

## ***WELCOME TO NUMBER ONE YORK QUAY***

The Board of Directors of Metropolitan Condominium Corporation #949, along with the staff and management, would like to welcome you to Number One York Quay.

We hope that as a new resident to the condominium, and perhaps to condominium living, you will find this booklet helpful. Of course, our Condominium Declaration and accompanying By-Laws and Rules are the formal documents that govern matters at One York Quay and should be followed by owners and residents. However, we hope this booklet will serve as a handy reference to familiarize you with the services and facilities of Number One York Quay and the surrounding area and to provide you with the basic information necessary to understand your involvement and responsibilities as an owner or resident.

The section on Fire Emergency Procedures is especially important. Please notify the Management Office of any special needs you may have in case of emergencies.

The management and staff at Number One York Quay are committed to providing you and your guests with outstanding service. If you need assistance, please do not hesitate to contact us:

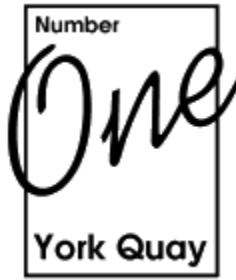
<b>Property Management Office</b>	<b>416-203-2004</b>
<b>Security/Concierge</b>	<b>416-203-1976</b>
<b>Maintenance Manager</b>	<b>416-203-1972</b>
<b>Health Club</b>	<b>416-203-1926</b>
<b>Parcel Room</b>	<b>416-203-9575</b>
<b>Restaurant</b>	<b>416-203-9400</b>
<b>Property Management Fax</b>	<b>416-203-2287</b>
<b>Property Management e-mail</b>	<b><a href="mailto:noygreception@rogers.com">noygreception@rogers.com</a></b>
<b>Property Manager e-mail</b>	<b><a href="mailto:mtcc949@rogers.com">mtcc949@rogers.com</a></b>

We wish you many years of happiness in your new home.

***The Board of Directors of MTCC No 949***

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## **NUMBER ONE YORK QUAY RESIDENT INFORMATION GUIDE**

### **NUMBER ONE YORK QUAY LAYOUT**

**NUMBER ONE YORK QUAY** is a luxury condominium located on Toronto's waterfront. It is a community of 812 residential suites located in two towers. The South Tower (99 Harbour Square) has 40 floors. The North Tower (77 Harbour Square) has 39 floors and includes a commercial area on the north side, street level, which is accessible from Queens Quay.

The complex is in excess of 1,000,000 sq. ft. excluding the seven-level indoor garage and has an extensive variety of services and common elements available for residents. Services and amenities include a bar lounge, restaurant, multipurpose room (10th floor), health club (8th floor), bus service, guest suites, parcel room, computer/business room, and library. Our concierge, doorman and patrol staff are on duty 24 hours a day. There is also a maintenance department, health club department and housekeeping department.

### **CONCIERGE**

The Concierge Desk is staffed 24 hours a day, seven days a week. Under the direction of the Corporation, the concierge has been instructed to remain at the front desk at all times, even during emergencies.

The duties of the Concierge Department, which consists of Shift Supervisors, Doorpersons and Patrol Officers, include: monitoring access to the building by visitors and trades, accepting parcels, and controlling access to parking. The Concierge will be pleased to answer or direct any questions you may have about your new home.

### **SHUTTLE BUS**

A private shuttle bus service is provided for the residents of Number One York Quay. The service is shared with the residents of Harbour Square (33 Harbour Square, YCC 288) and Harbour side (55/65 Harbour Square YCC 510).

All residents using the shuttle bus must show the driver their access fobs for identification purposes. Guests of residents need to obtain a guest pass from the front desk for each time they use the bus. The pick-up and drop-off location for Number One York Quay passengers is at the front door and the current bus schedule and route information is available at the Concierge desk.

