

Frequently Asked Questions

The following list attempts to respond too many of the commonly asked questions. If you do not find your answer here or elsewhere on the website, please email the management office, and we will respond to your specific issue as soon as possible.

ACCESS AND SECURITY

I forgot my keys. Can I get access to my apartment?

You must go to concierge and provide proof of residency. They will permit access to your suite.

I want to change the lock on my suite door.

All locks must key keyed to the master system for building safety. Please see the Management Office and they will supply with the locksmiths number to have it re-keyed to our master.

I do not want my system keyed to the master system.

It is part of the Declaration that all suites are accessible by master key. This is for your safety in the event of an emergency. All costs of emergency entry, i.e. breaking the door in the event of a fire, will be charged back to the unit owner if access to the unit is not immediate.

I just moved in and had to prove I am a resident. Why?

We have an obligation to other owners and we have legal requirements to meet under the Condominium Act. The Act differentiates between owners who live in their units and those who do not. We are obligated to have accurate records in this respect. As such, we use the same criteria used by libraries or schools. In other words, we normally use the address on the driver's license or the tax role specifying who can vote. In special circumstances, the Board will consider other evidence of residency.

I am renting a unit here. Why am I asked for a copy of the lease before receiving an access card?

The Condominium Act states any owner leasing a unit must complete a "Form 5" giving details of the lease or providing a copy of the lease itself.

I am often away. Can I have a card for my friends and family?

Friends and family can have access to your unit, but only if you have provided written permission with your concierge. He will permit them access to the property.

Are there special procedures for selling my unit?

Your realtor will handle all aspects of selling your unit. Please advise security, and provide permission for the realtor to access your unit if wish them to be permitted in the building when you are not at home.

BOARD OF DIRECTORS

Who are the Board of Directors?

Your board consists of five elected individuals who volunteer their time to ensure that the needs of the other owners are being met. You can obtain a list of names from your concierge, by calling the Management office or by going to the "Contact Us" section of this website.

What are the responsibilities of the Board of Directors

The basic role of the board is to oversee the operations of the corporation, and the entire complex. It is a very serious function, and good directors are always upgrading their knowledge to ensure that they meet the strict standards of the Condominium Act.

How does the role of the Board differ from that of the Management Office?

It is the role of Management to be responsible for actually completing specific tasks and functions. Management is the function of carrying on the operation of the corporation and reporting back to the board at its meetings. A director's job is to oversee, to check up and to ensure that appropriate actions are taken periodically as needed. Basically, Directors direct, and Management Manages.

Does that mean I can go to any board member for assistance?

Not really. The individual directors are residents, first and foremost. The only time they are a member of the Board of Directors is when they are carrying on the business of the corporation, in a duly called meeting for that purpose. No one individual can make decisions or direct management in a manner that will impact other owners.

How often does the Board of Directors meet and what happens?

The board meets on a regular basis, usually one a month. To hold a meeting, a minimum of three directors must be present. Previous minutes are reviewed and approved as well as financial statements. The manager prepares a monthly report that is presented, and discussion usually involves items in the Management Report.

How do I become a member of the Board?

Board members hold terms of three years, which are staggered. Every year, one or two positions become available. A notice is posted, inviting applications. These are submitted for vote at the Annual General Meeting. If a member resigns during the term, it is the option of the board to appoint an individual to fill the position. At the Annual General Meeting, this position also becomes available for voting.

If I have concerns, how can I meet with the Board?

If you have problems that you have not been able to resolve with the Management Office, or if you wish to discuss an issue of importance to you, put your concerns in writing, and request a meeting with the Board. This request will be put on the agenda of the next scheduled meeting, and the Board will set aside time to meet with you.

Can I sit through an entire board meeting?

It is not common practice to permit individual residents to sit through a board meeting because much of the discussion is confidential.

Can I see the minutes?

Yes. Please put your request in writing to the management office, and arrangements will be made for you to review the minutes. Items of a confidential nature will be deleted to protect the privacy of other residents.

How do I remove a Board member?

