



# THE METROPOLE

Metropolitan Toronto Condominium Corporation N<sup>o</sup> 1170

## RESIDENT HANDBOOK

July 2015

Your Management Company offers this Handbook as a summary\* of information that will contribute to Residents' safe, comfortable and enjoyable environment. As and when MTCC 1170 changes its By-Laws and/or Rules, Management will update this Handbook and advise all Owners.

Non-Resident Owners must ensure that their Tenants have the most recent revision of this Handbook, and that their Tenants comply with all of MTCC 1170's governing documents.

\* *This Handbook neither supplants nor substitutes for the Declaration, By-Laws and Rules ([www.mtcc1170.com](http://www.mtcc1170.com)). In the event of any conflict between this Handbook and any or all of the foregoing, the latter shall prevail.*

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## **CONDOMINIUM GOVERNANCE**

The *Condominium Act 1998*, the *Act's* Regulations; and, MTCC 1170's Declaration, By-Laws, and Rules govern The Metropole. This guide is an overview of these documents. Additionally, this guide deals briefly with other aspects of multi-occupancy life.

### **BOARD OF DIRECTORS**

MTCC 1170's governing Board comprises five Directors, elected by Owners to staggered terms of office. Elections to office occur at the Owners' Annual General Meeting. Staggered terms of office ensure continuity on the Board. The Board meets monthly to handle the Corporation's affairs. To contact the Board, please submit your written comments and/or concerns to the Property Manager. S/He will always ensure that the Board receives your written communications.

### **COMMUNICATION**

Your fellow-owners' personal information, such as telephone numbers and email addresses, is strictly confidential. Disclosure of such information would require written prior consent. If general concerns arise, please contact the Management Office. For specific issues, such as booking elevators or the fifth floor's common room, request forms are available at the Security Desk. Periodically, Management and/or the Board will address important general issues via notices and/or email, as need arises.

Management will also post general information in the Mailroom's and the Fitness Centre's bulletin boards. Notices are not permissible in any of the common areas.

### **ANNUAL GENERAL MEETINGS**

The Annual General Meeting occurs within six months after the fiscal year-end (*ie*, after 30 November). Attendance comprises only Owners or mortgagees (in person or by proxy), the Auditors, Management, and the Board's professional invitees. As noted, Owners who are unable to attend may vote by proxy. All Owners will receive a complete information package at least fifteen (15) days before the meeting.

## **FINANCIAL MATTERS**

### **FISCAL YEAR**

MTCC 1170's fiscal year is 01 December to the subsequent 30 November.

### **THE ANNUAL BUDGET**

In October of each year, Management prepares a draft budget of estimated expenses for the next financial year. The Board of Directors reviews and approves the budget. The Board then sends Owners a package comprising the budget, an explanation of expenditures, and a letter indicating each Unit's monthly contributions.

## **MONTHLY COMMON EXPENSE FEES**

Owners should pay their monthly common expense fees by pre-authorized payment. Alternatively, Owners may issue 12 cheques — post-dated the first day of every month of the fiscal year. If the bank returns an Owner's cheque, Management will add an administration fee of twenty-five dollars (\$25.00) to the Owner's common expenses.

The Condominium's Declaration and By-Laws prescribe an interest of 18% per annum, compounded monthly, on arrears. If a Unit Owner is in default of payment for 90 days, Management must register a lien on the Unit. The Unit Owner will then also be responsible for all legal fees and associated costs of collecting arrears.

## **FINANCIAL STATEMENTS**

The Corporation's Auditor prepares annual financial statements for the Corporation. Owners receive these statements in the notice of meeting for the Annual General Meeting. During the year, ICC Property Management Ltd provides unaudited financial statements for the Board of Directors' monthly review.

## **THE METROPOLE PERSONNEL**

### **SECURITY (416.368.3306)**

Security is available to you 24/7. Services include security surveillance, Resident registration, parcel acceptance, and general Security Desk duties. During evening and night shift, a second guard provides foot-patrols. Security also directs "trades" to their destinations in the common elements. The Security Desk has all the forms necessary for Residents who wish to register or update information. Security is also your primary after-hours contact for questions or concerns.

