



Welcome Booklet

Carleton Condominium Corporation 375

160 George St Ottawa K1N 9M2

Spring 2022

613 241 7664

Welcome to The St. George!

We are a community of more than 200 residents living in 117 suites on floors 3 to 25 at 160 George Street in Ottawa's ByWard Market. Our commercial owners and their tenants operate from offices in the ground floor commercial lobby and on the second floor. Together, we form Carleton Condominium Corporation (CCC) No. 375.

The Board of Directors has created this booklet to answer common questions and outline some of the guidelines and rules approved over the years in accordance with Ontario's Condominium Act and our Declaration and By-laws. Our Resident's Handbook contains more detailed information on all the rules, procedures and guidelines governing our community. It also includes forms that residents can use to provide information or request services from our Property Manager or the Security Office.

If you have questions about the rules or procedures outlined in this booklet, the Security Supervisor may be able to answer them. More detailed or policy-related questions should be referred to our Property Manager, Mike Fraser at mfraser@reidmanagement.com.

Important Contacts

Security Office Ground Floor 160 George St Ottawa K1N 9M2	Wayne Macdonald, Security Supervisor (613) 241- 7664
Property Manager Reid Management 18-1010 Polytek Street Ottawa, Ontario K1J 9J1 Evening Voice Mail (Non-Emergency) Emergency Requests (Weekend or After Hours)	Monday - Thursday 8:00 a.m. - 4:00 p.m. Friday - 8:00 a.m. - 12:00 p.m. Mike Fraser (613) 738-4646 Ext 6 Dane Orieux (613) 738-4646 Ext 5 mfraser@reidmanagement.com dorieux@reidmanagement.com (613) 738-4646 Ext 15 Call Security at (613) 241-7664 or Reid Management (613) 234 4449 An answering service will direct you to stay on the line until connected to a person who can deal with your issue.
City of Ottawa Noise Complaints, snow removal on streets and sidewalks, parking and other by-law enforcement issues	Call 311 or use the City of Ottawa 3-1-1 website: City of Ottawa
Ottawa Police Services Reports of lost/stolen property, theft, traffic and drug complaints. (911 is for life-threatening emergencies only)	Non-Emergency Number 8 a.m. - 10:00 p.m.: (613) 236 -1222 Ext 7300 Reports also can be filed online on the Police Services website: Ottawa Police Service
Board of Directors George Hack - President Krystyna Miedzybrodzka - Vice President Ken Lagarec - Treasurer Lorne Richardson - Director Maintenance Robert Tritt - Secretary Pat Hurley - Director Security	Mail/Messages can be left at the Security Office. Email c/o Property Manager: mfraser@reidmanagement.com

In Case of Emergency

The building is equipped with a public address (PA) system in the Security Office that connects to a speaker in each unit to alert residents of emergencies. An alarm system sounds in each unit and in the hallways and other common areas. If you need physical assistance from the Ottawa Fire Services, be sure to register with the Front Desk and/or the Ottawa Emergency Services.

If you discover a fire: Sound the nearest fire alarm, call 9-1-1 from an area of safety and inform the Security Office at (613) 241-7664. Wait near the Lobby main door for the Fire Services to arrive. Do not use the elevators in case of emergency. You may become trapped.

If you hear the alarm: Wait for an announcement by the Security Office to specify what action is required and what floors, if any, need to evacuate. An intermittent, slow-rate (or “split signal”) alarm may indicate a localized problem, which allows residents to remain in their unit and await further instructions. A continuous, fast-rate alarm requires all residents to evacuate the building (smoke and fire permitting) by using the nearest fire exit stairway.

Health Crises and Crimes in progress: Call 9-1-1 and provide your unit number and address. Call the Security Office so that emergency teams can be given fast entrance.

Water Leaks, Flooding or other Urgencies: Call the Security Office at (613) 241-7664. After hours and on weekends, you can also call the Reid Management Emergency Number at (613) 234-4449.

The Security Office

The Security Office can be reached 24 hours a day at (613) 241-7664. The guards screen visitors, accept deliveries and patrol the interior and exterior of the building. The Office also is responsible for collecting money for damage deposits, issuing keys and garage door openers, reserving the service elevator and facilitating in guest suite rentals.

Visitors

For security reasons, all visitors or delivery persons must identify themselves to the Security Office using the intercom inside the main door. The guard will telephone the resident and only with their approval will invite the visitor to enter. If the guard is not available, the visitor or delivery person must call the resident, who must then come down and let them in.

Mail and Parcels

The mailroom is at the west end of the lobby. Parcels that cannot fit into the Canada Post lockers or which are delivered by courier will be left at the Security Office or near the entrance to the recycling room. Parcels must be collected the same day they are delivered. The Corporation is not responsible for parcels left with the Security Office.

Moving and Deliveries

Major moves and deliveries are only permitted Monday to Saturday from 8:00 a.m. to 5:00 p.m. Moving of small items or small deliveries are permitted any day from 8:00 a.m. to 9:00 p.m., subject to availability of the service elevator.

Use of the service elevator for moves or by contractors must be arranged with the Security Office a minimum of three business days in advance. A refundable deposit to cover possible damage is required. For deliveries of items that require the service elevator for a brief period a reservation agreement and deposit are not needed. However, advance notification is required.

Only the Service Elevator (#1) is to be used. All moves and deliveries must use the east side delivery door of the moving/recycling room and the Ground Rear (GR) door of the elevator. Nothing should be moved or delivered through the lobby area.

Parking

The first level of the garage B1 A/B is commercial or leased parking. Levels B2 A/B – B4 A/B are exclusively for residents. Entry to the garage is made using the main front entrance key ("F") in the box on the left before turning right down the ramp or with a remote electronic door opener. A second garage door, with a second key box and sensor, separates the commercial parking on B1A/B from the residents' parking levels.

Only one vehicle can move through the doors at a time. Residents must not immediately follow another vehicle through an open door. They must wait until it begins to close and then re-open

it with their key or remote opener. Vehicles entering the garage have the right of way. When a vehicle is entering through the open door and meets a car exiting, the exiting car must give way to avoid triggering the door closure on the incoming car.

Parking spaces must not be used for the storage of any items, including tires, shopping carts, or sports equipment.

There are six parking spaces available for short-term parking by visitors. These spaces cannot be reserved in advance, but should be arranged with the Security Office as your visitor arrives.

A car wash bay is located on level B4A. Please keep this area tidy and when you are finished, ensure the tap is fully turned off.

Subject to prior Board approval, owners may install a level 1 electric vehicle charging station (limited to a standard 120V outlet) at their parking space at their own expense.

Bicycles

Bicycles must not be brought through the building or into the elevators or stored on balconies or in parking stalls. They must be brought into the building through the parking garage and stored in one of the bicycle storage rooms located on levels B2A or B4.

Balconies

The balconies are common elements, although each unit has the exclusive use of those attached to it. You may not erect a structure of any kind on the balcony, including external awnings, shades, or screens or paint either the floor or ceiling. Among the items not allowed on balconies:

- Permanent carpeting or other glued-down coverings;
- Bicycles;
- Gas or propane barbeques;
- Flower boxes on the outside of the railings or other objects protruding outside the building; and
- Hazardous, combustible or smelly products.

Never feed pigeons or other birds or throw anything off the balcony, including cigarette butts, or sweep dirt or water over the edge.

Storage Lockers

The storage lockers do not belong to individual units, but are assigned for the exclusive use of owners by the Board of Directors. The main storage area is at the east end of the 3rd floor and is accessed by the front entrance key "F". The main storage area is not open between 11:00 p.m.

and 6:00 a.m. Storage rooms on residential floors and in the parking garage have their own keys.

Owners must not store plants, perishable food, propane, charcoal, cleaning solvents or other inflammable materials in the lockers. Fire regulations also forbid storing any objects on top of the lockers or on the floor outside a locker. The Corporation is not responsible for the contents of the lockers.

Garbage, Recycling and Composting

The garbage chute on every floor is for household waste only, which must be in tightly closed plastic bags. Never throw newspapers, boxes or glass down the chute. To avoid disturbing other residents, do not use the chute between 10:00 p.m. and 8:00 a.m.

Large bags of garbage must be placed in the garbage bin located at the back of the loading bay area outside the building. Residents must arrange for the disposal of large items at their own expense, including appliances, mattresses or furniture, construction debris, and moving and delivery boxes. They must not be left in or near the garbage or recycling bins.

Paper, plastic, metal and other material that can be recycled should be sorted and placed in the appropriate bins outside. Cardboard boxes must be flattened before they are placed in the yellow recycling bin. The small recycling bins in the moving/recycling room are only for the use of residents who find it difficult to use the large outside bins.

Residents are strongly encouraged to bring their organic waste, including pet waste, to the green bins located outside in the loading area.

A bin is available in the moving/recycling room for wine, beer and liquor container recycling. St. George staff arrange for the return of the containers.

If you wish to dispose of an item that is still operational and in good condition, it may be left in the moving/recycling room. However, if it remains unclaimed after a week you must arrange for disposal or consider calling a local charity to collect the item.

Recreation Facilities

The recreation facilities, including a pool, saunas, exercise room and outdoor patio are located on the 3rd floor and are accessed with the front entrance key ("F"). This area is open from 6:00 a.m. to 11:00 p.m. The facilities are not supervised and are used at your own risk.

The pool is considered to be public and all provincial and municipal rules applicable to public pools apply. These are posted within the pool area. Footwear and a robe must be worn when moving to and from the pool area.

A separate key "E", which can be obtained from the Security Office, is required to enter the exercise room.

The main temperature switches for the sauna are located in the washrooms. Inside the sauna, there is a timer switch providing up to a half hour of heat.

Outdoor Patio

Cushions for the patio furniture are in the storage boxes. After use, they must be returned to the boxes and the umbrellas must be closed and tied.

A propane barbeque is available on the patio. It is shared on a “first-come, first-served basis”, but reservations should be made with the Security Office.

Smoking is permitted on the patio, but only in those areas that are not covered or enclosed.

Library and Book Exchange

A Library Exchange for recycling books and magazines is located in the moving/recycling room off the east end of the lobby.

Guest Suite

A guest suite is located on the 3rd floor. It has one double bed, a bathroom, a small fridge and television. Towels and sheets are provided. It is non-smoking and pets are not allowed.

Reservations can be made at the Security Office and require at least 48 hours’ notice.

Pets

Pets have always been part of the St George community, but are limited to no more than two dogs under 12Kg, household cats, birds or other small animals. Pet owners must keep their animals on a leash in the common areas and are expected to follow the basic rules of responsible pet ownership, including preventing noise or other disturbance to residents or damage to the interior or exterior of the building.

Smoking

Residents may smoke or vape in their unit and on their balconies. Smoking or vaping anywhere else in the building, except on the third-floor outdoor patio, is forbidden. Residents or their guests who smoke or vape are expected to be considerate of other residents and ensure that smoke or odours do not migrate to other units or disturb others on the third-floor patio.

Noise

Sounds travel easily in the building. Residents and their guests should be considerate of their neighbours while in their units and the hallways, especially between the building’s “quiet hours” of 11:00 p.m. and 7:00 a.m.

If discussing a noise problem with your neighbour does not resolve it, you may report the problem to the Security Office. The guard on duty will seek a solution and provide a report to the Property Manager.

If disturbed by noise from outside the building, residents should register a complaint with the City of Ottawa by dialing 311 or using the City's 3-1-1 online service.

Maintenance and Repair

Owners are responsible for the maintenance and repair of their unit. Generally, a unit includes the interior walls, finishes, appliances, and most plumbing, electrical and mechanical fixtures that provide service to that unit alone. A unit does not include things such as building structural elements, windows, balconies, the unit entry door or wiring and plumbing behind the drywall that also services other units. These are common elements, for which the Condominium Corporation is responsible for repair and maintenance.

The main shut-off valve for all water pressure in the unit is located above the ceiling tiles in the utility room. