

THE EXCHANGE AT WESTBORO
HANDBOOK



Ottawa-Carleton Standard Condominium Corporation No. 748
420 Berkley Avenue,
Ottawa, Ontario K2A 4H5

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INTRODUCTION

The Board of Directors is pleased to provide owners and residents with this Handbook that contains information on several aspects of living at The Exchange. We hope that it will contribute to enhancing the quality of life of all residents.

Many official documents specify the rights and obligations of condominium owners and residents. These include the Condominium Act and its Regulations, the Declaration, the Bylaws and the Rules. This document summarizes the most frequently used information. We have also included essential information on the maintenance of major components of your unit (see Section 6: Care and Maintenance Information) and a list of emergency contact numbers is also included (see Section 2: Contact Information).

Your rights as an owner of the Corporation derive from the Condominium Act and the Declaration and Bylaws of the Ottawa-Carleton Condominium Corporation No. 748 and its attendant Rules. The Board of Directors may, from time to time, enact or modify Rules. These rules are found in Appendix A. They are intended to:

- a) Enhance the value of your property;
- b) Provide a safe and secure environment;
- c) Ensure peaceful enjoyment of the premises

CONTACT AND EMERGENCY INFORMATION

2.1. Property Management Company

Axia Property Management Inc
335 Catherine Street
Ottawa, ON K1R5T4
Website: <http://www.axiamanagement.com>

Sarah St. Pierre, Property Manager
sarah@axiamanagement.com
Phone 613-738-9700 Ext 301

Aysha Harris Accounts Receivable
aysha@axiamanagement.com
Phone 613-738-9700 Ext 131

Manny Rauda, Building Cleaner
janitor420berkley@gmail.com
Phone 613-857-9341
Hours 8:00AM – 1:00PM Monday – Sunday

Please note for **after hours emergencies** such as floods, ceiling leaks, electrical problems no heat, no water or serious damages to the property **dial 613-736-6280**, stay on the line and provide Axia's answering service with your name, number, address and reason for calling. The Axia answering service will contact the on-duty Property Manager who will determine if the call needs to be addressed immediately, as an after-hours call. The cost of the work will be charged to the Corporation or to the unit owner, as appropriate.

Building Access (Interphone System): Email the Property Manager to have the interphone system programmed or updated. Please include your unit number, your last name/s and first initial/s.

Elevator Booking: To book the elevator for moves or deliveries, contact the Building Cleaner at least 72 hours in advance.

2.2. Police, Fire, and Ambulance Services

In the event of emergency, please call **911** (life threatening emergency, fire or crime in progress).

Crime Stoppers: 1-800-222-tips (8477)

Noise Complaints: 311 (613-580-2400)

2.3. Board of Directors

The Board can be contacted by emailing board@westboroexchange.com

The individual members of the Board are:

President	Tom Moore
Secretary	Maureen Holmes
Treasurer	W. (Bill) Van Iterson
Director	Chris Lafrange
Director-Commercial	Jose Dinis

2.4. Committees

The Board is assisted by a number of committees. To contact a committee, send email as follows:

Bicycle	bicycle@westboroexchange.com
Decorating	decorating@westboroexchange.com
Handbook and Rules	handbookandrules@westboroexchange.com
Landscaping	landscaping@westboroexchange.com
Safety & Security	safety-security@westboroexchange.com
Social	social@westboroexchange.com
Welcoming	welcoming@westboroexchange.com

LEGAL AND ADMINISTRATIVE FRAMEWORK

3.1. Elements of a Condominium

A condominium consists of units and common elements. The residential **units, commercial units and parking units** are the parts of the building that are individually owned and to which owners hold title.

The **common elements** are defined as “all the property except the units”. In practical term, they include roof, windows, corridors, unit entrance door and original lock, elevators, stairwells, lobbies, building structure, walkways, roadways, grounds and other areas used in common.

Common elements which are for the exclusive use of a unit owner, such as balconies and terraces, are called **exclusive use common elements**

For further information regarding units, commercial units, parking units, common elements and exclusive use common elements, please refer to the Declaration.

3.2. Condominium Act and its Regulations

Provincial Legislation, the Condominium Act 1998, governs the operation of condominiums in Ontario. Owners are urged to familiarize themselves with this legislation which affects them directly.

3.3. Declaration

The **Declaration** is the “constitution” of the Corporation. It sets out what interest each owner has in the common property and the percentage each must pay of the common expenses. It also describes the boundaries of the units and common property. A Declaration can only be amended if a minimum of 80% of owners and mortgagees signify their consent.

Owners are bound by the provisions of the Declaration and are urged to familiarize themselves with its content.

3.4. Bylaws

The Board of Directors may propose **Bylaws** to govern many aspects such as the use of units and common property, the management of the assets and the general conduct of the affairs of the Corporation. Such Bylaws are subject to a majority vote of owners and must be registered with the Land Registry Office (Condominium Act, s.56, 57).

3.5. Rules

The Board of Directors may enact **Rules** limiting or broadening the way in which owners and residents may use their units and the common elements. Rules cannot negate rights under the Condominium Declaration. Rule changes made by the board are effective within 30 days of notice unless repealed by a majority vote of the owners at a meeting duly called for that purpose (Act, s.58). The Rules of the Corporation are found in Appendix A.

CORPORATE MANAGEMENT INFORMATION

4.1. Board of Directors

There are five Directors on the Board of Directors of The Exchange at Westboro (Ottawa-Carleton Standard Condominium Corporation No.748). The owner(s) of the commercial units shall elect one of the Directors, and the owners of the residential units shall elect the other four directors, at the AGM. In addition, the Board may appoint Officers of the Board to assist, as non-voting members, on matters of business of the Board. The Board meets regularly to direct the affairs of the Corporation. The goal is to maintain and enhance property values and to ensure the safety, security and welfare of residents.

4.2. Meeting of Owners

All owners are invited to an Annual General Meeting to vote on approval of the audited financial statements, discuss any matters relevant to the affairs of the Corporation, appoint an auditor, and elect the Directors (Act, s.45). A quorum is achieved if 25% of the owners are present or are represented by proxy. A proxy holder need not be an owner.

An owner is not entitled to vote at meetings if any contributions payable in respect of the owner's unit are in arrears for 30 days or more at the time of the meeting (Act, s.49).

From time to time special meetings may be held to highlight information the Board wishes to bring to the attention of the unit owners.

4.3. Access to Corporation Records

Owners may make a request in writing to the Property Manager to make arrangements to review the Board minutes and other documents relevant to the management of the affairs of the Corporation. Minutes are edited to protect individuals privacy. A person examining records is entitled to copies but must pay the labour and copying charges.

4.4. Finances

The Corporation's fiscal year runs from February 1st to January 31st. The Board of Directors prepares and approves the budget, with the assistance of the Property Manager. Copies of the audited financial statements for the previous year are provided to owners with the notice of the Annual General Meeting.

A written notice of the share of common expenses (condominium fees) for each unit and the budget for the following fiscal year is mailed to each owner in January. Fees are due on the first of each month. Owners should arrange for preauthorized payment withdrawals with the property management company or with a series of post-dated cheques.

Owners in arrears are subject to an administrative charge of \$25.00 per month, possible legal action, and may see a lien imposed on their property and lose their right to vote at meetings of owners. (Act, s.85).

4.5. Management of the Property

The Corporation hires a property management company who assigns a Property Manager to oversee the provision of services to the property, such as utilities, cleaning, maintenance and repairs of common areas. The Property Manager negotiates contracts on behalf of the Corporation for cleaning, garbage collection, snow removal, maintaining green spaces and green roof, window and garage cleaning and other maintenance services. The Property Manager also supervises the timely and adequate provision of these services.

Residents should contact the Property Manager on any issue, perceived problem with, or questions about the operation of the building, or about infractions of the Rules and Bylaws.

These issues are dealt with in a timely manner and reported to the Board. In an emergency, contact the Property Manager's emergency number.

4.6. Insurance

The building is insured through a standard, all-risk condominium building policy on a replacement cost basis. This policy protects unit owners for liability arising out of their interest in the common elements.

Owners are responsible to obtain coverage for their personal contents, upgrades or improvements made to their unit and the corporation's insurance deductible that is outlined in the insurance deductible bylaw.

Owners should refer to the standard unit bylaw and insurance deductible bylaw to ensure that their insurance is adequate.

An owner may make a request in writing to the Property Manager to view the current building insurance policies.

4.7. Owners and Tenants Register

The Corporation maintains a register of owners and tenants. Each owner must provide the following information and subsequent changes to the management company:

- a) Owner's name and address
- b) Tenant's name

A form is provided in this document for registering and updating Owner and Tenant information (see Appendix B: Form 5 Condominium Act – Owner Information Sheet).

In the case of a leased unit or parking space, a copy of the lease agreement or a summary thereof must be provided to the Corporation (through the Property Manager). If a lease is terminated or not renewed, the owner of the unit must notify the Corporation in writing through the Property Manager (Act, s.83).

- 83 (1) The owner of a unit who leases the unit or renews a lease of the unit shall, within 10 days of entering into the lease or the renewal, as the case may be,
- (a) notify the corporation that the unit is leased;

- (b) provide the corporation with the lessee's name, the owner's address and a copy of the lease or renewal or a summary of it in the form prescribed by the Minister; and
- (c) provide the lessee with a copy of the declaration, bylaws and rules of the corporation. 1998, c. 19, s. 83 (1); 2015, c. 28, Sched. 1, s. 75 (1).

4.8. Access to Units

For emergencies it is necessary that the property management company have access to individual units. Keys and/or security system access codes to each unit must be provided to the Property Manager. The key or security access code is kept in a secure place and will be used only in case of emergency or where access is clearly in the owner's best interest, such as in case of a flood or a serious or life-threatening medical emergency. Otherwise, if emergency workers have to force the door, repair costs will be the owner's responsibility.

