator” bulb indicate that the cylinder must be changed. Consult the Front Desk or Building Superintendent for a replacement cylinder. There is a charge for these.
13. Watch and listen for the water to fill up in the cylinder.
14. Ensure that the unit can drain by pushing the toggle button all the way down for 3 to 5 seconds.

**HVAC Maintenance:** Your HVAC system (located in the laundry room closet in your unit) will be checked twice a year. Please ensure the heat pump closet is cleared of any items that might be in the way and that the door can be fully opened. The maintenance check will be done by the Building Superintendent. The filters will be changed and the water alarm system installed in the heat pump closet will be checked at this time. The Building Superintendent will assess the need for preventive maintenance, such as vacuuming or degreasing the coils and cleaning the condensate drain pan and hose. Spring is the time to lower your humidity settings and eventually turn the humidifier off.

### **Informal Agreements with RG1**

There are three informal agreements between RG1 and RG2. These have all been reaffirmed by both Boards. None of these agreements is binding on future Boards. The agreements are:

1. Antennae on the condo roofs are limited to one per building;

2. Blinds or other window coverings are not allowed on the balcony glazing;

3. Neither condo will rent out any spaces in the visitors' parking lot.

**Insurance:** The Condominium Corporation carries insurance for the damages to the building, standard unit of the unit (as defined in the Condominium Documents), and any common elements. It is a commercial policy and does not cover any personal items, moving of furniture, or outside accommodations that unit owners might require. The Condominium Act states that this is the only coverage the Condominium is required to have. Our insurance advisor confirmed we are unable, as a commercial policy, to obtain insurance for individual units.

1. It is an individual resident's responsibility to obtain personal property and liability insurance. Personal property insurance covers damage to or loss of items such as furniture, fixtures, clothing, jewellery, and furs.

2. Any extras or upgrades to the unit beyond those defined in the Condominium Documents in Schedule 2 and entitled "Definition of Standard Unit", or improvements made after occupancy, are your personal property and should be insured.

3. Personal liability insurance is required to protect you from claims for bodily injury or property damage for which you may be held responsible as a unit owner.

4. The unit owner's policy should include provisions whereby it covers movement of furniture and provides accommodation for the unit owner if their unit is unfit to live in.

5. Comprehensive condominium insurance is available through many insurance companies. Consult with your broker for details.

6. The Condominium Act (1998) specifies the insurance coverage required by the Corporation. After this, the unit owner's insurances cover the

rest, even if the Condominium's common elements were the cause of the damage.

7. Ensure your personal policy includes payment of the Corporation's deductible. This should be a standard clause in your insurance.

8. Additional insurance is required on your personal policy if glazing was installed on your balcony or for any upgrades made in your unit. The Corporation policy covers only the standard unit, not any upgrades.

*Claim required caused by the Corporation's common elements:* The Corporation pays the Corporation's deductible. The Corporation's policy will then repair all common elements and any damages to the standard unit. Should the unit be damaged to the point that owners are unable to live in the unit, the owner is responsible to pay their own personal insurance deductible and their insurance will then pay for accommodation, any upgrades done to the standard unit, and the moving of furniture, etc., if specified in personal insurance policies.

*Claim for repairs to common elements and standard units required and caused by an owner's negligence:* The owner is responsible to pay the Corporation's deductible by paying their personal insurance deductible, which is probably lower, and having their personal insurance pay the Corporation's deductible. The Corporation's policy will then pay for repairs to the common area and standard units. Please see the December 11, 2015 Communiqué sent to all owners for additional information.

## Keys, Fobs, and Remote Openers

*Keys:* A single key is used to open both the back gate and the tennis courts. Separate keys are used for your unit entrance door and your storage locker on the unit floor. Copies of the unit entrance key and your floor storage locker key should be left with the Property Manager for emergency use only. (See Emergency Keys.) Locks and keys for both the unit entrance door and door to the storage

locker (on the same floor) are the responsibility of the owner. Owners must obtain permission from the Board before installing a new lock. All locks and door hardware must maintain the original appearance established in the construction of RG2. Owners were also given one key for their mailbox.

*Fobs:* The Fob is used to open the doors to enter the building from the garage, the Main Entrance door, the Games Room door, the Hobby Room door, the Fitness Centre door, and the door to the Bike Room. There is no battery to replace in the Fob. The Fob can be programmed in the Condominium Office to allow access to various areas or not! All lost fobs must be reported to the Concierge so that they can be deactivated for security reasons.

*Remote Openers:* The Remote Opener is issued to open the barrier at the Gatehouse and to enter and exit the parking garage. The battery must be replaced periodically and can be done for you at no cost at the Gatehouse. Some owners use the built-in remote in their cars to open the front entrance gate. Some of these remotes emit a strong signal that can open the entrance gate from as far as the stop sign across the street. When you use a remote, use it only as you get close to the gate, especially if there is a vehicle stopped or people at the visitor's gate. It has been observed that visiting vehicles can take advantage of the space created and simply drive through the owner's gate. Also, prematurely opening the gate from a distance increases the risk of the barrier arm descending too soon, particularly if there are also pedestrians in the area. Activate your remote when you are close to the garage door as it may open the entrance gate as well if you are not far enough away from the entrance gate. All lost remotes must be reported to the Concierge so that they can be deactivated for security reasons. A register is kept when issuing all fobs and remotes. Whenever a fob or remote is used, there is an electronic record stored in our security system of the date, time, and location, along with a video record where cameras are located.

There is a charge to purchase or replace Fobs or Remote Openers. Fobs and remotes are not issued

on a temporary basis. These can be accessed through the Front Desk. Purchases are payable by cheque to O.C.S.C.C. 769. No cash payments. Defective fobs/remote openers are replaced free of charge. When a resident moves out, notify the Gatehouse or Concierge so that the remote can be deactivated. When a unit is sold, all keys, fobs, and gate remotes associated with the unit must be left for the new owners. Condominium staff should be notified so that the fob/remote can be deactivated. If a vehicle has been programmed, it will also be deactivated. Our collective security rests primarily on assuming our individual responsibilities. If you sell or change your vehicle, it is important to disable the vehicle access feature if you have programmed it. There is no reimbursement for returning key fobs and gate remotes.

**Landscaping Principles:** The residents of Riverside Gate enjoy and benefit from the beautiful landscape and gardens that surround our buildings. The Shared Facilities Committee (SFC) recognizes the importance of maintaining and enhancing, when justified, these natural assets and providing adequate funding to the extent possible. The ultimate objective of landscaping plans is to maintain the quality and design of the current landscape with due regard to maintenance costs. This will be done in accordance with the SFC guiding principles available on the website at <http://riversidegate2.homestead.com/Members-Area.html>. It is also understood that at times, planning expenditures may have to be spread over several years. Considerable effort has been put into establishing these guidelines and all residents are encouraged to review them. Owners/residents are not allowed to plant items in the landscaping.

