



YORK PLAZA
134 & 150 YORK STREET

**Ottawa Carleton Standard Condominium
Corporation No. 700**

**Handbook
for
Owners and Residents**

July 2016

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OTTAWA CARLETON STANDARD CONDOMINIUM CORPORATION No. 700

(“OCSCC No. 700”)

Introduction

This Handbook is a basic guide for Unit Owners and Residents. It complements, but in no way replaces, the official documents that govern the Condominium Corporation, which are: the Declaration and Description, the By-laws and the Rules for the OCSCC No. 700.

Any Unit Owners who have suggestions for improving upon this Handbook are invited to share their ideas with the Board of Directors.

1. The Declaration and Description, By-laws, and Rules

The Declaration and Description, By-laws and Rules are all subject to the overriding legal authority of the *Condominium Act* and *Regulations under the Condominium Act*.

The **Declaration and Description** are the legal documents establishing the Condominium Corporation and dividing the property into units and common elements. The Corporation was created in 2005 when the Developer, Claridge Homes (Hunt Club) Inc. (“Claridge”), registered the Declaration and Description in accordance with the Province of Ontario’s *Condominium Act*.

The **By-laws** deal with how the Corporation is to be governed and managed, including the powers and duties of the Corporation, as well as the election and responsibilities of the Board of Directors.

The **Rules** relate to the common elements and units. Generally, the Board makes the Rules either for the purpose of (1) promoting the safety, security and welfare of the owners or (2) to prevent actions that interfere with the reasonable use and enjoyment of the common elements and units. Owners who lease their units to tenants and Owners who have guests in their unit are responsible for ensuring their tenants and guests are informed about the Rules that pertain to them and that they comply. Every Unit Owner should have a copy of and to be familiar with these official documents. To obtain a copy of the Corporations Declaration and Description, the By-laws, or the Rules, please contact the Property Manager. For information about how to contact the Property Manager, see section 5 of the Handbook.

2. York Plaza

OCSCC No. 700, which is more commonly known as “York Plaza”, is situated in Ottawa’s historic Byward Market. It was built in 2004 by Claridge and is composed of low rise residential units, which front on York Street, and high rise residential units set back from York Street. The low rise section has three levels; the high rise section has 14 levels. In total, York Plaza consists of **129** residential units, **75** parking units and **125** storage units.

3. The Corporation and Board of Directors

The Board of Directors (“the Board”) is responsible for administering the affairs and assets of the Condominium Corporation (“the Corporation”). The Board consists of five Directors, who are elected by the Owners. The Board elects the President from among its members and also elects or appoints a Vice-President, and a Treasurer. Three directors constitute a quorum for transacting Board business. Regular meetings of the Board are held each month.

The Annual General Meeting of owners is held no later than 6 months following the Corporation’s fiscal year end, which is March 31st. Usually the Annual General Meeting takes place in September. It is held in the Common Room, beside the elevators on the first level.

4. Committees

To foster community spirit, to become better acquainted with our neighbours, to carry out special projects and to save some operating expenses by contributing volunteer time to the Corporation, the Board welcomes and supports the formation of Committees. If you would like to participate in an existing Committee, revive an inactive Committee, or form a new one, please contact the Board.

The following Committees exist or were established in the past:

I. Gardening Committee

The York Street and courtyard planters and garden beds are maintained by the Gardening Committee, which is comprised of York Plaza owners. Two Owners – Kevin and Michel – originated this Committee and beautifully designed, expertly executed and tirelessly maintained the landscaping for York Plaza from the time the property was built until the spring of 2011. The committee is always looking for volunteers who can assist, for example, with spring planting, fall winterization, occasional weeding and removing litter from the gardens.

II. Exercise Room Committee

The Board sets aside funds for the purchase of new equipment to ensure the exercise room is adequately equipped for optimal use. The Committee recommends to the Board new equipment to be purchased.