Please note: The Property Manager may, from time to time, require access to a unit to perform maintenance on heating/cooling units, verification of the proper operation of smoke/CO2 detector and heat sensor.

4.9. Communication

The Board and the Property Manager communicate with the residents via the following means:

- a) Written communications sent via Canada Post, hand delivery and via e-mail for those owners who have provided an e-mail address and completed the Agreement to receive notices electronically.
- b) Written announcements posted on the notice boards in the lobby, the elevators and on P2 door leading to parking garage.
- c) The Board Briefs, Periodic Information Certificates (PIC), Information Certificate Update (ICU), New Owner Information Certificate (NOIC), Newsletters, Pre- AGM Notice/Package and AGM Package
- d) The Residents' Handbook available at <http://www.westboroexchange.com/index.html>
- e) Information meetings that are called from time to time to address specific topics.

One of the notice boards in the lobby is available to owners to post notices.

SECURITY

Note: Some of the topics included in this section are also covered in Appendix A - Rules

5.1. Building Security

Collective security is everyone's concern. Individual owners and tenants must view the building's security, including common areas, as if it's their own home. Therefore anything out of the ordinary such as suspicious people entering the building, exterior doors, including garage doors, left open and unattended must be acted upon immediately for the security of all residents.

The following points are important to remember at all times:

- Do not let anyone into the building unless you know them or you know the purpose of their visit.
- If you find a door blocked open, please close it and report the incident to the Property Manager.
- Never leave the door to your unit unlocked even for a few minutes.
- Do not give your common element key to anyone unless absolutely necessary.
- Keep your car locked at all times and do not leave any valuables in sight.
- Consider cancelling newspaper deliveries and notifying the post office when you are going away.
- Watch to ensure no one slips into the garage when you are taking your car in or out; ensure that the garage door closes completely before driving away from the door.
- Notify the Property Manager if you are aware of any suspicious happenings in the building.

5.2. Video Intercom System

The electronic intercom system installed in the outer lobby provides a secure way to give building access to visitors, as follows:

- A directory in the front lobby provides unit ring numbers for reference. The visitor enters in the digits on the numerical touch-pad to reach a unit occupant. Upon correctly entering the 4-digit number, unit telephones will ring.
- There is a camera located between the front entrance doors. By turning your TV to channel 988 (Rogers only), you may view who is at the intercom panel.
- Make sure you know the person before granting entry. If you wish to release the door and allow the visitor in, simply dial "9". If you do not wish to let the visitor in, simply hang up.

For assistance with intercom changes please contact the Property Manager. See section 2.1 Building Access (Interphone System).

5.3. Fire Hazards

The fire alarm panel located in the foyer is a supervised system monitored by an independent company. In the event of an alarm signal, the monitoring company calls the Fire Department and calls the property management company. All exit doors must be kept closed as a smoke control measure. The door closers on unit doors must be kept in good operating condition by owners as a smoke control measure.

To reduce the risk of fire and fire related injuries in the building, owners and residents should respect the following:

- Smoke detectors must be checked regularly (see 5.4)
- Storage of flammable liquids such as propane cylinders, gasoline and kerosene in lockers, balconies, terraces, or parking spaces is **strictly prohibited**.
- Natural gas fireplaces must be used with appropriate care. Regular inspections are recommended.
- Natural gas barbeques should be turned off at the gas outlet after use.
- Exits, stairwells and corridors must be kept free of obstructions. **No mats, footwear or other objects can be left in the corridors, in front of unit entrance doors or stairwells.**
- It is strongly recommended that each unit have its own fire extinguisher (e.g., a multipurpose 'dry chemical' type ABC for home use). The fire extinguisher should be placed in a visible location, near the exit, and away from heat sources. Follow the manufacturer's instructions for care and maintenance.
- Smoking is not permitted in any part of the building except in grandfathered units and exempted units for medical marijuana, see Rule No 27, Smoking and Growing of Cannabis.

5.4. Fire Detection - In-Unit Devices

There are two types of detectors in each unit - a smoke and CO detector, and a heat sensor. Both detectors are powered from building power so do not require batteries. The smoke and CO detector is stand-alone, i.e. it is not connected to the building alarm system. The heat detector on the other hand is wired into the building fire alarm system. If your smoke detector goes off, you may turn on an exhaust fan and/or open a window to dissipate the smoke but it is not advisable to open your unit door.

Nothing must ever come in contact with the heat sensor or it could activate the building's fire alarm system. Be sure you know the difference between the two detectors!

Smoke & CO Detector



Heat Sensor



The individual smoke and CO detectors and the heat sensors should not be tampered with. If the smoke and CO detector does not have a steady green light please notify the Property Manager who will assist with repairs at owner's expense.

Shown at right is the building fire alarm speaker. Several of these are installed on the walls of your unit. They will sound whenever the building fire alarm is activated.

These can be temporarily silenced by simultaneously touching the two metal contacts of the alarm situated close to your unit entrance door.



5.5. Residents Requiring Assistance to Evacuate Building

It is important that residents requiring assistance to evacuate the building identify themselves. This should be done through the Property Manager using a copy of the attached form (Appendix B – Owner Information Sheet).

Details of residents requiring assistance are made available to emergency crews through the Fire Safety Plan for the building.

5.6. Emergency

Everyone should know how to get help in case of fire and other emergencies. Ottawa uses the 911 emergency call system. See section 2 for other emergency contact numbers.

5.7. Building Evacuation

Please familiarize yourself with Evacuation Plans posted beside the elevators on each residence floor, the lobby, P1 and P2 levels.

CARE AND MAINTENANCE INFORMATION

Note: Some of the topics included in this section are also covered in Appendix A – Rules. For further information, please refer to Declaration.

6.1. Air Circulation in Common Corridors

Positive air pressure is maintained automatically in common corridors of our building. The heating and cooling of common corridors is also controlled automatically. **It is important to maintain the clearance under your unit door to allow fresh air into your unit.**

6.2. Air Quality

Please turn on the kitchen exhaust fan while cooking to vent odours to the outdoors. The operation of exhaust fans will increase the flow of air into your unit from the corridor and help dissipate odours quickly.

6.3. Alterations, Renovations, Repairs and Maintenance

Unit owners may modify their units but must first advise the Board and the Property Manager. Approval of the Board must be obtained for structural alterations and renovations that could affect the building's operation.

Approved major alterations or renovations must take place only during regular working hours Monday to Friday and not on holidays.

Professionals should at all times be hired to do the maintenance of plumbing devices, electrical or gas appliances, etc. Please tell contractors performing work in your units to keep the common spaces clean. If contractors are bringing in large quantities of tools or materials, owners are required to make arrangements with the Building Cleaner to have the protective pads installed in the elevator.

6.4. Balconies and Terraces

These areas are common elements designated for the exclusive use of an individual unit. **Nothing is to be stored on balconies and terraces**, other than patio-type furniture and natural gas and electric barbecues. No flower boxes or other objects are to be placed on the outside of the balcony ledge. Nothing is to be expelled from the balconies (water, snow, debris) for safety reasons and in consideration of your neighbours below.

6.5. Barbecues

Natural gas barbecues (fed directly by a BBQ gas outlet) and electric barbecues are permitted on balconies and terraces. Regular maintenance, in accordance with the

manufacturer's guidelines, is strongly encouraged. Note: no propane tanks are permitted in the building or on balconies or terraces.

6.6. Bike Storage

The Board of Directors designates the availability and location of bicycle storage. The Board of Directors has assigned registration and monitoring to the Bicycle Committee.

All bicycles must be registered with the Bicycle Committee after which the Bicycle Committee will allocate storage space based on availability.

Bicycles are not permitted in the residential units or on the exclusive use balconies, see Declaration 4.03. Adjustments to bicycles may be carried out in the bicycle rooms.

Repairs or adjustments may be carried out in the bicycle owner's parking unit as specified in Rule No. 6.f.

Bicycle owners should read and observe the rules and procedures detailed in Rule 6 of The Exchange at Westboro, OCSSC Corporation No. 748.

Residents requiring bike storage should contact the Bicycle Committee for registration and to request the current rules and procedures. The email address is:

bicycle@westboroexchange.com

Bicycles are left in storage at the owner's risk.

6.7. Cable TV, Telephone and High Speed Internet Access

Residents should contact their cable/phone/internet provider for installation and advise the Building Cleaner of the date and time a technician will arrive to arrange access to cable/phone/internet connections within the building. Satellite dishes are not allowed.

6.8. Common spaces

We strongly encourage everyone to keep the common elements clean.

6.9. Electrical Power

In the event of a power failure to all or part of your unit, there are a number of steps that can help in identifying the nature of the problem and pointing the way to a solution.

If an electrical outlet or appliance power failure occurs, the electrical panel should be checked to verify the appropriate breaker is in the *ON* position. When re-setting a circuit breaker, the breaker should be first switch to *OFF* and then to *ON* as the breaker cannot be re-set before being fully switched *OFF*, and the breaker does not move to the *OFF* position when the circuit is tripped.

Should the circuit breaker trip, all devices controlled by the circuit should be turned off before resetting the breaker. If the breaker continues to trip, please contact the Property Manager.

Should there be a loss of power in your entire unit, check with Hydro Ottawa at 613-738-6400 to ensure that you are not experiencing an area power outage. If there is an area power outage, you will have to wait until the hydro supplier restores power. If a building power outage occurs, an emergency power generator will supply electricity to the emergency lighting system, one building elevator and the garage door. Residents are advised to have a flashlight in their units.



Controlled split plug receptacles are located throughout your unit commonly in the living room, master bedroom, and den. These plug receptacles will have either the top or bottom receptacle connected to a wall switch. The other receptacle has power at all times.

6.10. Elevators

The elevators are fairly sensitive machines. Please do not force or brace the doors open; they will cease to work, and are expensive to repair.

If you are stuck in the elevator, press the “call” button and a technician will be there as soon as possible.