### **PROPERTY MANAGEMENT OFFICE**

On-site Property Management services are provided by Del Property Management, Inc. The Property Management Office is located between the Main Lobby and the North Tower and is open from 8:30 a.m. to 5:30 p.m., Monday to Friday. In the event of an emergency after regular business hours, please contact the Concierge Desk.

### **MOVE IN/OUT INFORMATION**

- **Loading Dock/Service Entrance and Elevator Booking**

The Loading Dock/Service Entrance for the North Tower is located on Queen's Quay, just behind York Quay Fine Foods. The Loading Dock/Service Entrance for the South Tower is located on the South Service Road next to the Chiller/Electrical rooms. Important Note to South Tower Movers: \*Maximum Height & Length of a Tractor & Trailer: Height 14' and Length 30'.

- **Service Elevator**

The service elevator can be used from 9:30 am until 6:00 pm, Monday through Saturday. Moves are not permitted on Sundays or statutory holidays. A damage deposit cheque (payable to MTCC949) in the amount of \$250 is required in advance. To book an elevator, please call the Concierge Desk.

- **Access Fobs**

Access fobs, which allow residents to enter the Health Club, allocated parking level, and main lobby area, may be obtained from the Management Office

A \$25.00 refundable deposit is required for each fob. Fobs will only be issued to registered residents and are not transferable. Refunds will not be paid for fobs that have been transferred. There is also a limit on the number of fobs that can be issued to a suite, depending on the number of bedrooms. When owners rent out their suites, they should NOT give their fobs to their tenants; tenants must obtain their own fobs from the management office. When the tenants' fobs are activated, the owners' fobs will be automatically deactivated.

Garage remotes allow residents to enter their allocated parking level only. A \$50.00 refundable deposit is required for each remote.

- **Suite and Mailbox Keys**

Keys can be cut from originals by our maintenance department for a cost of \$5.00 per key. Simply fill out a Maintenance Request Form and pay at the front desk or management office.

- **Suite and Mailbox Locks**

Locks can be changed by the Maintenance Department, only after the suite owner gives written permission. Please fill out a maintenance form and leave it at the front desk, along with the payment. Two keys are provided when the lock is changed.

- **No Open Houses Allowed**

Residents/Owners selling or renting their units may not hold an open house in the building as such events may compromise the security of our complex.

- **No Pets Allowed**

The Declaration for MTCC 949 states that "no owner of any residential unit shall maintain, keep, or shelter, in or about his residential unit (including any part of the common elements designated for exclusive use) any animal". This provision will be strictly enforced. If you are planning to rent out your suite, please advise your tenants of this rule.

- **Telephone and Cable Television**

If you require any information or assistance with your telephone or Internet service please contact Bell Canada (416-310-2355) or Rogers (1-888-764-3771). Please note that under our Corporation's bulk agreement with Rogers, *Ultimate TV Pak* Cable service is included in the maintenance fees, along with up to three standard digital boxes per suite. Residents will still need to pay a small fee and sign a rental agreement to set up their accounts. Extra charges will apply if you wish to have upgraded services.

## **GUEST PARKING**

Guest Parking is available in the South Tower on the ground floor and one lower level accessed from the south of the building. The Visitors' Parking consists of 175 parking units, which are shared with 33, 55, and 65 Harbour Square. Visitors to 33, 55, and 65 Harbour Square can park anywhere in the Visitors' Lot, including the designated areas within our building site. Your visitors can announce themselves to the Concierge staff when they arrive at Visitors' Parking or at the Front Desk. Any visitor who is staying past 12 a.m. must obtain a parking pass from the Front Desk and place it where it is clearly visible on the dashboard of their vehicles. Visitors can park a maximum of seven (7) nights per suite per month.

Number One York Quay has made provisions for a car jockey to park for your visitors. Please ask your guests to drive up to the Front Door when they arrive if they wish to use this service. Valet parking is available between the hours of 8:00 am to 12:00 am, 7 days a week. Valet parking is not available for parties or other organized functions.