**Library:** The Library is available for quiet use by residents 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 residents should not be

hindered from entering, or made to feel unwelcome.

2. Leave the room clean and tidy after use. Snacks are permitted. Turn off the light when you are finished in the library if it is not occupied. Please do not store your guest's personal belongings on the chairs or tables that are not in use.

3. The Library collection consists of over 1000 books generously donated by residents 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.

4. The Library Committee supervises and maintains the Library and is responsible for organizing the collection as well as shelving returned and donated materials.

5. Book Donations: The Library Committee accepts donations of books in good condition, especially recently released works of fiction and non-fiction. Due to space limitations, at this time, the Committee is not able to accept donations of spiritual books, cookbooks, gardening books, or collections of books by one author or on one topic.

6. Magazine Donations: Donated magazines must be current and in good condition.

7. Puzzles & Games Donations: The Library welcomes puzzles and games in good condition. Please replace the puzzles on the appropriate shelf and do not remove them from the Library for extended periods.

8. All Donations: Please leave all donations with the Concierge. Do not place them on the Return Table.

9. Returned items are to be left on the side table located next to the magazine rack. Please, do not shelve books or magazines.

10. Newspapers: The Library welcomes your newspapers. Generally they are kept for 3 – 4 days.

11. Circulation: As a courtesy to fellow Library users, the Library Committee asks all residents to limit their borrowing to 3 magazines 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.

12. Puzzle Table: Residents are not to move or interfere with puzzles that are in progress on the puzzle table.

**Loading Zone:** The loading zone is located on the ramp leading to the RG2 garage. The Gatehouse will advise all contractors, deliveries, and movers where to park and gain access to the building. They are not permitted to use the front door or to enter the garage with their vehicle.

1. All vehicles directed to the loading zone are to adhere to the policies and regulations established for the Corporation.

2. All vehicles are to park by the Superintendent's fence. There is a yellow loading zone line on the ground. No vehicle or ramp is to pass this line for security and safety reasons.

3. No vehicle is allowed at any time to block the garage door unless it is an authorized vehicle that is maintaining or repairing the garage itself.

4. The garage door must only stay open when workers are present and must remain closed otherwise. The indoor move-in room doors abide by the same rules.

5. Once a vehicle is done being loaded/unloaded, it is to move to the visitors' parking lot or on the side road if the vehicle is too large.

6. All contractors, deliveries, and movers are given a priority status and may have to move their vehicles if necessary to provide fairness and service to all residents.



**Lockers:** There are several lockers available to residents. The lockers on the unit floor corridor are the property of the owner. The lower garage lockers are common elements for exclusive use and are owned by the Condominium Corporation. There are lockers for temporary use by residents in the Change Rooms and the Hobby Room.

1. To minimize fire hazards and to ensure control of pests throughout the building, storage lockers may only be used to store non-perishable personal effects.
2. Articles stored in a storage locker shall not be higher than the top of the locker so as not to interfere with the sprinkler system.
3. Do not store plants, food, gasoline, cleaning materials, combustible materials, inflammable materials, or motorized recreation equipment, as these items are specifically prohibited.
4. Locks on lockers in the men's and women's Change Rooms are only to be present when you are in the Fitness Room, Pool, or Change Rooms. Locks are not to remain on lockers when you leave these areas.
5. Locks may be placed on lockers in the Hobby Room only while you are working on a time-limited project. These lockers are not for permanent storage. These lockers must be registered at the Front Desk. (See Hobby Room section for more detail.)
6. There are insufficient lockers in both the Change Rooms and Hobby Room to accommodate users from all units. Please be respectful of your neighbours' right to access lockers.
7. No owner shall do, or permit anything to be done in these lockers or bring or keep anything therein which will in any way increase the risk of fire or the rate of fire insurance on any part of the building, or on property kept therein; or result in the cancellation or threat of cancellation of any policy of insurance arranged by the Corporation; or obstruct or interfere with the rights of other owners; or do anything which is, on a reasonable

standard, bound to annoy them or conflict with the laws relating to fire or with the regulations of the Fire Department or with any insurance policy carried by the Corporation or any owner, or conflict with any of the rules and ordinances of any governmental authority or with any statute or municipal by-law.

**Luggage Carts:** The building is equipped with two luggage carts, one in each of the move-in rooms. These carts are strictly for the transportation of clothing or luggage. The carts are for use by owners/residents only and cannot be taken off-site. No heavy tools, equipment, or furniture are to be placed on the carts. Flat tires or other damage should be reported to the Building Superintendent. Should a luggage cart require maintenance or repair during the weekend, the cart should be stored in the main garbage room and a note left for the Building Superintendent.

**Mail:** There are two mail areas: East and West. There is a sign located in each area indicating whether the mail has arrived. The Concierge will adjust the sign as required. Residents are asked to refrain from changing the sign. The Notice Boards behind glass by each of the mailboxes are strictly for the use of the Property Manager. Junk mail should be deposited in the wastebasket provided. There is an outgoing mail slot for outgoing or misdirected mail. The mail delivery person empties this box when s/he delivers the mail.

### **Medical Deliveries:**

1. Medical deliveries including narcotics or medications requiring refrigeration or special storage are not accepted by the Concierge.
2. Other pharmaceuticals may be signed for by the Concierge if the resident has completed the Waiver & Indemnity form regarding the delivery of pharmaceuticals and paid the one-time fee.
3. These deliveries must be picked up at the Front Desk. They are not delivered to the unit.
4. No special handling, storage, or preserving of the pharmaceuticals is provided.

5. General first aid items, diabetic drinks, and vitamins that can be purchased off the shelf can be accepted without the medical waiver.

**Medical Emergencies:** Residents are strongly advised to contact the Gatehouse when an ambulance has been called. This will ensure access to the building is immediately available to the emergency personnel in a situation where every second counts. It is advisable to ensure your unit entrance door is unlocked in such a situation.

**Movie Nights:** Movie nights are held every second Thursday evening at 7:00 p.m. sharp. Showings alternate between the RG1 and RG2 Party Rooms. Consult the bulletin boards and/or the RG2 website for more information. Rogers On Demand is available for movie night viewing.

### **Move-in Rooms (See also Elevator Bookings):**

There are two move-in rooms, one on the east and one on the west side of the building. The two doors on each room are fire doors and must remain closed and locked unless the room is in use for a short period. The rooms are meant to service contractors, technicians, and movers that require in/out services. On weekends and holidays the doors are to remain locked unless required for a move-in.

The east move-in room contains a large grocery cart, a luggage cart, gardening equipment, and access to the east garbage room. The west move-in room contains a large grocery cart, a luggage cart, a wheelchair, access to the Games Room and the west garbage room.

**Move-in Protocol:** Items are to be transported from the vehicles to the move-in room. Once all items are placed there and the garage door is closed, the delivery may be moved to the elevator and brought upstairs. No contractors are permitted to do work in the move-in rooms. Residents should direct their contractors to the Hobby Room and give them entry to the room. The Concierge is not

permitted to give contractors entry to common element spaces.

### **New Owners' Orientation:**

All new owners require access to the documentation and information to make condominium living an enjoyable experience.

A meeting will be scheduled with the Property Manager to collect required information and to outline condominium responsibilities and answer any questions. The PM will review obligations of owners at RG2 (for example, condominium fees, insurance, use of common elements, by-laws, RG2 rules and regulations, etc.).

A welcome friend will be arranged if desired. Where feasible and requested, a building tour can be arranged. The activities available in the building will be highlighted. The resident friend will be available for future contact.

### **Open House Protocol:**

The protocol for open houses at 3580 Rivergate Way is as follows:

*Property Manager Responsibilities:* As soon as the Property Manager, Concierge, or Gatehouse staff are aware that there is a unit listed, the Property Manager will be informed and will send the Owner an email attaching the protocol and asking for the name and coordinates of the Real Estate Agent. The Property Manager will then send the agent a copy of the protocol.

*Unit Owner Responsibilities:* Complete the form re Open House and return to the Front Desk at least one week prior to the date of the scheduled Open House. Ensure the Real Estate Agent selling the unit understands fully the protocol for Open Houses here at 3580 Rivergate Way. Provide a copy to the Agent.

*Gatehouse Responsibilities:* Collect business card from the Real Estate Agent(s) on entry to the property. Register each visitor to the Open House and collect driver's licence information. Inform the Front Desk with the name of each of the visitors.

*Concierge Responsibilities:* From the Real Estate Agent, collect the full name, cell phone number, email address, company name and the Open House unit number. Provide a copy of the Open House Protocol to the Real Estate Agent. When a visitor arrives, contact the Agent to send someone to meet the visitor at the Front Desk. Do not accompany the visitor to the unit. Do not allow visitors to roam the common areas. Sign in each visitor on entry, noting time of entry. Sign out each visitor on leaving, noting the departure time. Log any infractions of this protocol for follow up by the Property Manager.

*Real Estate Agent Responsibilities:* Together with the Owner, ensure the form re Open House has been submitted at least one week prior to the date of the scheduled Open House. Leave business card and provide other information as requested. Must have at least two staff per Open House to ensure that someone accompanies each visitor from the Front Desk to the unit and back to the Front Desk when leaving, while the second staff person remains in the unit. Must acknowledge that the Concierge does not accompany any visitors to the unit. Must be aware that Open House visitors are not allowed to roam the building or visit common element areas, such as the pool, gym, party room library, etc. Tours of the building are restricted to individual showings of units when the Agent can accompany a potential buyer. Must make washrooms available in the unit hosting the Open House. Should this protocol not be followed, the Real Estate Agent will no longer be permitted to hold Open Houses at 3580 Rivergate Way.

### **Parcel Delivery & Pickup**

1. Parcels delivered by Canada Post are brought to the Front Desk. If the parcel is neither a passport nor a medical delivery, the Concierge on duty can sign for it. Residents will receive a call later in the day to inform them that their parcel is at the Front Desk. These parcels must be picked up by the resident. Parcels are not delivered to the unit.
2. Parcels that arrive by courier are accepted at the Gatehouse. The Gatehouse staff will call the residents to inform them that a parcel will be left at

the Front Desk for pick up. These parcels must be picked up by the resident. Parcels are not delivered to the unit.

3. Call priority will be given to Priority and Xpresspost services.
4. If the parcel is large and/or heavy, the resident may use the luggage cart or a grocery cart to transport the parcel. Please return the cart to the designated area after use.
5. Parcels that are not picked up will be stored for a few days in the Condominium Office. Residents should inform the Concierge if they are expecting a parcel and will be away.
6. Medical deliveries are only accepted if the resident has signed the legal release form and paid the one-time fee to the Condominium Corporation. (See Medical Deliveries for more information.)
7. The Concierge is not legally allowed to sign for a passport.

### **Parking Spaces**

1. Parking spaces are to be used only to park operable passenger vehicles, compact van or jeeps or SUVs, light trucks less than  $\frac{3}{4}$  ton, or a motorcycle. Please ensure that you park in a manner that will not impede your neighbour's ability to access or egress their space.
2. No trailer or camper (with or without eating or sleeping accommodation) shall be parked inside the garage.
3. No commercial vehicle other than that of a resident shall be parked inside the garage without written permission from the Property Manager.
4. No repairs, lubrication, or oil change shall be made to any motor vehicle on any part of the common elements or on any parking unit or space.
5. No motor vehicle shall be driven on any part of common elements at a speed in excess of the posted speed. Except where otherwise posted, the

fixed speed limit for motor vehicles or bicycles on the common elements is (10) kilometres per hour.

6. Parking units shall not be sold, transferred, gifted, or disposed of in any manner except to an owner of a dwelling unit in this condominium (RG2) or the adjacent condominium corporation (RG1).
7. Parking spaces shall not be leased or licensed, either in writing or otherwise, except to an owner of a dwelling unit, to the Corporation, or to a resident of a dwelling unit in RG1 or RG2.
8. Repairing, maintaining, or washing of a vehicle is prohibited in your parking space.
9. In order to protect the garage floor, residents are responsible for damage from oil and gasoline leaks or spills from their vehicle.
10. If the space is to be used to park a motorcycle, a protective pad must be used under the kickstand.
11. No items are to be placed in your parking space other than your vehicle and a small carrying cart.
12. In the event that the Board, for reasons of cleaning, snow removal, maintenance or repair, temporarily requires vacant possession of any parking unit or space, the owner thereof or having the exclusive use thereof shall ensure that such space is vacated for the period as the Board requires in the circumstances. In the event that such owner fails to so vacate the parking unit or space upon reasonable notice, the Board shall be entitled to remove or have removed any motor vehicle or other obstruction from the parking unit or space and the cost thereof shall be charged back against such owner as an additional contribution to the common expenses and shall be recoverable as such; the Board and the Corporation shall not be liable for damages resulting from such removal.

**Party Room (Ad Hoc Use):** RG2 residents may make use of the Party Room at no cost for small groups that may include outside guests (group size not to exceed 10, the majority being

RG2 residents) provided this does not interfere with an existing booking of the space. These small groups do not have exclusive use, and the room must remain open to all RG2 residents for their use as well. The door must remain unlocked. There is no use of the kitchen facilities or equipment. Residents should inform the Concierge on duty if wishing to use the space.

In the event of a death of a resident, family member or close friend, the resident (or spouse or family member if the death is of the resident) wishing to use the Party Room for a reception following a service may do so at no cost if the room is available on that date. Should the Party Room be reserved by the Social Committee for a meeting, the Concierge will contact a member of the Social Committee to determine if they can reschedule their meeting. Once the Party Room is reserved for a grieving family, it is considered booked as if they have paid to use the room and they are accorded all the privileges and responsibilities of a paid booking.

### **Party Room (Formal Bookings):**

1. The Party Room is considered a common extension of our own units. Rentals are for personal (i.e., family / friends / acquaintances) use only. The facility is not to be booked for business events, charity events, conferences, etc.
2. Maximum number of occupants: 75 seated or 100 standing.
3. The management and O.C.S.C.C. 769 staff are not responsible for set up or take down of any furniture or equipment.
4. The Property Manager must approve all reservations on behalf of the Board of Directors.
5. Use of Audio Visual equipment must be requested. The Concierge will turn on the A/V equipment. Note that Rogers On Demand is available in the Party Room.

#### *Party Room Booking:*

1. The resident booking the Party Room must be in

attendance throughout the entire event and ensure that the door is kept closed.

2. Formal reservations with payment take precedent over informal use of the room.
3. The interested resident must complete and sign the Party Room booking form (available online).
4. The booking for owners/residents is 3 months prior to first date requested to the day; bookings must be made in person with the Concierge between Monday and Friday, no earlier than 7:30 a.m. If the date requested is on a weekend or holiday, the first available date to book is the first business day 3 months prior to the date requested.
5. Submit the signed application form and your cheque to the Concierge or the Property Manager during the weekday. No reservations can be made on the weekend or on holidays. Payment is required to reserve the room. Dates cannot be put on hold.
6. Rental fee is due by cheque (made payable to O.C.S.C.C. 769) with the reservation form. No cash payments.
7. Resident is to be provided a copy of "Annex A" when booking and must comply with all the provisions contained therein and on the reservation form.
8. Any accessories or facilities other than those listed on "Annex A" of the booking form must be arranged and paid for by the resident.
9. Residents may book the Party Room for exclusive use between the hours of 10:00 a.m. to 1:00 a.m. Use of the room is restricted to RG2 residents' families and invited guests.
10. Bookings made with the Concierge are logged in the Party Room reservation book. A resident may ask to be wait-listed for a booking of the room if it is already booked.
11. Bookings are on a "first-come" basis.

12. A resident may book the Party Room for no more than 2 consecutive days.

13. Subsequent to the Party Room having been reserved by a corporate group (i.e., the Board of Directors or a Board Committee), the reservation cannot be "bumped" without the original booking party's agreement.

14. Bookings must be cancelled in writing not later than 48 hours prior to the date of event, except when the date of event falls on a statutory holiday, in which case cancellation must be made in writing at least one month in advance of the date of event. The Property Manager shall return the rental fee to the resident who made the booking. Late cancellations shall result in forfeiture of the rental fee.

*Preparation of Party Room:*

1. The Management has no responsibility in relation to the pre-planning or preparation of the Party Room for an event hosted by a resident. The Building Superintendent's role is as an advisor. Her/his responsibilities do not include arranging or setting up of any additional furniture. The rental, delivery, and return of any furniture or equipment are the sole responsibility of the host/hostess and any such furniture or equipment shall be removed from the Party Room by 10:00 a.m. on the day following the event.
2. Resident examines all the facilities on the day of the event and reports any deficiencies to the Concierge and accepts full responsibility for the care of the facility during the event.
3. A key can be provided to lock the party room door if requested. The key can be obtained from the concierge. The party room door is not to be locked overnight unless rented for more than one consecutive day.
4. If you are using the coat rack, it must be placed inside the Party Room, not in the hall outside the door.
5. No decorations provided for the event may be

adhered in any way to the ceiling, appliances, or cupboards. Decorations may be affixed to walls using green painter's tape only. Such decorations are to be removed and disposed of in an appropriate manner at the culmination of the party.

*Parking for Party Room Events:*

1. Parking for guests is restricted to marked spaces in the visitors' parking area directly in front of the buildings.
2. Vehicles that are "double parked" or parked in the circular roadway or anywhere on the Fire Routes in front of the building shall be towed at the owner's expense.

*Conduct of Guests:*

1. The resident accepts full responsibility for conduct of the guests and must be present throughout the entire event.
2. Guests are not to wander throughout the building.
3. All guests will refrain from smoking in the building and at the front of the building. Any guests wishing to smoke will be requested to exit the property.
4. The Swimming Pool, Hobby Room, Games Room, and Exercise Room are out of bounds to all guests. Residents are requested to prevent their guests from wandering in the lobbies and around the premises or using the elevators while carrying beverages or food.
5. Rental of the Party Room does not include the foyer outside the Party Room.
6. The Concierge staff will not escort guests around the building or accompany them to RG1.

*Noise and Music:*

1. Guests and residents should be mindful of others in the building and note that there are residents 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. Please see the Concierge to have the A/V system turned on.

4. Owners who are inconvenienced by noises emanating from the Party Room may contact the Concierge on duty. The Concierge will intervene on behalf of the complainant. If unacceptable noise persists despite repeated interventions, the Concierge will contact the on-call Building Superintendent. The Property Manager is ultimately responsible for addressing any dispute.

*Use of Alcohol:* Liquor/wine may be served in the Party Room but in no case shall it be sold (whether for profit or otherwise) at any function. No alcohol shall be served in the Party Room after 12:30 a.m.

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

*Catering Services:*

1. The resident responsible for the booking shall ensure that any hired caterers remove all their catering materials no later than 10:00 a.m. on the morning following the event.
2. Residents are 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 residents, in relation to their personal living areas, usually protects the individual owners from liability in respect to any guest or visitor of an owner even though such guest or visitor may receive an injury while in an area defined as a common element.

*Fire Prevention:*

1. The host/hostess is fully responsible for ensuring that all fire prevention measures are upheld and that no fire hazard is permitted on the premises during the event.

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 the clean up of 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 residents, 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. Residents who rent the facility are requested to closely supervise the use of food and beverages during their event. It is important that any spills or mishaps be reported right away to the Concierge, Building Superintendent, or Property Management to ensure immediate spot cleaning. The clean-up function, with the exception of vacuum cleaning, dusting, and polishing, is the sole responsibility of the host/hostess. 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 resident, will carry out any additional clean-up work required to restore the facilities to their normal condition.

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

**Passport Deliveries:** The Concierge is not permitted to accept passports under any

circumstances. Passports must be signed for and received by the resident for whom it is intended or her/his spouse.

**Personal Requests for After-hour**

**Assistance from Staff:** During working hours, the Concierge staff and Building Superintendent are only available for condominium-related issues and emergencies. The staff may be consulted for personal work after their working hours.

1. The Building Superintendent is available to perform some tasks for residents after her/his condominium shift. There is a charge for this service payable to the Building Superintendent.

2. Residents must make the request in writing and place the request in the mail slot of the Condominium Office. A form is available at the Front Desk.

3. The Building Superintendent will contact the resident regarding the request after the day shift. The Building Superintendent is not obligated to accept any personal requests.

4. The Concierges are not involved in any way in these requests for personal work done by the Building Superintendent. They are not allowed to contact the Superintendent for these services.

5. Residents may ask the Concierges for personal work, also to be performed outside their condominium shift. Examples include mail collection over extended periods, suite checks during extended holidays, etc. Keys for the mailbox and the unit must be provided to the Concierge for such services. There is a charge for any such services payable to the Concierge. The Concierge is not obligated to accept this responsibility.

6. The Concierge does not forward packages or accept deliveries during extended absences unless such arrangements have been made with the Concierge.

**Pet Rules:** Domestic pets are welcome at Riverside Gate; however, they are subject to a number of rules. If we want pets to remain welcome here, it is important that all owners know and follow these rules. The rules apply to all pets, even those who are temporary visitors. The purpose of this document is to summarize the rules that are in place for the convenience of residents and visitors who bring a pet to our home. There are two sources for these rules. The first is the City of Ottawa By-laws. The second is the Condominium Rules and Regulations that we all received when we arrived.

*The City of Ottawa Rules:* Riverside Gate is located in the City of Ottawa; all regulations of the City apply on its property as well on the nearby streets and in the woods.

1. **Stoop & Scoop:** Dog waste is a public health hazard, takes the pleasure out of outdoor activities, and pollutes the environment. Every owner of a dog shall immediately remove any faeces left by the dog in the City. Failure to pick up after your dog and dispose of it properly is a by-law offence.

2. **Barking:** According to the City's By-law, pet owners must prevent their pet from constant barking. Regular barking may signal behavioural problems that the pet owner should address.

3. **Controlling Your Dog:** Dogs must be under control at all times, and must not be permitted to roam. Leashing is required on most public property. Leashes should be no longer than three (3) metres. A dog is deemed to be running at large if found in any place other than the premises of the owner not under the control of any person. No owner of a dog shall permit the dog to run at large in the City unless:

- the land is the premises of the owner of the dog;
- the land's owner has given prior consent to the dog being off the leash; or
- the land is parkland that is owned by the City, and designated an off-leash area.

4. **Registration:** Every owner of a dog shall:

- register the dog with the City, and renew such registration annually; and
- keep a dog identification tag, issued by the City securely affixed on the dog at all times.

*Riverside Gate Pet Rules:* Riverside Gate welcomes pets as long as all rules are obeyed. The following rules are in addition to the City of Ottawa rules.

1. **Size limit:** Only domestic pets or animals not exceeding twenty-five (25) pounds in weight, at maturity, shall be allowed, or kept in or about, any unit or the common elements.

2. **Breed limits:** Owners are prohibited from keeping in any unit, or in any other part of the property, dogs that are trained as attack or security dogs.

3. **Identification of pets:** Dogs must wear a tag that provides the resident's name and address.

4. **Controlling Your Dog:** Riverside Gate is private property; individual owners do not own the grounds and other common elements, so cannot give consent to dogs' being off leash. All permitted pets or animals must be under the complete control of their owner/handler at all times when using the common elements either inside or outside the building, at a minimum through the use of a leash or other restraining device. While on or passing through the common elements outside the building, all permitted pets or animals must be held by a hand-held leash or transported in a stroller, wagon, or by other means such as a pet carrier, or be caged. When controlled by a hand-held leash, the pets or animals must not be allowed to stray from the sidewalk or the paved portion of the common elements outside the building, except in an area that will be designated by the condominium board as a pet-friendly zone where pet owners can walk their pets.

5. No owner shall tie up a pet or animal on the common elements nor leave a pet or animal unattended on the common elements.



6. Any pets or animals making disturbing noises or behaving objectionably are liable to be removed from the property.

7. No pets are permitted inside the pool facility.

8. Guest Suite: Other than guide dogs, no pets are permitted inside the Guest Suite.

9. Walking Area for Dogs: A clearly identified area for walking dogs is provided behind the visitors' parking lot. Owners are asked to curb their dogs (keep them off any grassy areas) everywhere else on the property.

10. Stoop & Scoop: Pet walkers are required to "stoop and scoop" anywhere on the property including the dog walking area. Disposal must be in conformance with City of Ottawa regulations. Any owner who keeps a pet or animal on the property or any part thereof in violation of these rules shall, within two (2) weeks of receipt of a written notice from the Board or the Property Manager requesting the removal of such pet or animal, permanently remove such pet or animal from the property.

### **Photocopies/Faxes:**

The Condominium Office equipment is not available for personal use. Staff are not allowed to make photocopies or send faxes for personal reasons.

### **Placement of Items in Common Areas:**

Residents, who wish to donate or purchase an item for placement in a common area, must first approach the Property Manager, who will then seek Board approval for the placement of such an item.

**Pool:** The swimming pool is located on the ground floor of the west side of the building. It is accessed using your fob through the main door to the Fitness Centre. The pool area is a shared facility with the residents and guests of RG1.

1. The swimming pool is open 24 hours and is unsupervised. It is for the use of all residents and guests.

2. A telephone for emergency use only is located in the pool area, to the right of the entrance door to RG1.

3. Pool decks are slippery when wet, so consider using rubber sandals or water shoes on the deck.

4. For reasons of safety and marble floor maintenance, residents and guests are reminded to dry off completely before re-entering the ground floor lobby and elevators.

5. Patio furniture is provided both inside and outside on the deck during the summer months.

6. Pool guidelines and rules are posted on the wall in the pool area.

7. Should the pool have to be closed, a notice will be posted on the entrance door and the bulletin boards indicating the expected reopening date.

8. Classes do not have exclusive use of the pool.

*The following rules for use of the swimming pool were prepared by the Shared Facilities Committee:*

1. Suitable clothing and footwear must be worn when going to and from the pool and the condominium building and appropriate bathing apparel worn in the pool area.

2. No person shall engage in boisterous play in or about the swimming pool.

3. Inflatable toys and air mattresses are prohibited in the pool area with the exception of water wings and noodles. Any equipment left in the pool area will be removed and donated to charity.

4. No pets are permitted inside the pool facility.

5. Children under the age of 12 must be accompanied and supervised by an adult 18 years of age or older. The use of water pistols is prohibited in the pool area.

6. The posted rules from the Provincial Regulations governing the use of the swimming pool must be obeyed.

7. The swimming pool may be used by a maximum of four (4) guests of the owner or occupant being visited. When using the shared facilities, the owner or occupant concerned shall, where practicable, accompany the guest. If it is not practicable for the owner or the occupant to accompany her or his guest to the shared facilities, the owner or occupant must provide access and egress and ensure proper egress rules are followed.

**Pool Lift:** The Pool Lift is stored on the pool deck in the corner beside the RG2 emergency exit door. There is a drain on the floor for excess water to flow into. The Pool Lift has a cover on it.