III. Parking Committee

The Corporation does not have any parking spots for sale or for rent. Owners not requiring their parking spots can contact Michel Gallant at gallant9952@rogers.com. He will assist these owners by putting them in touch with another owner/tenant looking to rent one. **Parking spots must not be rented to non-residents**

IV. Security Committee

The Committee meets periodically and makes recommendation to the Board on improving the Corporation's overall security including the creation of an awareness program.

V. Communications Committee

This committee is currently inactive and looking for volunteers

VI. Social Committee

This committee is currently inactive and looking for volunteers.

5. Property Management

The Condominium Corporation contracts out the day to day management of the property and building operations to Apollo Property Management.

Apollo appoints the **Property Manager** for our Condominium Corporation.

The current Property Manager is: **Scott D'Ascenzo**

By Phone or E-mail

The contact coordinates for the Property Manager and Administrative Assistant are as follow:

Scott D'Ascenzo

613-225-7969 ext. 285

sdascenzo@apollomgt.com

Chelsea Fish

613-225-7969 ext. 231

chelsea@apollomgt.com

6. Ordinary Communications with the Board / Corporation

The Corporation's Board of Directors (the Board) requests that Owners communicate with the Board, in writing, about regular business matters, to Scott D'Ascenzo, sdascenzo@apollomgt.com.

Online Service Request: Apollo also has the ability for owners and residents to fill out a service request online, which is then forwarded to appropriate parties. The link for this form can be found on the Apollo web page at www.apollomgt.com. A link to the service request sheet is found below: <http://www.apollomgt.com/service-request>.

As soon as possible after receipt of a Unit Owner's written communication, the Property Manager will provide confirmation of receipt on behalf of the Board. The Corporation will respond to the Unit Owner's communication as soon as possible, which normally will be within a few days of the next Board meeting. The Board meets once a month.

7. Building Emergencies

"Building Emergencies" include significant water damage, broken elevators, or any other problems significantly affecting the welfare or operation of the property and needing immediate repair.

For "Building Emergencies" during regular business hours contact:

- (1) The Building Superintendent Max Lauzon at 613-868-5998 or mlauzon@harmaxmaintenance.com.
- (2) The Property Manager 613-225-7969 ext. 285

For "Building Emergencies" **after hours** (overnight or weekends) please contact Apollo's on-call emergency service at 613-239-4805.

8. Cleaning, Maintenance and Repairs of Common Areas & Right of Entry

The Corporation is responsible for the operation, cleaning, maintenance and repair of the common elements of the property. The Owners all contribute funds on a monthly basis, through their condominium fees, to pay for common area expenses, including employing personnel to clean, maintain and repair the common elements.

Persons authorized by the Corporation, such as personnel the Corporation hires to carry out normal maintenance and repairs of the common elements, are permitted to enter a unit, upon giving reasonable notice, in order to carry out their duties. In case of emergency, an agent of the Corporation may enter any Residential Unit at any time and without notice, for the purpose of repairing common elements or correcting any condition that could result in damage or loss to the property. (See *Condominium Act*, s. 19 and Declaration, Articles 3.2.1 to 3.2.5).

9. Reporting Defects, Damage or Accidents to the Corporation

Owners and residents are asked to promptly notify the Property Manager if they notice any of the following problems:

- (a) any structural, mechanical or other defect affecting the property, including any defect in the water pipes, heating and cooling system or electrical systems, etc.;
- (b) any damage or indication of a possible problem, such as water penetration, water seepage or leakage, cracks, unusual sounds or noises, fumes or odors; or
- (c) any accident occurring on or in relation to the property.

10. Unit Owner Maintenance and Repairs

Unit Owners are responsible for upgrades, repairs and maintenance within their units. Unit Owner repairs would include, for example, fixing broken thermostats or smoke detectors and replacing cracked or leaking plumbing fixtures. In addition, Owners are responsible for damage to any other unit or to the common elements, if it is caused by that Owner's failure to maintain or repair his / her unit. (See Declaration, Article V). Owners must apply for applicable permits, where necessary.