## **FIRE ROUTE PARKING**

The driveway area in front of the main lobby is an enforced fire route so vehicles cannot park there for more than 5 minutes. Our doorman will help you with your delivery or watch your goods while you park your car. If your vehicle is left unattended without the Concierge's knowledge, the car will be tagged and perhaps even towed.

## **VISITORS AND GUESTS**

The Concierge will announce all visitors and will not allow them access without your proper authorization. Number One York Quay allows residents to leave keys and fobs at the Front Desk for arriving guests. All residents leaving keys or fobs must properly fill out the suite card file at the Front Desk. Please complete the card for *every* request to ensure no unexpected surprises for your guests.

## **OPERATIONS MANAGER**

Number One York Quay has a full-time Operations Manager. His regular hours are 8:30 a.m. to 4:30 p.m. Monday to Friday.

## **WHAT TO DO IF SOMETHING GOES WRONG IN YOUR UNIT**

Details outlining the respective maintenance and repair responsibilities of the unit owner and the Condominium Corporation are contained in the Declaration for Number One York Quay. In general, repairs and maintenance to units are the responsibility of the unit owner, while repairs and maintenance to the common elements are the responsibility of the Condominium Corporation. There are exceptions to these rules. For example, the balconies are a common element but must be maintained by the unit owner; the owner is also responsible for washing the exterior windows that are accessible from the balcony, even though these windows are common elements. The Corporation, on the other hand, is responsible for repairs and maintenance to the fan coil units, which provide heat and air-conditioning to your suite. These fan coil units are part of your unit. Our Maintenance Department cleans and replaces standard filters two times a year at no charge. Additional filter changes can be requested for a fee of \$5.00.

Because of the size of Number One York Quay, Maintenance staff has been hired to perform certain routine services for residents. If you would like to have an issue in your suite checked out by our Maintenance staff, please fill out a Maintenance Request Form and leave it at the Front Desk.

This form must be signed in order to authorize Maintenance staff to enter your suite. Also, if a fee is applicable, payment must be made before the work is done. If you will not be home, please leave the signed Maintenance Request Form with the Concierge. Maintenance staff will investigate the issue and leave a message on the inside of your suite door with comments on the work that was performed or steps to be taken. If any problem detected by our Maintenance staff is beyond their scope, we can provide the names of several companies you may contact. These repairs should be arranged by yourself at your expense.

You can also help to prevent problems as follows:

- In case of clogged drains, do not use Liquid Plumber or other similar drain opener.
- Do not leave your washing machine or dish washer running unattended. In case your appliances malfunction, damage from leaks and floods can be minimized if you are present in your suite.
- Please close your windows if you will be out. Rain or snow in the window and sliding door frames can cause water penetration issues for the building.

Some common services provided by our Maintenance staff are as follows:

Cupboard Hinges .....	\$7.00 ea
Mailbox Lock Change.....	\$80.00 ea
Suite Lock Change .....	\$100.00 ea
Key Only (Copy of Key for Suite, Locker Room, or Bike Room) .....	\$5.00 ea
Filter Change – Standard .....	\$5.00 ea
4' Flourescent Tubes .....	\$5.00 ea
Regular Light Bulbs.....	\$2.00 ea
Large 65 Watt Globe Bulbs .....	\$10.00 ea
P-Trap (J Bend Only) .....	\$30.00 ea
Ballast .....	\$50.00 ea
Smoke Alarm.....	\$30.00 ea
Photoelectric Smoke Detector .....	\$55.00 ea
Fan Motor Complete.....	\$200.00 ea
Replace Toilet (White) .....	\$400.00 ea
Shower Spout.....	\$50.00 ea
Window Screen Replacement .....	\$20.00 ea
Patio Screen Replacement .....	\$85.00 ea
Fill Valve .....	\$50.00 ea

Prices include applicable taxes and are subject to change without notice.

In case of emergencies, such as floods, fire, or life-threatening situations, emergency keys will be used to enter your suite.