1. Owners or their guests who are physically challenged (the users) may request that the lift be moved into place by calling the Concierge at least one hour prior to the required time of use.
2. The user will complete the Liability Form at the Front Desk.
3. The lift will be set up once the Liability Form is signed.
4. On completing use of the lift, the user will contact the Concierge, who will note and initial the time, and arrange for condominium staff to return the lift to its storage location.
5. This pool lift set-up and storage service will normally be available every day between the hours of 8:00 a.m. and 10:00 p.m.
6. Users must not attempt to move the lift.
7. Use of the lift is unsupervised, and is operated at the risk of the user.

**Product and Service Providers for Residents:** A list of product and service providers with contact information is available on

the RG2 website at <http://riversidegate2.homestead.com/Members-Area.html>. The products and services noted range from handyman to plumbing and renovations. The entries have been recommended by owners/residents. O.C.S.C.C. 769 assumes no responsibility for the existence or work quality of the products or services.

**Property Manager:** The Board of Directors retains a company to manage the property. The role of the Property Manager is to assist the Board of Directors in the operation and administration of the property and all assets. The Condominium Corporation contracts with the Property Management Company through a formal contract outlining the responsibilities and obligations.

1. On behalf of the Condominium Corporation, the Property Manager collects the condominium fees, maintains the owners' register, prepares the Corporation's draft budget (with the assistance of the Treasurer), prepares the asset maintenance schedule, pays all bills, tenders and supervises contract work, and oversees Condominium Corporation staff.
2. The Property Manager enforces the Condominium Act, the Condominium's Declaration, By-laws, Rules and Regulations, and communicates to the owners and residents as directed by the Board.
3. Correspondence or requests to the Board are done in writing through the Property Manager.
4. The Property Manager arranges all Board and Owners meetings.
5. The Property Manager posts the hours when s/he is in the building. You may drop in at these times. Otherwise, send an email to the Property Manager or leave a note in the office mail slot to the right of the door.

**Public Address System:** The Public Address (PA) System installed at 3580 Rivergate Way is the property of O.C.S.C.C. 769. The Ontario Fire Code requires a voice communication system be available

that “consists of loud speakers operated from the central alarm and control facility or other locations that are accessible to the fire department and supervisory staff and that are approved”. The system must be “capable of communicating instructions to the building occupants.” RG2’s PA System meets these requirements. Regional Fire (authors of our fire plan, approved by the Fire Marshall) confirms that we can direct the PA System be used as we see fit except during fire emergencies.

The Ottawa Fire Department has confirmed that the system belongs to the Corporation and can be used as we see fit, preferably only for emergencies, not necessarily restricted to fire emergencies.

Henceforth, the PA System at 3580 will be used for the following:

1. To announce a fire alarm test both prior to and at the end of the test;
2. To announce that all elevators are out of service and that the technicians have been informed and a subsequent message will be made when the elevators are returned to service;
3. In the event of a false alarm, following resolution, to announce that the alarm was false and the cause if known;
4. To make an emergency announcement when directed by the Property Manager. (Examples of emergencies may include, but are not limited to, building-wide power failure, tornado warning, major flooding in the garage levels, blockage of a main exit, etc.) In the event that the Property Manager is not available, one of the Board members will give the direction to make the emergency announcement.

It is understood that once the Fire Department officials enter the building, the control of the PA System and the building rests with them until returned to the Condominium Corporation when fire officials leave the building.

### **Recycling:**

1. Recycling bins are located in each floor garbage room. The recycling posters (available on the website at ([http://riversidegate2.homestead.com/Blue\\_Box.pdf](http://riversidegate2.homestead.com/Blue_Box.pdf) and <http://riversidegate2.homestead.com/BLACK.pdf>) indicate those items that are meant for the BLUE box and those meant for the BLACK box. Please recycle responsibly as it saves money and the environment.
2. Items containing toxic substances (e.g., batteries, CFL bulbs) should never be released to the environment via the garbage chute or the recycle bins. Many stores including Canadian Tire, RONA, Lowes, and Home Depot currently accept these items for disposal.
3. Residents are not to be inspecting or removing items from the recycle bins or dumpsters.

### **Rentals, Leases, or Exchanges of**

**Condominium Units:** Owners are obliged to inform the Property Manager whenever they decide to rent or lease their unit. This is to protect both the owner and the corporation as a whole. For more information visit the website, ([www.http://www.riversidegate2.com](http://www.riversidegate2.com))

**Reserve Fund Studies:** The law in Ontario requires that every condominium corporation establishes a Reserve Fund Study (Capital Replacement Plan) within the year following the registration, and periodic planning to determine whether the amount of money in the reserve fund and the amount of contributions collected by the corporation are adequate to provide for the expected costs of major repair and replacement of the common elements and assets of the corporation. This demand is stipulated in the Condominium Act. Its objective is to forecast future major repair or replacement of common elements of the building, to lower the risk of unexpected repairs, and to ensure that proper funds will be available for those repairs when the time comes.

Reserve Fund Studies include the requirements of The Condominium Act, Ontario Regulation 48/10.

Comprehensive Reserve Fund Studies and updates are put on the Website on a regular basis. The Shared Facility Reserve Fund studies are also on the website. All studies are located in the Members' Area under Archives.

(<http://riversidegate2.homestead.com/BoardMinutes.html>).

**Residents' Directory:** The Residents' Directory is updated twice a year and is distributed to participating residents, i.e., those residents who have completed the form and given permission for their information to be included in the directory. Residents who have provided an e-mail address will receive their copy via e-mail and non-email subscribers may pick-up a hard copy from the Concierge. New owners and residents may ask to be included in the next update. Contact the Property Manager or the Front Desk.

Residents are reminded that the Residents' Directory is an internal RG2 document that is strictly CONFIDENTIAL. Under no circumstances should it be shared with any outside parties. The Concierge will not give out information about any residents, even if such information has been included in the Residents' Directory.

**RG1 Guests:** Although we are located on the same property, the RG1 and RG2 buildings are two separately managed corporations, with two distinct FOB security systems. Guests from RG1 are treated using the same protocols as other visitors. To assist our Concierge staff in managing access, we request RG2 residents who are expecting a guest from RG1 to ask the RG1 guest to use the directory panel upon arrival.

Any unexpected guests from RG1 are to be properly screened by doing the following:

1. Collect the name(s) of the guest(s) and the unit number of the resident they are visiting.
2. Phone the resident to announce the arrival and request authorization for entry. If the Concierge cannot contact the resident or the guests were denied entry, they must be turned away.

3. If the RG1 resident does not cooperate with the Concierge, the Property Manager will be notified and will contact the RG2 resident involved.

**Roof Antenna:** RG2 currently leases part of our building rooftop for an RF antenna system. No further antennas will be allowed on our roof. RG1 has agreed to the same limit of one antenna system on its roof. This is a statement in principle and it is not binding on future boards.

**Rules and Regulations:** The complete Rules and Regulations can be found on the RG2 website. Many of the rules and regulations are outlined in various sections of this Owners' Handbook. Please access the website for the complete document.

