



WELCOME LETTER



Member(s) Name:

Unit #:

MOVE-IN-DATE:

Dear Member(s):

We offer you our warmest welcome to UPWOOD PARK SALVADOR DEL MUNDO CO-OPERATIVE HOMES INC. This letter will acquaint you with some details of your new residence and its operation.

MANAGEMENT

ONTARIO PROPERTY MANAGEMENT GROUP INC. is your manager, responsible for the day-to-day management of your building common areas and the building staff, and all administration.

OFFICE HOURS

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|-----------|------------------------|
| MONDAY | 11:00 a.m.- 3:00 p.m. |
| TUESDAY | 10:00 a.m - 3:00 p.m. |
| WEDNESDAY | 10:00 a.m - 3:00 p.m.. |
| THURSDAY | 1.00 p.m. – 7:00 p.m. |
| FRIDAY | CLOSED |

YOUR NEW ADDRESS

Queens Drive
Toronto, Ontario M6L 3E3

Just a reminder: The mailroom is controlled by Canada Post only. Do notify all agencies of your new address, i.e. driver's license, mail office, credit cards, family and friends, etc.

IMPORTANT PHONE NUMBERS

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|-----------------------|------------------|
| Management Office | 416-244-2399 |
| Property Manager | Gordana Gambelic |
| Housing Administrator | |
| Housing Administrator | |
| Fax number | 416-244-2108 |
| On-Call emergency | 416-936-6295 |

ENTER PHONE AND SECURITY

Your enter phone number is _____. When someone is calling you from the enter-phone in the lobby your telephone will ring. By picking up the phone and **pressing number 9** on your phone you will be able to open the lobby door for your guest.

Upwood Park Salvador Del Mundo Co-Operative Homes Inc. has a security feature which enables you to see who is in the lobby and the parking garage at all times by simply turning to **lobby channel 59** on your television set. If you have any problems with cable kindly call Rogers at 1-866-902-9534.

PAYMENT OF HOUSING CHARGES

Housing Charges is DUE and payable to Upwood Park Salvador Del Mundo Co-Operative Homes Inc. on or before the first business day of each month. We encourage you to submit 12 post-dated cheques to the office in advance, use the debit interact in the office or provide a money order (**NO CASH**). **A late fee of \$15.00 will be applied if the Housing Charge is not paid by the end of the 1st business day of the month.**

LAUNDRY ROOM

The laundry room is located on the main floor of each building, open daily 24/7. Please note that the Co-op is not responsible for any lost/stolen items as you are encouraged to stay in the laundry room with your belongings. Laundry machine breakdowns should be reported to Phelps the number is on the machines.

GARBAGE ROOM

All trash and garbage must be securely wrapped (bagged) and deposited down the chute located on each floor. Recycling is available on the main floor.

Please **DO NOT** leave your garbage bags on the floor near the chutes, on the floor outside of the garbage pad, nor outside of the townhouses. **A \$50.00 per bag** invoice will be charged to members for improperly disposing of garbage. Large items should be taken to the back and place in the bins use the fob to enter and exit between **7:00 a.m** to **10:00p.m.**

PET OWNERS

The Co-op By-Laws allow members to own 2 spayed or neutered cats, or a maximum of 1 spayed or neutered dog. If you have a dog, ensure that it is on a leash while outside of your unit (including common areas such as hallways, stairwells, and exterior grounds on the Co-op property). Please remember to 'Stoop and Scoop' after your pet, and please respect the front and backyards of members. We also encourage members to report any such incidents in writing to the Co-op office.

PARKING

Should you require a parking spot, please provide proof of ownership, registration and insurance to the office and you will be assigned a parking spot. You must park in your assigned spot only. Please do not leave your cars in the visitor's parking lot or park in other spaces underground. Your visitor's should be parked in designated visitor's parking lots (located at each corner of the property). Parking is an additional \$25.00 per spot.

Do not park any vehicles outside in front of the buildings – this includes the area near the front entrance, in front of the garbage rooms and in front of the moving rooms. Please note that the parking in front of each building is as per the signage – EMERGENCY VEHICLES, HEALTHCARE WORKERS AND SERVICE/DELIVERY VEHICLES ONLY. Take note that if you are found to be in violation of any of the above rules, you may be tagged/towed at your own expense.

HALLWAYS AND LOBBIES

Shopping carts are not allowed in the buildings or in the hallways. Kindly note that by leaving such items in the hallways; you are not only making it difficult for other members to pass, but also causing life and safety hazards.

Members shall not place or allow to be placed bicycles, baby carriages or other personal property in the hallways, lobbies, sidewalks, or common areas, neither shall articles be permitted to remain outside in such areas overnight or when not in use. Personal property left in common areas may be removed and disposed of by the management or staff of the Co-operative.