### **THE CLEANER(S)**

M&G Maintenance cleans all the common areas. This includes the lobby, elevators, pool area, lounges, hallways, exercise room, and all other common areas. Additionally, the cleaners are responsible for recyclables and garbage compaction. Hence, they work seven days a week. If Residents notice any uncleanliness, they should advise the Security Desk. This should ensure prompt attention to omissions.

### **THE SUPERINTENDENT**

Dominus Facility Care Inc oversees the "physical plant". A Superintendent is on site seven days a week. He ensures timely maintenance of the building and all mechanical and electrical systems. He also oversees any MTCC 1170's ongoing and occasional contractors and tradesmen.

Unit Owners are responsible for in- suite repairs. Management may be able to assist in providing contact information for trades.

## AFTER-HOURS AND EMERGENCY CONTACT:

In case of after-hours emergencies, please contact the Security Desk at 416.368.3306. They, in turn, will contact the relevant staff or emergency services.

In case of health emergency or fire, please call 911.

## **THE PROPERTY MANAGER (416.861.8320 and [mtcc1170@bellnet.ca](mailto:mtcc1170@bellnet.ca))**

ICC Property Management Ltd. provides property management services. Personnel include a Property Manager (Nancy Bijelic) and a full-time site administrator. Services include supporting, advisory, consulting, and financial services.

The Management Office is open Monday to Friday from 8.30am to 4.30pm. If the site administrator is unavailable, contact Security with your concerns. If Security cannot resolve your concerns, they will inform the site administrator. On returning to the building, the site administrator will then begin addressing those concerns.

The Property Manager looks after the day-to-day operation of The Metropole. She works closely with the Board of Directors. This includes timely updates and attending all Board meetings. Following each Board meeting, the Property Manager begins implementing the Board's directions.

## **MOVING AND DELIVERY OF LARGE ITEMS**

Residents must book all moves and deliveries of large items with the Security Desk. Elevator bookings are on a first come, first-served basis.

Moving can occur only between 9.00am and 6.00pm, Monday to Saturday. Moves are not permissible on Sundays and/or public holidays.

Whether moving in or out, you and the Superintendent or Security must participate in a "before and after" inspection of the moving route. You are responsible for the cost of any damage that you and/or your movers cause during the move.

New Residents must provide a deposit of three hundred dollars (\$300) in cash, certified cheque, or money order when booking an elevator. This will partly defray costs of any damage during a move. Residents moving from The Metropole must provide the three hundred dollar (\$300) deposit in cash only. When the move is complete, an inspection will occur. If no damage has occurred, a refund of deposit will ensue. Owners who rent their suites must ensure Tenants comply with this procedure. In default, Owners must provide the deposit on Tenants' behalf.

## **VACATIONS AND OTHER ABSENCES**

Please notify Security if you intend to leave for extended periods. Temporarily discontinue newspaper deliveries to your suite and consider using Canada Post's "Hold Mail" Service during your absence.

## **COMMON AREAS**

The common areas, such as hallways, lobby, garage, swimming pool, lounges, and terraces are for all Residents' use. Therefore, Residents may not store personal items in the common areas.

Residents may not permanently affix decoration, ornamentation, *etc* to the exterior of Units' doors. The exception is holiday decorations (*eg*, Christmas wreaths). Residents may affix holiday decorations with non-damaging fasteners. Removal of holiday decorations must occur within two (2) weeks after the holiday.

Smoking is not permissible in the indoor common areas — not even in the garages.

## **GARAGES**

Garages' suspended floors have a waterproof membrane. That membrane protects the concrete from delamination. Vehicles' fluid leaks can damage this membrane. Any such damage is very costly to repair. Ensure that your vehicles' fluids do not leak onto the membrane.

## **RECREATIONAL FACILITIES**

Each Unit may take ***as many as two accompanied guests*** to the recreational facilities. The host-Unit's Resident must remain with guests who use the recreational facilities. Finally, the host-Unit is responsible for consequences of guests' conduct.

## **COMMON ROOMS AND TERRACES**

Two common rooms and two terraces are available for Residents' use. Each Unit may take two accompanied guests to these areas. Via the Management Office, Residents may book the fifth floor's common room for occasional exclusive use. The penthouse common room has a pool table and table tennis. A twenty dollar (\$20.00) deposit is necessary for booking either table. Cues, paddles, and accessories are available at the Security Desk.