([http://riversidegate2.homestead.com/Condo\\_Rules\\_and\\_Regulations.pdf](http://riversidegate2.homestead.com/Condo_Rules_and_Regulations.pdf))

**Safety:** Safety and security of all residents is of paramount importance.

1. Owners and occupants shall not overload electrical circuits.
2. No BBQs may be used in any unit or on any exclusive use balcony.
3. No stores of coal or any combustible or offensive goods, provisions, or materials shall be kept on the property including firecrackers or other fireworks, propane stoves, and/or propane tanks of any sort.
4. Owners and/or occupants of units shall ensure that the smoke and heat detectors in the units are in good operating order at all times and shall not tamper with nor cause them to unnecessarily activate.
5. Owners and occupants of units shall not tamper with or deactivate the emergency enunciator or the door closure.
6. When making a donation (e.g., books, games, etc.) to RG2, your name may be included if you so wish; however, it is best not to include your contact

information, as we cannot know who will see these items.

**Security:** No owner or occupant shall place or caused to be placed on the access doors to any unit additional or alternate locks, without the prior written approval of the Board. All door locks and keys must be compatible with the lock systems on the property.

If an owner or occupant has the security system in the owner's unit externally monitored, the owner shall provide the management company with sufficient information, or otherwise make arrangements satisfactory to the management company, to enable the management company to enter the unit on an emergency basis and disarm the security system. In the event that the owner does not leave a copy of the key and code to the security system, the owner shall be responsible for the cost of repairs to the entrance door and any charge for police response.

*Security is everyone's business.*

1. Please notify the Building Superintendent, Concierge, or Property Manager if you see anything suspicious in the garage, lobby, or hallways.
2. Never allow anyone you don't know to follow you through the building doors.
3. If you plan to be away for an extended period, please advise the Property Manager (via the Concierge) in writing of the dates you will be away, the name(s) and contact information of the person(s) looking after your unit while you are away.
4. The building and grounds are monitored by a closed circuit television system.

**Shared Facilities Committee:** A Shared Facilities Committee (SFC), composed of two Board members from RG2 and two Board members from RG1, monitors and supervises the maintenance of the shared common elements, including the grounds,

tennis courts, pool, and security gatehouse. The committee receives a budget each year from the two Condominium Corporations to fund the expenses related to these shared common elements. The Shared Facilities Committee may recommend such rules, as it deems appropriate to regulate the use of the Shared Facilities including the swimming pool and tennis courts. SFC rules must be approved by both condominium Boards.

The Supervisor, Security Gatehouse is an employee shared by RG1 and RG2. (The job description for this position is on the website at ([http://riversidegate2.homestead.com/Supervisor\\_\\_Security\\_Gatehouse.pdf](http://riversidegate2.homestead.com/Supervisor__Security_Gatehouse.pdf).)

**Smoke and Heat Detectors:** Smoke detectors are directly wired to your electrical system and will not operate during a power outage. The alarm sound released by these is local only within your condominium unit. Smoke detector covers should be cleaned monthly using the soft brush or wand attachment of a vacuum cleaner or a damp cloth. Do not attempt to remove the cover or clean inside the smoke detector. The heat detector located on the ceiling close to your main entrance is connected to the main fire alarm system of the building. This detector will detect a high heat source, sound the fire alarm in the entire building, and automatically call the Fire Department. Smoke detectors and heat sensors will be maintained by the Corporation. Refer to your Condominium Documents (available on the website at (<http://riversidegate2.homestead.com/Members-Area.html>) for more information.

**Smoking:** Riverside Gate 2 is designated a no-smoking property including the building and common grounds. Please see the full rule on RG-2 website: ([http://riversidegate2.homestead.com/Smoking\\_.pdf](http://riversidegate2.homestead.com/Smoking_.pdf))

Owners, residents, their family, guests and contractors cannot smoke tobacco or cannabis, e-cigarettes nor vape any substance in, on or around any part of the common elements, including all exclusive use common elements, including balconies. Smoking of any kind is not permitted in any unit, except for those units whose owners were grandfathered prior to June 24th, 2019.

**Social Committee:** The Social Committee consists of volunteers who plan and deliver social activities for the residents. These include happy hour events, holiday events, and special events (e.g., car rally, Olympic parties, etc.) New members are always welcome.

The Social Committee welcomes your returnable bottles. Recycling Bins and Boxes have been placed against the back wall of the canoe/kayak space. All residents wishing to donate their bottles to the Social Committee may leave their bottles there. This area is on camera. Only Social Committee members are permitted to remove any donated bottles.

**Steam Room:** The Steam Room can be accessed from both the men's and women's change rooms.

The schedule for use is:

Men: Monday and Friday 5:00 a.m. to 12:00 noon.

Wednesday 12:00 noon to 6:00 p.m.

Women: Monday and Friday

12:00 noon to 6:00 p.m.

Wednesday from 5:00 a.m. to 12:00 noon.

Open to All: Monday, Wednesday, and Friday

evenings from 6:00 p.m. to 5:00 a.m., Tuesday

afternoons, all day Thursday, and weekends.

Closed for cleaning: Tuesday mornings.

### **Transportation Services (Taxi, Uber etc):**

For security reasons, when ordering these services, residents should:

1. Order their services themselves; the Concierge does not call.
2. Provide their name and unit number to the service dispatcher; and
3. Contact the Gatehouse to advise them of your name and unit number and the expected time of the service. You may also wish to inform the Concierge.

**Television Service:** Television service can be obtained from either Bell or Rogers. Individual satellite dishes are not permitted.

**Tennis Court (Rules and Etiquette):** Two tennis courts are available for use by residents 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 residents of RG1 and RG2. The courts are available for use by the residents and their guests from May to October.
2. Both courts are open for Non Round Robin (NRR) reservations from 8:00 A.M. until 9:00 A.M. seven days a week.
3. 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 resident who wishes to play. Residents 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 residents wish to play Non Round Robin tennis (NRR), they are welcome to do so, noting the safety requirements below.
4. From 10 A.M. until 11 A.M., RR tennis may continue on the west court while the shaded court is open for residents 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.
5. 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 per court.
6. After 11:00 A.M., residents must reserve a court by signing up with their Concierge prior to usage. Residents may make a court reservation one (1) week 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.
7. A resident may reserve only one court for a time period of either one hour for singles matches or one and one-half hours for doubles. 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 resident has made a reservation, the courts may continue to be used beyond the allocated period.

8. Residents must accompany all children under 16 years of age.
9. Non-marking running shoes (that will not damage the court surface) must be worn along with appropriate tennis attire when using the courts.
10. Tank tops or cut-off jeans are not permitted and tops must be worn at all times.
11. Tennis courts are for tennis only. All other uses are prohibited, including but not limited to skateboarding, rollerblading, and biking.
12. Tennis courts are to be kept clean by making use of the trash receptacles provided.
13. Food and glass containers are not permitted on the courts.
14. Gate must be closed while court is in use and locked by the last person leaving the premises.
15. Proper tennis courtesy is to be observed at all times. The use of foul or abusive language is not permissible.
16. One tennis court has pickleball markings.
17. Residents may hire a coach and use the court. Lessons, whether in the pool, gym, or tennis area, must not disturb or endanger the activity of other residents using the facility.