Unit Owners are advised to ensure any structural, plumbing or electrical work they have carried out in their unit will be carried out by properly qualified and licensed contractors or tradespersons who have adequate liability insurance to cover any damage which they may cause.

11. Owner Modifications to Common Elements

The *Condominium Act* (s. 98) governs whether and how an Owner may make a modification to the common elements, including for example upgrades to exclusive use common elements. The Board must approve an Owner's proposed modification and reach an agreement with the Owner regarding maintenance and repair of the modification.

In 2010 the Board enacted By-law No. 4, with the support of a majority of owners, to streamline the process for owners to obtain the Board's approval for certain common element modifications, which are listed in the By-law. Some of the listed modifications include improvements to common elements (plumbing, electrical wiring) made in connection with kitchen or bathroom renovations or with the installation of appliances or upgrades to in-suite HVAC. The By-law also sets out standard terms and conditions which would apply in such cases.

Owners contemplating making changes to common elements should consult By-law No. 4 and contact the Board regarding the approval process to be followed.

12. In Suite Heating & Cooling, Seasonal Change-Over & Maintenance

In each Residential Unit, heating and cooling is provided by fan coil HVAC units located in the ceiling space of the kitchen. Return air for the fan coil is via return air grills installed in the kitchen ceiling. The fan coil is powered by electricity.

The Corporation will send a notice in early May to all owners when in-suite systems can be switched over from winter heating to summer cooling. Notices will also be posted in the elevator and the bulletin board located in the mail room.

The Corporation replaces the air filter for each Residential Unit's fan coil unit in the spring and fall of each year.

During the winter months, Owners are responsible for keeping their units at a reasonable temperature. Insufficient heat may cause pipes to freeze or walls to transfer cold to adjoining units. Excessive heat and humidity can produce condensation in the unit or create mold, mildew and air quality problems for other residents.

13. Annual Fire Inspection

An Annual Fire Inspection is mandated by the Corporation's insurance policy and is necessary to ensure that all residents of OCSCC 700 are safe within the building. If smoke detectors within each unit are replaced or repaired during the inspection, the cost will be billed back as they are owner responsibility.

14. Building Security

York Plaza is in the heart of the Byward Market – a charming and historic area of the city -- which is frequented not only by tourists, shoppers, restaurant-goers and club enthusiasts but also sometimes by criminals.

York Plaza is a private property. Persons who are not Owners, members of an Owner's household, tenants, invited guests, building staff, contractors and service personnel, generally have no business being on the property. Persons who have no legitimate reason for being on the property and who have not been invited onto the premises will be considered to be trespassing and can be asked to leave. Candidates in federal, provincial and municipal elections or their canvassers, however, must be given reasonable access to the property to distribute election material (see the *Condominium Act*, s. 118).

The security of York Plaza is every Owner and Resident's responsibility. York Plaza does not have a concierge or full-time security personnel. Owners and Residents who are conscientious about building security are our property's strongest protection.

Some "best practices" that Owners and Residents can follow for the security of everyone on the property include:

- I. **Do not give entry to the locked (secure) areas of the building to anyone you do not recognize as an Owner or Resident.** If a stranger attempts to enter a secure area with you when you open or unlock a secure door, it is your responsibility to deny them access. Simply say: "Sorry but I cannot let you into this area. If you are a Resident, please use your own fob to enter. If you are a visitor, then you must be let into the property by the person who you are here to visit." You are encouraged to call the Ottawa Police if strangers attempting to gain entry appear menacing or their presence seems suspicious.
- II. **Ensure all doors into secure areas lock behind you when you enter or exit.** If you

notice that a door is not closing securely, please inform the Building Superintendent or Property Manager right away.