The Condominium Act details methods of removing individual board members. It involves getting a requisition signed by 15% of the unit owners, calling of a special meeting, and getting 51% support from registered unit owners.

What is an Annual General Meeting and when is it held?

The A.G.M. is held within six months after the corporation's year-end, which is May 31, 2008. It invites all unit owners, both on site and off-site, to meet with the board, the auditors, the manager, and other relevant guests, to detail the activities of the corporation and respond to questions and concerns of the residents.

BUILDING MANAGEMENT

Who chooses the property manager?

The board of directors determines which management firm will have the contract to manage the building. This firm provides a manager that the board determines is suitable for the building.

Can management pick up my mail, etc. while I am away?

Management will not be responsible for mail. It is better to make arrangements with a friend or Canada Post if you will be away for an extended period of time. We suggest you advise the Concierge if you will be away for a long period (use the Vacation Form) in the event that packages will be delivered, or an emergency occurs in your suite.

Why do I pay for insurance?

It is the homeowners responsibilities to obtain a condo homeowners insurance package that covers contents, betterments, improvements, assessment and contingency insurance.

What is the Condominium responsible for paying after damage?

The corporation will repair the units after damage less the deductible portion of the insurance.

Can I change my parking space?

Parking spaces are registered to your unit, and cannot be exchanged.

Are there lockers and parking spaces for sale or rent?

The corporation has no additional spaces. These can be purchased only from other owners. Check the Classified or post an ad for additional parking or locker spaces.

MAINTENANCE FEES

What is a Condominium

A Condominium is a group of "units" to which individual owners hold registered title. The Condominium owner holds title to his/her own unit and at the time, shares with all other owners an interest in the balance the property constituting the Condominium.

What are Common Expenses?

Along with the purchase of your unit comes the responsibility to contribute to the budget to repair and maintain the common elements, including exclusive use common elements. The Board of Directors is responsible to prepare an estimated operating budget for the fiscal year of the Corporation. Once completed based on the proportionate share of the common elements found in schedule "D" of the Declaration the common expenses are calculated. An owner can not waive his/her right to use all or any part of the common elements in order to reduce his/her contribution.

What is my common expense payment?

Also referred to as maintenance fees, they are a monthly charge for the utilities, regular upkeep, management, administration and insurance for the common element areas. The fees vary according to project and the suite size. The portion of these expenses is set out in the budget statement, which lists the percentage for which each suite is responsible.

What does the maintenance fee include?

The maintenance fees include all services necessary to run the corporation. There is also a projection of expenses made to cover repairs and maintenance of the common elements. The final contribution is made to the reserve fund in accordance with an engineered reserve fund study to allow for future expenses with regard to Repair and Replacement of the common elements to avoid any financial stress on a future homeowner.

Why is my fee higher than my neighbours?

Fees are set as a proportion of ownership in the building. The Declaration determines individual suite ownership.

How to I pay for CEA fees?

You can either drop off 12 post-dated cheques to the management office; dated June 1 to May 1 (the year end for TSCC 1525 is May 31, 2008). You can also arrange for your fees to be automatically credited from your bank account, using a CEA form that can be found on this website. Please remember that it takes approximately one month for the automatic withdrawals to take effect. Cheques are made payable to T.S.C.C. 1525

MAKING A COMPLAINT

The Concierge was rude to me. How should I address this?

If ANY staff member or contractor treats you in a manner that you believe is inappropriate, put your complaint in writing to the management office as soon as you can after the incident. The incident will be investigated and if, required the staff member or contractor will be disciplined. All complaints, and the action taken, are filed in the employees personnel file.

Something in my suite is not working well. What do I do?

While suite maintenance is the unit owner's responsibility, it is always good to have the superintendent check out the problem before you request a service call. Maintenance Request forms can be found on the Home Page of

this website. Fill it out and drop it off to the Concierge Desk. The superintendent will contact you to make arrangements to investigate the problem.

I keep hearing a dog barking. Should I go to the suite and speak with my neighbours?