BALCONIES

Please remember that members must **NOT** place flower pots on rails of the balcony. These items can severely hurt other members if they fall off the balcony's rails. According to the living together By-Law No. 15:

No flowerpots or any other objects may be placed on balconies in a way where they may fall or be blown off. The Co-op takes this issue seriously as a result there is a **\$200.00** charge that is levied against offenders.

Also, members must **NOT** use balconies to store bicycles or other objects because of safety and fire concerns. As outlined in the living together By-Law No. 15:

Members may **not** store anything other than outdoor accessories or outdoor furniture on their balconies.

Items must **NOT** be thrown from balconies. Items thrown from balconies can severely hurt children who are frequently playing in the areas around the building. In addition, to these items Members must take care when cleaning their balconies not to use water. Should you clean your balcony please do so with a broom or damp mop only. The Co-op takes this item so seriously that there is a **\$200.00** charge that is levied against offenders. In order to keep Members and their children safe we would also like to remind Members that window screens **MUST** not be removed. Broken or missing screens should be reported to the Co-op via a work order.

BARBEQUING

No Member should use a barbeque on a balcony. In addition to the risk of fire the smoke from the barbequing on a balcony rises and enters the units above causing issues for your fellow Members. Any Member witnessing smoke on another balcony is always encouraged to contact the local fire department immediately.

COMMUNITY CENTRE

The Co-op's Community Centre is not for private rentals by members. It is used solely for Co-op or committee based events.(Living together By-law)

DRAINS AND PLUMBING

Never dispose of fats, grease and/or solids in the sink drains. All solids should be securely wrapped and disposed of in the garbage chutes/room. Kindly note that members are responsible for plumbing repairs ONLY IF the problem is found between your units p-trap and the main stack, for example: a toy flushed down the toilet, chicken bone found in the sink, etc.

WATER

As a precautionary measure, we recommend that you familiarize yourself with the various water shutoff valves in your unit. In the event of an emergency (flood), please turn off the appropriate water valve and notify the Co-op office immediately (or On-Call if the emergency falls outside of regular business hours).

INSURANCE

Just a reminder that you are responsible for insurance coverage for your unit and its contents. Your insurance broker will be able to advise and provide you with an appropriate policy for content insurance.

COMMITTEES

Upwood Park Salvador Del Mundo Co-Operative Homes Inc. has the following active committees for its members to join:

- Social Committee
- Newsletter Committee
- Youth Committee

Please notify the office if you are interested in joining any of the committees.

SECTION 2: EMERGENCY PROCEDURES

In Case of Fire & or when Alarm Sounds

THE ACTIONS TO BE TAKEN BY OCCUPANTS IN EMERGENCY SITUATIONS

UPON DISCOVERY OF FIRE:

- Leave fire area immediately and take your key; always remain calm, move quickly and quietly out the appropriate exit.
- Close all doors behind you.
- Activate the fire alarm; using pull stations.
- Use closest Exit Stairways to leave building immediately (DO NOT USE ELEVATORS)
- Phone 911. (State you have a fire and indicate the correct address and location of the fire in the building).

- Initiate fire alarm procedures.

Procedure when Alarm Sounds

IF YOU ARE IN A SUITE:

- Before opening door; feel doorknob for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or, heat close door quickly.
- If you don't find fire or smoke in corridor; take room key, close door behind you and evacuate building using the nearest exit stairway. Check stairway for heat & smoke before entering; use alternate exit if necessary. (Always remain calm).
- Follow Supervisor's instructions and do not use elevators.
- Assist handicapped, as required.
- Go to designated Initial Assembly Area (Playground in front of buildings).
- Do not return until it is declared safe to do so by Fire Officer

Caution: If smoke is heavy in corridor, it may be safer to stay in your suite and:

- Close door and place wet towel at base of door; or seal edges with masking or duct tape.
- Leave door unlocked for possible entry of firefighter.
- Dial 911 and tell the Fire Department where you are; then signal to firefighters by waving a sheet out window.
- Crouch low to the floor
- Move to the balcony or most protected room, and partially open the window for air. Close the window if smoke comes in.
- Wait to be rescued. Remain Calm. Do not panic or jump.

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|---|
| <p><i><u>IN CASE OF FIRE</u></i></p> |
| <p><i><u>UPON DISCOVERY OF FIRE</u></i></p> |
| <p><i><u>LEAVE FIRE AREA IMMEDIATELY</u></i></p> |
| <p><i>AND CLOSE DOORS.</i></p> |
| <p><i>SOUND FIRE ALARM.</i></p> |
| <p><i>CALL FIRE DEPARTMENT</i></p> |
| <p><i>DIAL 911</i></p> |
| <p><i>LEAVE BUILDING VIA NEAREST EXIT</i></p> |

DO NOT USE ELEVATORS

UPON HEARING FIRE ALARM

**LEAVE BUILDING VIA NEAREST EXIT.
CLOSE DOORS BEHIND YOU**

CAUTION

**IF SMOKE IS HEAVY IN THE CORRIDOR, IT
MAY BE SAFER TO STAY IN YOU AREA.**

**CLOSE DOOR AND PLACE WET TOWEL
AT BASE OF DOOR.**

**IF YOU ENCOUNTER SMOKE IN STAIRWAY,
USE ALTERNATE EXIT.**

REMAIN CALM

NOTE:

1. A sticker or sign as shown above shall be affixed firmly to the wall at all fire alarm pull stations and elevators.
2. Where floor layouts are complex, a diagram of the floor plan will be required alongside the above sticker

Procedures for Evacuation of Non-Ambulatory or Special Needs' Persons

- Building Supervisory Staff to request volunteers (two or more if possible) to assist special needs' persons on the floor.
- Volunteers should assess whether or not there is imminent danger from fire or smoke on their floor.
- If there is not imminent danger on the floor, the volunteers should:
 - a) Move the special needs' person out into the safest emergency exit or stairwell.
 - b) One volunteer should remain with the person on the floor.
 - c) One volunteer should notify staff of the situation.
 - d) When the floor is clear, move the person to the nearest exit or into the nearest safe stairwell and outside.
 - e) If there is imminent danger on the floor, the volunteers should move the special needs' person outside when possible or into the safest emergency exit or stairwell if unable to evacuate him/her to the outside.
 - f) One volunteer should remain with the person if he/she can not be evacuated safely.

- g) One volunteer should exit the floor and notify the Fire Official of the location and condition of the special needs' person.
- If necessary, for safety reasons, the volunteers may consider transporting the special needs persons down to the next safe floor level if it is not safe to move them outside.
- Whenever possible, special needs' people should be moved to the exit with their assistive devices; for example, wheelchairs, crutches or scooters, as they will require these devices once outside the building. The device(s) should remain on the floor if it is too heavy or large to be safely, quickly and easily transported, or if it is likely to block the emergency exit stairwell.

Please note that non-ambulatory members or special needs members have been placed on a list that the Fire Department will receive upon an emergency.

SECTION 6: CONTROL OF FIRE HAZARDS IN THE BUILDING

Provisions to Prevent Fires

1. Staff is responsible to assist in the reduction of clutter and the unnecessary collection of combustible materials.
2. Precautions for Occupants:
 - Follow posted instructions to reduce risk and /or life-safety hazards.
 - Do not put burning materials such as cigarettes and ashes into garbage chutes.
 - Do not dispose of flammable liquids or aerosol cans in garbage chutes.
 - Never force cartons, coat hangers, or bundles of paper into garbage chute because it may become blocked.
 - Avoid unsafe cooking practices, deep fat frying, too much heat, unattended stoves, and loosely hanging sleeves.
 - Do not use unsafe electrical appliances, frayed extension cords, or over-loaded outlets or lamp cords for permanent wiring.

Prevention

1. Storage

- Storage areas shall be kept clean and tidy.
- A minimum clearance of 18 inches from sprinkler heads shall be maintained.
- Never block fire exit doors.
- Fire extinguishers shall remain accessible.
- Electrical panels, sprinkler system controls and space heaters shall be kept clear of obstructions.
- Never store combustibles within 3 feet of refrigeration equipment or in the furnace room.

2. Flammable & Combustible Liquids

- All flammable liquids shall be stored in approved containers or cabinets.
- Store in accordance with the Ontario Fire Code Part 4.

3. Combustible Materials

- Shall be kept a minimum of 3 feet away from electrical or heating equipment.
- If applicable, shall be stored in approved containers.

Electrical Equipment & Wiring

1. All electrical equipment must be Canadian Standards Association and /or Underwriters Laboratories approved (labeled).
2. Extension Cords Must Be:
 - For temporary use or be an appropriately approved power bar.
 - Continuous runs.
 - Kept from under rugs.
 - Free of cuts, significant abrasions or damage.
 - Connected directly to an outlet (no extension cord or octopus wiring).
 - Grounded appropriately (ground pin must be in place).
3. Permanent Wiring:
 - Junction boxes and panels must have protective cover plates.
 - Electrical panels must have appropriately-sized fuses or breakers
 - All wiring must have proper splices and joints.
 - Damaged or exposed wiring shall be repaired immediately.