## **FITNESS CENTRE AND POOL/SAUNA**

These three facilities' operating hours are 6.00am to 11.30am and 12.30pm to Midnight each day. Each unit may take two accompanied guests to these three facilities.

An adult must accompany any user(s) younger than sixteen (16) years of age. Obey posted rules about maximum time on equipment. Use headphones — and only headphones — for enjoying audio/video equipment. Pre-moistened paper towels are available for wiping equipment after a workout.

The pool and sauna are unsupervised. You use them at your own risk. Subject to Rule 12.14(f), diapered children may use these two areas. In the pool, neither diving nor "cannonballing" is permissible.

Soap dispensers are available in the shower areas. Health regulations require users to shower before using the pool.

Lockers are available, to use at your own risk. If using a padlock, remove it on exiting the facility. Otherwise, the Superintendent will use a bolt-cutter to remove it. Security will hold any items from the locker for 30 days and then dispose of them.

## **BALCONIES/TERRACES**

All balconies are exclusive use common elements. Thus, they belong to MTCC 1170, but are exclusively available to the Unit's Residents. Do not use balconies for storage. Place only seasonal furniture and related items there. Plants must be below railing level and not pose a threat of being airborne in high winds. The Board's approval must precede installation of awnings and/or shades. Satellite dishes, aerials, and/or antennas are not permissible on balconies and/or terraces. Nor are they permissible for installation on any window(s).

## **LOCKERS**

The lockers are exclusive use common elements. Only your insurance policy covers items that you store in your locker. Do not store atop the locker or in the aisle. Staff will remove non-compliant items. Disposal thereof will occur after one week's notice. Do not store combustible and/or inflammable items, or foodstuffs, in your locker. Use pallets to elevate items in case of water back-up.

## **PERSONAL/SUITE ITEMS OF INTEREST**

### **IN-SUITE REPAIRS**

Owners are responsible for in-suite maintenance. To assist, Management can provide service-providers' phone numbers and/or make the calls for Owners.

### **PETS**

Each Unit may have one — and only one — pet whose mature weight is ≤25lbs (≤11.36kg). Residents must register that one pet at the Security Desk.

If the Board and/or Management deem a pet a nuisance, its owner(s) will receive written notice to relocate that pet permanently from MTCC 1170.

### **QUIET ENJOYMENT**

Section 11(a) of the Declaration prescribes quiet enjoyment of dwellings and/or common elements. If you impair others' quiet enjoyment, the Board and Management must intervene.

### **WINDOW COVERINGS**

Sections 05.14 and 05.15 of the *Rules* govern the building's uniform external appearance. Awnings, reflective foil, and/or shades are not permissible on and/or outside windows and/or balconies. All windows' outward-facing blinds and/or draperies must be white or off-white.

## **GARBAGE DISPOSAL**

Garbage-closets have instructions for disposing of garbage, recyclables, and organic waste. Be sure to read and comply with those instructions. Bag and secure all garbage **before pushing it fully down** the chute. Daily garbage-chute hours are 8.00am to 10.00pm.

Collapse all large cardboard boxes and take them to the loading dock area. To dispose of large furniture, call security and book an elevator.

The mailroom has bins specifically designated for electronic and toxic waste. Examples of the latter include stale prescriptions, batteries, and CFLs.

## **FAN COIL UNITS**

Your fan coil unit provides seasonal heating and air conditioning. Management schedules vacuuming and filter changes biannually. Additional service would be at Owners' sole expense.

## **RENOVATIONS, REALTORS, AND RENTING YOUR SUITE**

### **RENOVATIONS**

Consult with the Management Office before upgrading your suite. Management will advise whether you must first complete a Unit Renovation Form. Management will also advise the procedure for admitting "trades" to the building.

Note that you are responsible for "trades" that you invite to the building. For example, you must ensure that "trades" have licences/certification and insurance. Externally audible renovation can occur only between 9.00am and 7.00pm Monday to Friday. To assist neighbours, Management will advise nearby Units of renovation's times and dates.

A Unit's Owner/contractor shall dispose of all construction materials off-site, rather than via MTCC 1170's waste-disposal system(s).

### **REAL ESTATE OPEN HOUSES**

Vendors and/or representatives must register with the Security Desk, meet clients in the front lobby, and escort them to the Unit. Clients may not tour the building unattended.

Vendors and/or representatives may not post "Open House" notices and/or rental information in any of the common elements.