6.11. External Doors

If a door in the building does not close by itself, please close it manually for security purposes and advise the Property Manager.

6.12. Garage and Parking

The garage door is equipped with an electronic sensor. The garage door can be opened by your remote control. The replacement battery for your remote is CR2032. The door can also be opened from the outside using the main access key and from the inside using the switch.

Each parking space in P1 and P2 is individually owned. Vehicles must be parked inside the boundaries of the space to allow for free movement of other vehicles. **Parking spaces must not be used for storage.**

6.13. Garage Cleaning

A contractor cleans the parking surfaces once a year during the spring. Owners need to remove their vehicles and bicycles from the garage during cleaning. Notices are posted in advance of cleaning to allow owners to make other parking arrangements.

6.14. Garbage and Recycling

In the lower garage, there is a closed room for the disposal of garbage and recycling. The garbage bins are colour coded as follows:

- a) The blue bin is for garbage that is not recyclable
- b) The grey bin is for the recycling of glass, metal, and plastic containers
- c) The yellow bin is for the recycling of paper and cardboard

No other items should be left in the garbage room.

Please familiarize yourself with the [recycling guidelines](#) that are published by the City and posted in the garbage room.

Glass, metal, and plastic containers should be rinsed before disposal to prevent odours and pests.

Cardboard material should be folded or flattened before disposal to conserve space in the bins.

Garbage should be placed in a sealed plastic bag before disposal to prevent odours and pests.

The City has a special Christmas tree pick-up in January. Please follow the instructions that are posted.

For disposal of paint, appliances, mattresses, furniture, tires, batteries, etc. call the City at 311 for information or check out their website: www.ottawa.ca

The City also lists their hazardous waste disposal days on their website.

Expired medications can be taken to the nearest pharmacy.

Our building is not part of the green bin program.

6.15. Natural Gas Supply

All units have individual gas meters to provide a natural gas supply for appliances, fireplaces and/or barbecues. These meters are owned by Enbridge and are located behind locked doors in the hallways. Owners should contact Enbridge or another gas supplier directly if they wish to open or close a natural gas account. Note that if you are not using natural gas then you do not need to have an account.

6.16. Heating and Air Conditioning

The type of heating and cooling unit in the Exchange is a hybrid heat pump. Its major differentiator is that individual units can heat or cool regardless of what the overall system is set to do. You can set the thermostat to cool in winter and the unit will pump heat from your apartment into the fluid circulating from the roof or you can set the thermostat to heat in the summer and the circulating fluid (which is warmed by other people dumping heat into it) will be diverted to heating coils inside the unit.

In the heating season, natural gas boilers on the roof heat a fluid (a mixture of water and glycol) that is circulated through every unit in the building. If the thermostat controlling a unit is calling for heat, then a three-way valve diverts the fluid over a fan coil. Air blown over the heated coil is heated and blown through the ducting in the unit. When cooling is called for, a compressor in the unit cools the coil, so that the air blowing over it is cooled. The compressor injects the heat extracted from the air into the circulating fluid. In the summer this heat is removed by a dry cooler on the roof. At other times of the year the waste heat from apartments seeking cooling, usually those with a southern aspect, is used by other units drawing heat from the circulating fluid, saving natural gas.

The hydro required to drive the unit's fan is not very much, but operating the compressor uses a significant amount of electricity. If it is a hot summer and you keep your apartment at 22C (72F) you can expect a big increase in your hydro bill. In fact, the design target for apartment minimum temperature in summer is 23C (73F), and that is for apartments that keep their drapes drawn/ blinds down to keep out the heat from the sun! Ways of keeping comfortable in the summer while reducing the amount of air conditioning used include keeping the unit's fan running (set the fan switch on the thermostat to "on" instead of "auto") to even out temperature, and installing ceiling fans to create a breeze effect.

In winter, there is no specific maximum temperature to which a unit can be heated by the system but the laws of physics say that it cannot be heated above the temperature of circulating fluid. While on cold nights in the middle of winter the circulating fluid may be heated as high as 52C (125F) in the in-between months the temperature of the circulating fluid may only be 30C (85F). It is kept this low so that unit occupants that want to operate in cooling mode can do so relatively efficiently.

When the circulating fluid is only 10 degrees warmer than the ambient temperature in an apartment, the heating unit may need to run for several hours to raise the overall temperature by 1 degree. This phenomenon is most noticeable on mornings during the shoulder seasons (i.e. between summer and winter), when the thermostat has been set back for a lower nighttime temperature. One option is not to have a nighttime set back for the thermostat so that there is no demand for extra heat in the morning. Another option is to use a natural gas fireplace, if installed, to take the chill off the air in the morning.

Some occupants report problems with uneven temperatures in their apartments. The simplest remedy for this is to run the unit's fan continuously and/or use ceiling fans to ensure good air flow between all rooms. Some situations are, however, more difficult to analyze and correct and may require the HVAC contractor's attention.

The Corporation is undertaking to keep the heating and cooling system operating properly. Apart from changing the air filters (see below) there is no maintenance that you can do on

the units. Do not make changes to any of the valves around your unit. If you think there is a heating or cooling problem the first step to take is to reset the breaker (see 6.17).

6.17. Heating and Air Conditioning Malfunctions

As noted in section 6.16 above, the Condo Corporation is responsible for the management and maintenance costs related to the heating and cooling system. However, if service calls are requested when there is nothing wrong with the system or if an “emergency” call is made when there is no emergency, the cost or the extra cost of such calls may be charged back to the unit concerned.

The heating and air conditioning unit in each apartment has several internal sensors to detect abnormal conditions. These seem to be quite sensitive and units can shut down for no apparent reason. So if your unit stops working your first step, after checking that the thermostat is actually calling for heating or cooling, should be to reset the sensors, by turning off the power to the unit at the breaker panel. See photo in section 6.9. The breaker for the unit is a double one: its label is usually “Heat Pump”. Push the breaker off (away from the centre), wait 1 minute and then return the breaker to the “on” position. When the thermostat is calling for cooling there is always a 5+ minute delay before the compressor starts operating.

If resetting the breaker does not work, or the unit only operates a short time after a reset, or there is a different problem such as a motor suddenly becoming noisier, you will need to call the building management. There are failure modes where the unit sounds as if it is operating normally but the air is not heated or cooled. However if you suspect inadequate heating, particularly in the in-between months, please re-read the section above on how the unit operates before calling for a maintenance visit.

Given the Exchange building does not lose or gain heat fast, the lack of heat or cooling in an apartment is not considered a maintenance emergency. Please only call the Property Manager during regular hours. The exception to this is if there is leaking circulating fluid that you cannot contain: floods in a condo always require immediate action.

The heating and cooling unit must be accessible when a technician from our mechanical company is dispatched to meet your heating and cooling needs. Residents are required to move all items in this area. If a technician has to move any personal belongings before commencing work, the resident will be charged for the time involved.

6.18. Heating and Air Conditioning Fan Air Filter

The heating and air conditioning unit in each apartment has an air-cleaning filter on the air intake. This filter should be replaced every 30 to 90 days, depending on sources of dust, dander, etc. in your apartment. The filter size to buy is 16”x25”x1”. The manufacturer of the heating/cooling units recommends the use of the cheap plain filters. More expensive air cleaning filters do remove finer particles but your unit may run noisier and may wear out more quickly as a result of a more restricted airflow.

6.19. Humidity Control

Residents should have a hygrometer (humidity meter) in their unit and monitor humidity levels.

Be aware of moisture-producing activities that add to the humidity level of your unit. Cooking, bathing and doing laundry all produce water vapour. A dishwasher generates vapour as well. If these activities do not produce enough humidity during the colder months then you should utilize a humidifier. If these activities produce too much humidity, the solution is to use exhaust fans during those activities. In the summer months, operating your air conditioner will reduce humidity levels.

Here are some important tips to follow during these colder months:

- a) Running a kitchen or bathroom exhaust fan during cold weather will reduce the humidity level in a unit.
- b) Never install weather stripping around entrance door. **Fresh air from the corridor must be allowed to circulate under the door.**
- c) Drapes and blinds should be left open during the day to improve air circulation around windows.
- d) Improve air circulation by keeping the fan on your heating unit running continuously (“On” setting on thermostat).
- e) Make sure that all heating vents are open and that air flow is aimed towards the windows and glass doors (not into the middle of the room)
- f) On cold nights do not close blinds/drapes all the way.
- g) Keep unit heated at a reasonable temperature.
- h) In the morning, use a cloth to dry the condensation on the windows and the sills.
- i) Try reducing the number of potted plants if high humidity is a problem.
- j) Do not crowd furniture against exterior walls.

6.20. Laundry Equipment

For safety reasons, laundry equipment should only be used when there is someone in the unit to supervise. For safety reasons and for the proper operation of your clothes dryer, the appliance filter should be cleaned after each use. Also, the filter box installed in the dryer vent pipe should be cleaned whenever there is a buildup of lint. Since all the moisture that the dryer removes from your clothes goes out through the vent pipe, a buildup of lint creates ideal conditions for growth of mold.

Dryer Vent Filter Box (typical)



The dryer vent filter is a wire mesh attached to the cover of the vent filter box. The figure shows a typical installation. Some boxes may be installed at right angles to the one shown. To remove the cover

- a) Lift upwards on the knob until the bottom of the cover disengages from the bottom retainer channel.
- b) Push downward on the knob until the cover is clear of the upper retainer channel, thus freeing the cover.

Remove all lint from the mesh then reverse the above steps to reinstall the cover.

In addition, it is very important for all residents to check that the hot and cold water hoses for their laundry washing machine are tightly connected. These hoses should also be replaced from time to time. The frequency of replacement depends on the type of hose that is used. Some hoses are just rubber, some are rubber covered with steel mesh, and some are rubber, covered with steel mesh equipped with an automatic flow control feature which stops or restricts flow in the case of a rupture of the hose.

Ideally, seek expert advice on the best type of hose to use. Leaks from loose connections or broken hoses can result in extensive damage, not only in one's own unit but also in adjacent units or units below. The owner of the unit where such a leak occurs (with the help of their insurance company) is responsible for the resulting damage.

6.21. Ladders

Ladders are available for Residents by contacting the Building Cleaner.

6.22. Moving and Deliveries

Every person planning to move large items for moving or delivery purposes into or out of a unit is obliged to notify the Building Cleaner, phone 613-857-9341 at least 72 hours in advance, so that the necessary arrangements can be made. Protective matting is installed

in the elevator to preserve your furniture and the elevator; and the elevator is placed on service during the move. Each resident must supervise moves and deliveries.

Moving in and out of the building is only permitted between 8:00 and 20:00.

Note that residents are responsible for damage done to elevators, building and property in the course of a delivery or move.

6.23. Noise

Unit owners, their guests, visitors or tenants must avoid making noise that will disturb others, especially between 11 pm to 7 am. Noise carries particularly in the hallways, from balconies and from the P1 parking level. If you are distressed by your neighbour's noise, please contact the City of Ottawa – 311.

6.24. Pets

Pets are not permitted in the common areas except when being taken to or from the owner's unit. Owners must exercise due discretion when keeping a pet and are responsible for cleaning up after their pet in common areas. The Board may, at its discretion, request the removal of a pet deemed to be a nuisance to residents.

6.25. Plumbing

Please familiarize yourself with the location of the main hot and cold water shut offs in your mechanical room. These valves must be shut off for major plumbing work (see 6.28 Water for a photo of a main shut off). All individual plumbing fixtures (i.e. sink, toilet, dishwasher, washing machine, etc.) have local shutoff valves located in their water supply lines. These should be closed before any service work is performed on the plumbing fixture.

In order to keep the kitchen drain and all other drains clear and to prevent build-up follow this procedure – Regularly pour hot soapy water down the drain. Do not pour fat, coffee grounds or food residue down the drains. If you hear 'gurgling' in your drains this should be reported immediately to the Property Manager.

6.26. Toilets

If your unit has the builder's original American Standard toilet it is important to check that your toilet flapper is working regularly. The flapper has about a 3-year lifespan and then it starts to warp. For most people the rate of leaking into the bowl caused by a warped flapper is too low to be audible. The easiest check is to lift the lid of the tank an hour or more after the toilet has been flushed and compare the water level with the brown "high tide" mark on the tank liner. If it is down more than a couple of millimeters then your flapper is leaking. Once you have a replacement flapper installing it is a two-minute job

that does not require any tools. The Condo has a stock of flappers on hand if you need one. Help us conserve energy.

There is a risk of leakage from the short hose that runs between each toilet and the water shut-off valve located near the toilet. Units are equipped with different types of hoses in these locations. Some might be just rubber, some are rubber covered with steel mesh and some are small flexible pipes made of copper covered with chrome. Each type of hose or pipe has its own life expectancy. Again, seek expert advice on the best type of hose to use. Leaks from these hoses can result in extensive damage, not only in one's own unit but also in adjacent units or units below. The owner of the unit where such a leak occurs (with the help of their insurance company) is responsible for the resulting damage.

6.27. Unoccupied Units

If a unit is to be unoccupied for a period of time, the owner is encouraged to arrange for a monitoring visit at least every 72 hours to check for problems that may impact on other units and/or common elements.

6.28. Water Leaks and Infiltration

Water damage in our multi-unit building is one of the most serious issues that we face. In the event of a leak the most important consideration is to stop the flow of water! Should you notice any signs of water infiltration, and it seems that the source is not a plumbing leak within your unit, please phone Axia's emergency line 613-736-6280 immediately.

Water infiltration may be the result of a leak in either a unit above or adjacent to you. Also it may be possible that water is leaking from a service conduit within the building's structure. Signs of water penetration may also take the form of staining on the ceilings or walls of your unit. It is important that all water leaks be addressed immediately in order to curtail and limit damage.

See sections 6.20 Laundry Equipment and 6.26 Toilets to review the condition of the hoses attaching to appliances and fixtures.

If the leak is within your unit shut off the fixture's water valve immediately or shut off the main valves in your unit's mechanical room. (The photo shows the main cold-water valve in your mechanical room, in the open position, the hot water valve will have an H on it – you need to turn the handle firmly on each 90° clockwise). In order to limit potential damage, contain or clean up the leaking water immediately. For major water leaks or floods please **dial 613-736-6280** immediately.



For problems related to common element, the Property Manager will arrange for the necessary repairs. If the problem is attributable to improper use by a resident or the owner, then that person will be responsible for all costs of the service call.

In order to minimize the possibility of accidental flooding, residents must not leave water running unattended. If you have an aquarium or a waterbed it is in your best interest to ensure that they are in good order.

6.29. Water Supply

Both hot and cold water are a common expense and are paid from the condo fees.