**Thermostats:** Owners interested in changing the temperature settings on their unit thermostat from Fahrenheit to Celsius (or vice versa) should consult the following website for important instructions - <http://www.climatemaster.com/downloads/69-1486.pdf>.

### Visitors' Parking

1. Residents may only park in the Visitors' Parking area (including the handicap parking area) for short periods during the day (i.e., to enter and leave the building within a few minutes). Residents are not permitted to park overnight in the Visitors' Parking or the handicap parking spaces. An exception occurs when the garage spaces must be vacated for condominium work.
2. There are designated spaces in front of the condominium towers for visiting vehicle drivers

who are physically challenged. A physically challenged parking permit must appear in the car and be visible through the windshield.

3. Contractors performing work for the corporations or residents are to park in the visitors' parking lot.
4. All vehicles found in violation of the parking rules are liable to ticketing and/or towing action at the owner's risk and expense. A vehicle can be ticketed by the City's Parking Control Officer. The Property Manager and our security staff have the necessary authority and means to enforce this Shared Facilities rule.
5. Inform the Gatehouse if you are expecting an overnight guest; the guest will be issued an overnight pass for the dashboard of the car. Guests may be required to move their vehicle for snow removal, or other repairs, or maintenance work.
6. The laneways in front of the buildings are fire routes. No vehicle is permitted to park there at any time.

**Walking Club:** The Walking Club meets Tuesdays and Thursdays in the warmer months. The schedule is posted at the beginning of each season. The members must use the garage side door to clean their shoes before entering the building. Members of the club may not leave any item with the Front Desk while on their walk.

**Water Sensors:** The Board has provided all units with water sensors (with alarm) for the heat pump closets. If they are sitting in water, these small boxes produce a high-pitched, continuous sound (similar to a smoke alarm) that can be heard from the hall or elevators. If you hear a high-pitched sound coming from your heat pump closet, check for water on the floor and call the Building Superintendent immediately. Neighbours should listen for this sound in case the resident is not in when the alarm activates. Each spring, the Building Superintendent will inspect the units and replace the batteries as required.

Residents are encouraged to buy additional sensors for other vulnerable areas. These water sensors can be found at most hardware stores.

**Website:** RG2 has a particularly rich website found at <http://riversidegate2.homestead.com/> The purpose of this website is to provide RG2 owners easy access to everything we may want to know about the management of our condominium corporation and life in general at Riverside Gate 2.

The Board uses this website, together with other tools, to achieve its objective of communicating with all residents in an open, transparent, and continuous way. In the Members' Area, you are just a click away from the latest condo management business and social news. This area is for the exclusive use of residents. Access is only possible by using a designated password issued through the Concierge or the Property Manager.

On the website you will find the following helpful areas:

1. Board, SFC, AGM minutes, and Communiqués (located in the Archives);
2. Management and Committees;
3. Fire Emergency Directives;
4. By-laws;
5. Reserve Fund Studies (see Archives);
6. Newsletters;
7. Forms for pre-authorized condo fees, rental of the Guest Suite or Party Room, etc.;
8. Condominium documents including the Condominium Act, Declaration, Rules and Regulations;
9. Job descriptions for the RG2 and Shared Facilities staff;
10. Condominium management documents including

the Board vision and mission statements, Director role descriptions, and communications plan; and  
11. The Owners' Handbook

**Wheelchair Use:** RG2 has a wheelchair for use within the building. It is available by asking the Concierge on duty. The wheelchair is located in the west move-in room. The wheelchair is not to be removed from the building or kept in your unit for any length of time.

**Window Washing:** Exterior windows are cleaned twice each year (spring and fall). Notices are posted on the bulletin boards and the website. The exterior balcony glass below the railing will be cleaned as well. Balcony glazing glass cleaning is the responsibility of the occupants.

**Windows (UV Film):** The Board reminds owners that the installation of UV film on O.C.S.C.C. 769 windows is not permitted, as it may shorten the life of the window. Prior to 2012 previous property managers may have approved the installation of UV film on some windows. These applications are on file with the unit and are grandfathered.

**Workshop:** The Workshop, located on the P level west, is where the Building Superintendent keeps her/his tools and supplies. Residents are not permitted to be in the room. The Workshop also contains the Hot Water Heater for the Steam Room. Should a water leak be noticed in the Bicycle Room or Locker A, the Sump Pump may have failed. Contact the Front Desk or Gatehouse to contact the Building Superintendent on duty.



# APPENDIX 1

## Forms List and Registration Requirements

Item	F or R	Location	Purpose
Amendments or Improvements to Suite	F	By-Law 7 - Website	Request for any change to the standard unit in your suite
Building Superintendent request for work	F	Front Desk	Request for after business hours Building Superintendent assistance
Canoe & Kayak Storage Rental	F	Front Desk	To rent a space for a canoe or kayak; spaces are limited
Cheque Requisition Forms for Guest Suite, Party Room	F	Front Desk	Reimbursement of rental charge when applicable
Concierge request for additional service	F	Front Desk	Request for after business hours Concierge assistance
Email Correspondence Consent	F	Front Desk	Permission to send information from the Board or Property Manager by email
Guest Suite Reservation & Cancellation Forms	F	Website, Front Desk	Rental of the Guest Suite
Key Fob or Gate Remote Replacement or Purchase	F	Front Desk	Request for additional fobs or remotes
Medical Delivery Waiver	F	Front Desk	Release to accept medical deliveries
Open House Registration	F	Front Desk, PM	Schedule an open house for your suite
Party Room Furniture Request	F	Front Desk	Use of Party Room furniture in an owner's suite
Party Room Reservation & Cancellation Forms	F	Website, Front Desk	Rental of the Party Room
Pool Lift Booking	F	Front Desk	Request to use the pool lift
Pre-authorized Condo Fees	F	Website, Front Desk	Approval for pre-authorized payment of condo fees (preferred by the O.C.S.C.C. 769)
Residents' Directory Consent	F	Front Desk	Authorises resident information (name, suite, email, phone) for sharing with other residents.
Tennis Court Key Request	F	Front Desk	Key to unlock tennis court gate and gate to exterior of property (to be returned)
BBQ or Gazebo Reservation	R	Front Desk	Reserve BBQ or Gazebo for a larger party
Bicycle Registration	R	Front Desk	Register and tag bicycles to be kept in Bicycle Room
Elevator Bookings	R	Front Desk	Reserve elevator for large deliveries or moves
Hobby Room Locker Registration	R	Front Desk	Book a locker in the Hobby Room
Tennis Court Booking	R	Front Desk	Reserve a court for tennis
Visitors' Parking overnight	R	Gatehouse	Notice to be placed on windshield of guest's vehicle

(F - form; R - registration required)