### **LEASING OF UNITS**

Lessors must submit a copy of the lease or summary of the lease to Management within 30 days of entering into such lease. The minimum term of a lease is six months. Lessees must register with the Security Desk to ensure getting an operational key fob.

Upon entering into a lease, Owners/Lessors are responsible for providing lessees with copies of the Corporation's Declaration, By-laws, and Rules. (Available at [www.mtcc1170.com](http://www.mtcc1170.com).)



## **GUESTS AND/OR VISITORS**

Residents are responsible for ensuring that guests and/or visitors comply with MTCC 1170's Declaration, By-Laws, Rules, and Regulations.

MTCC 1170 has no visitor parking. Guests and/or visitors must make external arrangements for their vehicles.

Each Unit may take **as many as two accompanied guests** to the recreational facilities. The host-Unit's Resident must remain with guests who use the recreational facilities. Finally, the host-Unit is responsible for consequences of guests' conduct.

## **ENERGY AND THE ENVIRONMENT**

MTCC 1170's bulk-billed utilities are expensive. Simple steps allow us to contain costs, limit annual increases in common element fees, and be environmentally responsible.

Keep it cool:

- ❖ Keep blinds, shades, and drapes closed on hot days.
- ❖ Keep windows closed during when using heating or air conditioning. This saves energy, and it reduces wear and tear on central HVAC equipment.
- ❖ Do not overfill the fridge. Overfilling blocks air circulation and reduces efficiency. Do keep the freezer full. A full freezer performs better than an empty one.
- ❖ Check the door seal on your fridge by closing the door on a \$5 bill. If the bill holds, the seal is good. If not, adjust the door or replace the seal.
- ❖ Allow at least 5cm all around fridges (or as recommended by the manufacturer). This allows heat to escape from the compressor and condensing coil.

Be enlightened all year round:

- ❖ Before leaving your Unit, turn the lights off. Similarly, if you are not going to be using a room in your Unit, turn the lights off before exiting the room.
- ❖ Please use the power options on your desktop and laptop computers to turn off automatically after a pre-set period of disuse. This reduces wear and tear on your computer. It also reduces electricity costs.
- ❖ Use energy-efficient light bulbs, such as CFLs and LEDs. Both types are easily available. Both are also available in multiple formats: conventional, tri-lights, and dimmable. These high-efficiency bulbs run cool and use little electricity. Cool operation means less heat for the air conditioning system to "fight". In turn, that means that the air conditioning system uses less electricity.
- ❖ Replace halogen bulbs in fixtures such as track lighting with LEDs. As well as providing high quality "natural" light, LEDs are the most efficient choice. Increasingly, manufacturers are providing LEDs with sockets compatible with track lighting.
- ❖ Keep light fixtures clean.
- ❖ Purchase energy saving appliances. Information about appliances and lighting is available at [www.nrcan.gc.ca/energy/products/energystar/12519](http://www.nrcan.gc.ca/energy/products/energystar/12519)

- ❖ If replacing plumbing fixtures or parts thereof, please consult the Management Office to confirm best options for our building.
- ❖ Fix leaky faucets. The smallest drip can result in 95 litres of lost water monthly.
- ❖ Use an electric kettle to boil water (not the stove, which is less efficient).
- ❖ Use smaller appliances (eg, a toaster oven or microwave oven), when possible. Microwave ovens consume  $\geq 75\%$  less energy than conventional ovens do.
- ❖ Turn off the oven just before finishing. The oven will remain hot long enough to complete the job.

## **OCCUPANT FIRE PROCEDURE**

### IN THE EVENT OF FIRE, OCCUPANTS WILL:

- ❖ Leave the fire area and take keys with you.
- ❖ Close all doors behind you.
- ❖ Activate fire alarm system, using the pull station.
- ❖ Phone the Toronto Fire Department (TFD). Dial 911. Never assume that this has been done.
- ❖ Give your name, the correct address, and the location of the fire.
- ❖ Use exit stairwells to leave the building immediately.
- ❖ Do not use the elevator.
- ❖ DO NOT RETURN UNTIL THE TFD HAS DECLARED IT SAFE TO DO SO.

### IF YOU HEAR THE FIRE ALARM:

- ❖ Before opening the door, feel door and doorknob for heat. If not hot, brace yourself against the door and open slightly. If you see smoke, feel air pressure or a hot draft, close door quickly.
- ❖ If you find no fire or smoke in corridor, take suite key, close door behind you, and leave via nearest exit stairwell.
- ❖ If you encounter smoke in corridor or stairwell, consider taking an alternate exit or returning to your suite.

### IF YOU CANNOT LEAVE YOUR SUITE OR HAVE RETURNED TO IT BECAUSE OF HEAVY SMOKE OR FIRE, REMAIN IN YOUR SUITE AND

- ❖ Close the door.
- ❖ Unlock door for possible entry by fire fighter.
- ❖ Dial 911 and tell the TFD where you are. Then, signal to fire fighters by waving a sheet/towel.
- ❖ Use wet towels or sheets to seal all cracks where smoke can enter. Masking tape may help.
- ❖ If smoke enters the room, crouch low to the floor.
- ❖ Move to the balcony or most protected room. Partially open the window for air. Close the window if smoke comes in.

- ❖ WAIT TO BE RESCUED. REMAIN CALM. DO NOT PANIC OR JUMP.
- ❖ Listen for authorised personnel's instructions or information...

## FIRE HAZARDS

### TO AVOID FIRE HAZARDS IN THE BUILDING:

- ❖ Do not put burning materials, such as cigarettes and ashes, into garbage.
- ❖ Use **only** the mailroom's hazardous materials bin to dispose of flammable liquids and/or aerosols. If you are unsure, speak with Management or the Superintendent.
- ❖ Avoid unsafe cooking practices, deep fat frying, too much heat, unattended stoves, or loosely hanging sleeves.
- ❖ Responsibly discard unsafe electrical appliances and/or frayed extension cords. Do not overload individual outlets and/or use lamp wire for major appliances.
- ❖ Avoid careless smoking. NEVER SMOKE IN BED.
- ❖ Avoid clutter. Do not leave articles such as shoes, rubbers, mats, *etc*, in corridors.

### IN GENERAL, OCCUPANTS MUST:

- ❖ Know the fire alarm pull stations' and exits' locations.
- ❖ Call the TFD (911) immediately whenever their assistance is necessary.
- ❖ Know the correct building address (7 King Street East).
- ❖ Notify Security (416.368.3306) or Property Manager if you require special assistance in an emergency.
- ❖ Know the audible fire alarm signals, and the procedures for safe evacuation.

## **TELEPHONE NUMBERS FOR YOUR CONVENIENCE**

Within a one-kilometre radius of The Metropole, there are many grocery stores, pharmacies, restaurants, general retailers, and service providers. Note, though, that the following list is solely for your convenience. MTCC 1170 does not endorse any of the listed entities.

<b>Emergency</b>	
Security (Front Desk)	416.368.3306
Fire, Police, Ambulance	911
Metropolitan Toronto Police— 51 Division	416.808.5100
<b>Pharmacy</b>	
Shoppers Drug Mart, 69 Yonge and King St E (Post Office)	416.364.1948
<b>Hospitals</b>	
Sunnybrook Hospital	416.480.6100
St. Michael's Hospital, 30 Bond St	416.360.4000
Toronto General Hospital, 200 Elizabeth St	416.340.4800
Princess Margaret Cancer Centre, 610 University Ave	416.946.4501
Mount Sinai Hospital, 600 University Ave	416.596.4200
Hospital For Sick Children, 555 University Ave	416.813.1500
<b>Taxis/Airport Limousines</b>	
Aerofleet Services	416.449.4990
Aeroport Services	416.255.2211
Beck Taxi	416.751.5555
Diamond Taxi	416.366.6868
Union Pearson Express (UP)	416.869.3300
<b>Toronto Transit Commission (Customer Information)</b>	416.393.4636
Union Station (Via Rail), 65 Front St W	1.888.842.7245
Go Transit	416.869.3200
Toronto Coach Terminal (Greyhound), 610 Bay St	416.393.7911
<b>Schools</b>	
University of Toronto, 224 St George St	416.978.2011
Ryerson University, 350 Victoria St	416.979.5000
George Brown College, 200 King St E	416.415.2000
<b>Newspapers</b>	
Globe and Mail	416.585.5000
National Post	416.383.2300
New York Times (Subscriptions Only)	1.800.387.5400
Toronto Star	416.367.2000
Toronto Sun	416.947.2222