## **HOUSEKEEPING**

The complex's common elements are maintained by our housekeeping staff members who work hard around the clock to keep the building at a highest standard of cleanliness. Their duties include the cleaning of the all the common areas including the lobbies, hallways, elevators, the Health Club, and guest suites.

## **GARBAGE DISPOSAL AND INFORMATION**

Number One York Quay participates in a recycling program. Garbage chutes are located in the garbage rooms close to the elevators on every floor and are to be used for the disposal of household garbage. All garbage must be wrapped in plastic bags and securely tied before being dropped into the chutes. Please do not drop any loose bottles or papers down the chute; rather, place them in the blue box beside the chute. As a courtesy to your neighbours, please refrain from using the garbage chute before 7:00 am or after 10:00 pm.

After a move, you or your moving company must move all large boxes or packing crates directly to the ground level moving room. These cannot be left in the corridor, locker room, or garbage room. Our staff will be pleased to direct you to the proper locations.

## **PARCEL PICK-UP AND DROP-OFF / PARCEL ROOM PROCEDURES.**

Our Parcel Room is located on the ground floor just before entering the North Tower from the Grand Lobby. All parcels and letters other than the regular Canada Post mail are collected and distributed through this room. A staff member is present from 11:00 am to 7:00 pm, Monday to Friday. When the Parcel Room attendant is off duty, service is available through the Concierge Desk.

If you are not home, the Parcel Room attendant will accept delivery of parcels that are easily handled by one person, and a pick-up slip notifying you of the delivery will be placed in your mail box. Simply bring the slip to the Parcel Room to pick up the package. Parcels for outside pick-up can also be left in this room. A full dry-cleaning drop-off and pick-up service is also available.

Please note that our staff cannot accept delivery of furniture, C.O.Ds or Registered Mail unless approved through the Property Management Office at least 48 hours in advance. If you would like furniture delivered to your unit in your absence, you must leave a suite key at the front desk and sign the appropriate authorization form, making sure that you authorize the proper people to enter your suite.

If there is no suite key and accompanying signed authorization, access will not be permitted and the delivery will be turned away. In addition, Concierge can only provide access to the suite; they cannot sign any documents to verify the condition of the items being delivered.

Outgoing mail drop boxes are located in the Mail Rooms in both the North (77) Tower and the South (99) Tower of the complex.

## **TRADES**

If you are home, the Concierge will follow the same procedure as for guests to announce tradespersons coming to work on your suites. If you are out, access to your suite can be arranged by leaving a suite key at the front desk and signing an authorization card. Once again, if there is no suite key and accompanying signed authorization, the tradespersons will be turned away.

The Concierge is not permitted to open your apartment or supervise anyone servicing your suite. However, he/she will have the visitor or tradesperson sign the key out and back in for your security.

## **NOYQ HEALTH CLUB**

- **Hours:**

Sunday to Thursday: 5am - 1am

Friday and Saturday: 5am - 11pm

- **Amenities**

NOYQ Health Club is located on the 8th floor, spanning from the South Tower to the North Tower (entrance is in the South Tower) and includes a full Cardio and Free Weight Gym, Aerobics Studio, Massage Studio, Hair Salon, combination Indoor/Outdoor Pool, Hot Tub, Saunas, Billiards Room, North American Squash Court (includes regulation 1/2 court Basketball), International Squash Court and an outdoor Patio including BBQs and a small Putting Green.

- **Services**

Pilates, Yoga, Aerobics, Aquafit, Personal Training, Hair & Esthetics, Massage Therapy, Acupuncture, Squash Pro, Kids Karate, Kids Music, Kids Arts, Softball Team, Golf Team, Tennis Team, Red Cross Swim Lessons, Knowledgeable Staff, Fitness and Nutrition Clinics, Squash Clinics, Ski Club, Movie Night and more.

- **Orientation**

Book an orientation with the Health Club Manager for a private tour and a highlight of some of the more popular features of the facility. Learn our reservation procedures for the various services and equipment or just ask questions. This is a very valuable service for new residents to quickly become part of the NOYQ Health Club community.