- III. **Upon entering the underground parking, make sure the garage door is closing behind your vehicle before driving away.** Never allow another vehicle to tailgate your vehicle and enter through the security gate without swiping independently for access. If this ever happens, simply stop your vehicle on the inside of the entry ramp, clear of the garage door and let the garage door close immediately behind your vehicle.
- IV. **If your fob is lost or stolen, report it right away to the Property Manager.** Your lost or stolen fob will be de-activated so nobody else can use it and you will be issued a new one.
- V. **Never prop the front entrance doors open and leave them ajar and unattended while you or others take items into or out of the building. Whenever you need to leave doors open to deliver or remove items, use the loading dock in the courtyard for that purpose.** (For more information, see the section of this Handbook that deals with “Moving In or Out and Delivery of Large / Heavy Items”.)

Other measures the Corporation has established to improve upon the security of the property include the following:

- fobs (electronic keys), which are registered to a Unit Owner and can be audited and monitored, are required to access all secure entrances;
- the Enterphone and Intercom Systems, located at the front entrance, are installed to allow secure access to persons who are visiting a Residential Unit or attending a function in the Common Room;
- interior security cameras and exterior, all-weather cameras, located at and near secure entry points, continuously record activity in their field of vision;
- the courtyard / parking garage security gate controls access into the courtyard and underground parking;
- the Corporation hires an overnight security service during public celebrations that attract a higher than normal risk of vandalism, such as Canada Day (July 1st) and New Year’s Eve;

- a Security Committee has formed, from time to time, to study security risks, actual security breaches, and possible new security measures. (For more information about the Security Committee see section 4 of this Handbook.).

15. Visitors' Parking and Parking Control

Three Visitors' Parking spaces are located in the courtyard and three Visitor's Parking spaces are located underground (V1, V2 and V3). **Visitors' Parking spaces are available for visitors only.** Visitor Parking areas are to be used solely for the purpose of visitors conducting business at the condominium building or while visiting a resident. These spots are not to be used by resident owners or tenants of the building or by anyone (including but not limited to owner, resident contractor or tenant) conducting business anywhere outside the condominium building.

The Visitor's Parking spaces are made available subject to the following conditions:

- (1) a space can be used only on a first come, first served basis and can never be reserved in advance for a visitor;
- (2) the visitor using the space must register his / her vehicle with the Corporation's parking control service (see below for how to register); and
- (3) a registered vehicle cannot occupy a Visitors' Parking space for more than three (3) days within a seven day period. The seven (7) day period begins on the first day the vehicle is rented.

Each vehicle occupying a Visitors' Parking space must be registered with Capital Systems either by:

- (1) calling **(613) 482.0497**

or

- (2) emailing <http://www.valprkg.com>
(Building Code : 700 – Client Code: 70000)

Residents of York Plaza are not permitted to park in Visitors Parking and may be ticketed and/or

towed. In addition, vehicles parked illegally such as in fire lanes or restricted parking areas underground, may also be ticketed and/or towed.

16. Dogs and Other Pets

All pets must be kept on a leash or in a pet carrier when crossing through the common elements. Pet handlers are requested to take their pets off the exterior common elements (**this includes the garden patio in front of visitor's parking**) and onto public property "to go to the bathroom" outdoors.

Whenever a pet accidentally urinates or defecates in the interior common elements, such as hallways or elevators, the person handling the pet must clean up the mess right away. Please do not leave the mess unattended, for others to side-step or clean up.

If your pet causes any damage to any part of the common elements, which as a result must be professionally cleaned or repaired, you should report the damage to the Property Manager.

17. Moving In or Out and Delivery of Large / Heavy Items

Realtor Lock Boxes:

Realtor Lock Boxes are **only** permitted to be placed on either side of the gate leading to the courtyard and parking garage. No lock boxes are allowed to be placed anywhere else on the common elements, such as on the brick wall or fence by the front entrance, because they can cause damage and look unsightly. Owners should inform their realtors of this requirement. If a Realtor affixes a lock box outside of the permitted area, it will be removed at the Owner's risk and expense.

Deliveries:

Any small item that one person can hand-deliver – such as mail, small parcels, pizza and other food – can be brought onto the Corporation's property via the front entrance way. **Large and/or heavy items, including moving boxes, furniture, appliances, and bicycles, must not be brought onto the property through the front entrance.** Violating this rule (see Rule R5 1.1.to 1.3) may obstruct safe exiting of the building in an emergency, may interfere with secure locking of the front entrance doors, and will obstruct normal pedestrian traffic and risks property damage to the front entrance and hallway.

Large / heavy items should be delivered onto the property through the loading dock located at the north side of the highrise building in **the courtyard**. Owners and Residents expecting the delivery of any large / heavy items must inform the delivery person of the requirement to use the

loading dock. All heavy goods deliveries into and out of the building must be prearranged with the Building Superintendent.

Moving:

Owners or Residents moving into or out of the property must arrange in advance with the superintendent to book an elevator and must comply with all the other requirements for moving into or out of the property, which are set out in the Rules. Furniture and boxes must be brought in through the loading dock located at the north side of the highrise building. Any Owner or Resident, who is moving into or out of the property, is advised to consult and respect the applicable rules (see Rule R5).

18. Pedestrian Access to Courtyard via Security Gate

When pedestrians use their fobs to open the vehicle security gate, the parking garage door also opens automatically. If a pedestrian only needs to access the courtyard and not the parking garage, opening the parking garage door is unnecessary and wastes energy. Therefore, a key pad is installed for pedestrians using the pedestrian gate to enter the courtyard. To obtain the confidential access code for the pedestrian gate, please contact the Property Manager.

19. Balconies

Unit Balconies are for the Unit Owner's or Resident's exclusive use and enjoyment. Owners or Residents are reminded, when using their balconies, to respect adjoining neighbours' own use and enjoyment of their units and balconies. Loud noise after hours, excessive cigarette smoke, neglected plants, broken furnishings, or other unsuitable or unsightly uses of balcony spaces can interfere with your adjoining neighbours' right to reasonable use and enjoyment of their property, may result in complaints and may necessitate remedial action to address the problem.

20. Residential Unit Rentals

Non-resident Owners who lease their units to tenants are required to do so in compliance with the *Condominium Act* (see for example s. 83), as well as the Declaration (see for example Article III), the By-laws and Rules of the Corporation.

21. Parking Unit or Storage Unit Rentals

The Declaration prohibits the Owner of a Parking Unit or Storage Unit from selling or leasing these units, **except to the Corporation or to an owner of a Residential Unit** (Article 3.4).

Therefore, Owners are not allowed to privately rent their Parking or Storage Units to non-residents. Owners of Parking Units who want to lease them and residents who want to rent such units should contact the Parking Committee Chair, Michel Gallant by email at gallant9952@rogers.com. The Chair of the Committee will match Owners of Parking Units, seeking to lease their units, with residents seeking to rent such units. The duration, cost and payment of the lease will be negotiated privately by the parties matched by the Corporation. Owners of Storage Units who want to lease them and residents who want to rent such units should contact the Property Manager.

22. Key Dates in the Annual OCSCCC No. 700 Calendar

March 31st:	Condominium Corporation fiscal year end
April:	Power washing of parking garage membrane and floors
May:	Gardening clean-up and spring planting of gardens
May/June:	Spring exterior window cleaning Spring in suite heating & cooling unit filter replacement
September:	A copy of the Financial Statement and the Auditors Report is provided to every Owner at least 20 days before the Annual Meeting Annual Meeting of Owners to discuss any matter relevant to the affairs and business of the Corporation
October:	Gardening end of season clean-up and winterization
October / Nov:	Fall in suite heating & cooling unit filter replacement Fall in suite smoke detector and audible fire alarm inspection
November:	Volunteers installation of seasonal decorations in entry way lobby

References:

- Condominium Act, 1998*, S.O. 1998, c. 19 (<http://www.e-laws.gov.on.ca/>)
- Ottawa Carleton Standard Condominium Corporation No. 700 Declaration and Description
- Ottawa Carleton Standard Condominium Corporation No. 700 By-Laws
- Ottawa Carleton Standard Condominium Corporation No. 700 Rules