We recommend residents do not become involved in complaining to their neighbours. If you hear a dog barking, or any other inappropriate noise, in the late hours or for an extended period of time, we ask that you do two things:

1. Call the concierge and report the problem immediately. This call will become part of the security report that is handed to the Management Office. Security will immediately investigate the source of the problem.
2. Follow up this telephone call with a letter written to the Management Office. We will write a letter to the offending owner or resident.

I do not want my neighbors to know I am complaining about them.

No problem. The Management Office will not release your name or any identifying information to the neighbour.

I am not happy with how the manager handled the problem. What can I do?

Your Board of Directors should be advised if you have believe you have not been well treated by the Management Office. You can address your concerns directly to the board of directors, in a confidential manner. Either email them directly, or put your correspondence in an envelope marked "Confidential" and drop it off to the concierge's. Ask them to deliver it only to the President of the Board. You can also ask the Manager, in writing, to meet with the Board of Directors at their next regularly scheduled board meeting to discuss the problem.

STATUS CERTIFICATE

What is a Status Certificate?

This document provides information on the legal description of the property, the Declaration of the Corporation, the Rules and Regulations under which you operate and the financial status of your corporation and its reserve fund. It also advised whether there are any outstanding balances or liens against the suite, and if there are any special assessment. Finally, any legal actions against the corporation, either finalized or ongoing, are listed.

How do I get a Status Certificate?

A Request for Status Certificate must be completed and forwarded to the management office. A fee of \$100 is payable to Del Property Management. The Management office has up to 10 days to prepare the document after the written request has been received.

Should I order the Status Certificate before I sell my unit?

No, the Status Certificate is valid on the day it is produced. Things may change, and if it produced before the sale of the unit, some of the information may not be accurate.

What can I do to ensure that the Certificate does not have negative information?

As a unit owner, you can impact only the part of the Certificate that deals directly with your suite. If you have overdue balances, or liens, ensure that you have them paid in full before ordering the document.

Is it possible for the purchaser to back out of the sale if he does not like what is in the Status Certificate?

The purpose of the document is to ensure that the new owner knows exactly what he is purchasing. If, after reading the contents, and in consultation with his attorney, the potential purchaser finds legitimate reasons for concern, he can rescind his offer.

SUITE RENOVATIONS

I am renovating my unit. How do I proceed?

Most renovations are minor, and do not impact the integrity of the unit. These include painting, carpeting, changing cupboards, etc. You can proceed with this type of work. Other renovations that may impact the common element walls or structures or changing carpet to wood flooring must be approved by the Board of

Directors. Put these changes in writing for approval prior to starting the work.

Am I limited to what hours the contractors can work?

Contractors are permitted to work between the hours of Monday to Saturday, 9:00 a.m. to 5:00 p.m.

What about using the elevators?

You must book the service elevator in sufficient time to ensure that it is available, and pay the appropriate deposit. The reservation form can be found on the Home Page. Absolutely no supplies are permitted to come into the building through the front lobby! The concierge will direct you or your contractor to the appropriate loading dock.

I want to do the work myself. Is this permitted?

You can do the work yourself, especially if it is nonstructural. To address liability concerns, we recommend that all work be performed by a licensed tradesperson or contractor. Problems that occur from your renovation, such as burst pipes or electrical shortages are your responsibility, and costs for repairs will be charged back to the unit owner.

What do I look for when hiring a proper contractor?

Look for a licensed contractor who understands that he must work within the rules of the corporation. He should be able to provide evidence that he has adequate liability insurance and has WSIB clearance for his employees.

I am new to the area. How do I find an approved contractor?

The Trades list on this website has contractors that have presented themselves to the office. You can also check the Yellow Pages. Regardless of what firm you chose, the Management office and the corporation takes no responsibility for done in your unit by a contractor you chose.

FACILITIES

What are the facilities?

The facilities consists the party room, the board room, the library, TV room, the billiard room, and the mail rooms.

How do I make arrangements to book the party room?

To book the party room, and or the board room, fill out the appropriate form found in this website, print it, sign it and take it to the concierge with the appropriate deposit.

My friend wants to have a party. Can she book the room?

No, only residents can book any of the facilities. You can have the party for your friend, but you must remain in attendance at all times.