6.30. Window Cleaning

The Corporation arranges cleaning of the outside of the non-accessible portion of windows. This is usually done once per year.

APPENDIX A - RULES

The rules are now published as a separate document.

APPENDIX B- FORM 5 CONDOMINIUM ACT

SUMMARY OF LEASE OR RENEWAL

(clause 83 (1)(b) of the *Condominium Act, 1998*)

TO: Ottawa-Carleton Standard Condominium Corporation No.748

1. This is to notify you that:

a written **oral** (circle appropriate)

Lease **sublease** **assignment of lease** (circle appropriate) OR

A renewal of a: **written** **oral** (circle appropriate)

Lease **sublease** **assignment of lease** (circle appropriate)

has been entered into for:

Unit(s)_____Level(s)_____(*include any parking or storage units that have been leased*)

on the **following terms:**

Name of lessee(s) (or sublessee(s)):

Telephone number:

Fax number, if any:.....

Commencement date:

Termination date:

Option(s) to renew:.....

(set out details)

Rental payments:

(et out amount and when due)

Other information:

(at the option of the owner)

2. I (We) have provided the *(strike out whichever is not applicable: lessee(s), sublessee(s))* with a copy of the declaration, bylaws and rules of the condominium corporation.

I (We) acknowledge that, as required by subsection 83 (2) of the *Condominium Act, 1998*, I (we) will advise you in writing if the *(strike out whichever is not applicable: lease, sublease, assignment of lease)* is terminate

3. d.

Dated this day of,

(signature of owner(s))

(print name of owner(s))

(In the case of a corporation, affix corporate seal or add a statement that the persons signing have the authority to bind the corporation.)

OWNER INFORMATION SHEET

Ottawa Carleton Standard Condominium Corporation No. 748

335 Catherine Street
Ottawa, Ontario
K1R 5T4

Tel: (613) 738-9700 x. 301

Fax: (613) 237-3533

To ensure that your Corporation's information is current please provide the following information:

Unit: _____

Owner's Name(s)___

Owner's Telephone Number(s)___

Non-Resident Owner's Mailing Address___

Tenant's Name:

Tenant's Phone Number (s)

Emergency Assistance:

Please indicate if you would require assistance in an emergency situation such as a fire
_____yes _____no

If **YES**, please advise what your needs are to assist the fire departmen___

**GO GREEN!
AND YOU WILL SAVE YOUR CORPORATION ADMINISTRATIVE COSTS!**

Please provide your email address and condominium correspondence will be forwarded to you by email. If you do not have an email address, we will communicate with you by regular mail.

Email Address:_____

Please provide your information to the attention of Sarah St. Pierre by fax (613) 237-3533, or mail c/o Axia Property Management to 335 Catherine Street, Ottawa, Ontario, K1R 5T4, or by email to sarah@axiamanagement.com

APPENDIX C – REVISION LOG

Revision	Revision Date	Summary of Changes
V 1.1	21 April 2010	Building Superintendent change
V 1.2	23 July 2010	Updates to 2.1,2.4,2.5,4.7,5.2,5.5,6.7,6.21,6.22,6.27, Appendix B New Board and change to Axia Property Management
V2	28 April 2011	Updates to 2.1,2.3,2.5,4.1,4.6,4.8,4.10,5.2,5.4,6.3,6.6,6.12,6.14,6.21,6.25,6.27 Appendix A Rules: Deletion of Rule 6 – Window Well rule, Addition of Rule–6 - Bicycle rule. Note: Original rules confirmed January 31, 2007, changes approved December 22, 2010
V2.1	20 May 2011	Axia management changes 2.1, 5.2, Appendix B
V3	18 July 2011	New Board, Additional Bike rule 6f and modification rule 15 passed July 13, 2011
V3.1	19 August 2011	Axia management changes
V3.2	9 November 2011	Axia management updates
V4.1	25 June 2012	Board changes. Additional information added to– 5.4,6.12,6.17,6.19,6.24
V5.1	15 February 2013	Axia management Changes 2.1, 5.2. Additional information to 6.18, 6.20 and 6.24
V5.2	September 5 2013	Board and property management changes. Additional information and clarifications to 6.19, 6.20, 6.25 and 6.27
V5.21	July 7 2014	Board changes.
V5.22	August 27, 2014	Change to Building Superintendent’s phone number
V5.23	June 28, 2017	Board changes, Updated Appendix B- Form 5 Condominium Act
V6.0	November 13, 2017	Rules committee updates to Rules 1, 7, 8, 9, 10, 12, 17, 19, 20, 21, 22, 25, 26, 28, 29, 30, 2, 5, 20, 21, 26; Headings added to Rules; and New Parking Rule added.
V6.1	December 17, 2017	Change to 6.21 Moving and Deliveries and updates to Rule 20 b and 22 c under Parking on P1 Parking Deck.
V6.2	January 20, 2019	Major handbook update. Board member changes and inclusion of revised rules that have been approved since the last release.
V6.3	January 31, 2020	The rules have been removed from the Handbook and are now published as a separate document