### **RESTAURANT/LOUNGE**

Located on the 10th floor, residents can enjoy Number One York Quay's own in-house restaurant. Take advantage of the scrumptious Sunday Brunch or enjoy room service or in-suite catering services. Phone 416- 203-9400 for more details.

Restaurant Hours: Monday to Friday 4:30 pm to 11:00 pm  
Saturday 10:00 am to 11:00 pm  
Sunday 11:00 am to 10:00 pm

Lounge Hours: Monday to Saturday 4:30 pm to 1:00 am  
Sunday 12:00 pm to 12:00 am

### **MULTI-PURPOSE ROOM AND BOARD ROOM**

Residents may reserve the Multipurpose Room for private social functions. Please contact the Property Management Office to make the necessary arrangements. There is a rental charge for the use of the room and a refundable damage deposit is also required. The Bar/Lounge may also be reserved for special occasions through the Restaurant Management.

A Board Room is also available for use by residents. Please contact the Management Office to obtain a rental agreement form and pay the fee and security deposit.

### **GUEST SUITES**

There are seven guest suites that are provided as an amenity for Number One York Quay residents. They offer comfortable, affordable and convenient accommodations for guests of residents. Reservations must be made by the host resident. The host must also provide a cheque in the amount of \$250 (\$500 for 1007N) as a damage deposit in order to confirm the reservation. Each room has slightly different amenities as follows:

- **307N, 407N:** two double beds, one pull-out sofa, phone, TV, and sitting area. Rate per night \$95.00
- **801S:** one queen-sized bed, TV, and phone. Rate per night \$85.00
- **305S, 505S and 705S:** one queen-sized bed, bar fridge, microwave, sink, dishes, table and four chairs as well as a pull-out double couch. These three rooms do not have windows. Rate per night \$95.00
- **1007N:** two-level suite with a full kitchen, dining room (one table and 4 chairs), living room (queen-sized pull-out sofa), bedroom (one queen size bed), four-piece bathroom, terrace, and full window.

*\*Standard rate per night is \$145.00*

### **LIBRARY**

Located on the 1st floor, South Tower, the library offers a pleasant and tranquil environment in which to unwind with a book or magazine. If you have some books you would like to donate to this facility, please bring them to the Property Management Office. The Library is open 24 hours a day for your enjoyment.

## **BUSINESS CENTRE**

Located adjacent to the Property Management Office, the Business Center offers residents use of four computer terminals with Internet access and printers.

### **Business Centre Rules and Regulations**

- The Business Centre is for the exclusive use of the residents of Number One York Quay. Visitors and guests are not permitted to use this facility.
- The Business Centre is accessible 24 hours a day through fob access.
- No food or drinks allowed.
- No excessive printing allowed.
- Installation of any software by any residents is prohibited.
- Any activities deemed to be illegal according to the Criminal Code of Canada or any other Federal, Provincial or Municipal laws will be reported immediately to the proper authorities.
- Due to the limited number of computers, a two-hour time limit is in effect when all computers are being utilized.
- Noise should be kept at a minimum level.
- Anyone under the age of 12 must be accompanied by an adult.
- No documents can be saved directly on the computers.
- The condominium security personnel have the authority to enforce the rules and regulations of the Business Centre.

## **FIRE ALARM SYSTEM**

### **ACTIVATION**

If there is a fire in the building the alarm is triggered by pulling one of the manual pull stations on each floor, or by smoke detectors in the hallways or heat rise detectors in the suites (smoke detectors in the suites are not connected to the central system). The alarms will ring throughout the building until the fire chief gives the okay to reset the system and silence the alarm.

### **SIGNAL TONES**

There are two types of Fire Alarm Signals that you may hear over the Speaker System. A “pinging” tone indicates a warning of possible danger and a “whooping” tone indicates a situation where EVACUATION may be necessary.

### **COMMUNICATIONS**

When an alarm has been sounded, please listen carefully for announcements that will be made periodically over your in-suite speaker and follow any instructions given.

### **FALSE ALARMS**

On occasion, unnecessary activations of the fire alarm system have been caused by minor cooking mishaps. If this happens in your suite, please turn on your exhaust fans and open your windows. **DO NOT OPEN YOUR SUITE DOOR**, as this will activate the corridor smoke alarm and set off the main building fire alarm system. The fire department will respond to this alarm. The city has started charging the public for nuisance fire alarms. If the Corporation receives such a bill from the city, the bill will be charged back to the suite that caused the false alarm.

### **FIRE EXTINGUISHERS AND PULL STATIONS**

At the end of each corridor of every floor there is a fire hose station containing a hand-held fire extinguisher and a pull station manual alarm.

## **FIRE PROCEDURES**

### **On discovering a fire, the Occupant will:**

- Activate the Fire Alarm, by using the pull station.
- Leave the fire area. Take your suite key with you.
- Use the Exit stairwells to leave the building immediately.
- DO NOT use elevators.
- Close all doors behind you.
- Telephone the Toronto Fire Department by dialing 911. (NEVER ASSUME THAT THIS HAS ALREADY BEEN DONE).
- Know and give the correct address (Number 1 York Quay, 77/99 Harbour Square) and the location of the fire.
- DO NOT return to your unit until it is declared safe to do so by fire officials.

### **If the Occupant is inside his /her suite:**

- Unless specifically ordered otherwise by the Fire Brigade, you should proceed to exit via the nearest stairwell. Before opening the door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
- If you find no fire or smoke in the corridor, take your room key, CLOSE the door behind you, and leave by the nearest Exit stairwell.
- If you encounter smoke in the corridor or stairwell, consider using the Exit stairwell at the other end of the corridor, which may be clear, or return to your suite.
- Listen for further instructions that will be given over the loudspeakers that are installed on all floors.

### **If you cannot leave your suite, or have to return to it because of heavy smoke or fire, remain in your suite and:**

- Close the door.
- Unlock the door in the event fire fighters may need to enter your suite.
- Seal all cracks where smoke may get in with wet towels or sheets (eg. Under the door, air conditioning and heating vents).
- If you require assistance for evacuation, dial 911 and tell the Toronto Fire Department where you are. Signal to the fire fighters by waving a sheet from a window or balcony.
- Crouch low to the floor if smoke comes into the room.
- Move to the balcony or most protected room and partially open a window for air. (Close the window if smoke comes in).
- Remain calm and wait to be rescued. Do not consider jumping.
- Listen for instructions that will be given over the loudspeakers installed on your floor.

### **Staff Procedures**

- When the alarm sounds, the Fire Department is notified by Security immediately and prior to any investigation by staff.
- An announcement will be made as soon as the troubled area has been detected by Security and continuously repeated advising you where the alarm was sounded.
- When the cause of the alarm has been determined, and inspections have been completed, the alarm will continue to sound, or will be silenced depending on the situation and you will be advised of the status.
- When the Fire Department arrives, they will assess the situation and then advise Security on what instructions should be given to you.

## **FIRE PREVENTION**

- Burning material, such as cigarettes, ashes and like material, should not be put into the garbage chutes.
- Do not dispose of aerosol cans or flammable liquids in the garbage chutes.
- Never force coat hangers, bundles of cardboard or stiff paper into the garbage chute. A blockage of combustible material could spread a fire upward into several floors.
- Practice safe cooking. Do not overheat cooking utensils. Constantly attend all deep-fat frying operations. Wear sensible clothes when cooking. Avoid dress that includes loosely hanging sleeves and highly combustible fabrics.
- Do not use unsafe electrical appliances, frayed extension cords, and never overload the circuitry.
- Avoid careless smoking habits. Use non-combustible ashtrays. NEVER smoke in bed.
- Inspect your smoke detector regularly. Remember that in-suite smoke detectors DO NOT activate the building fire alarm.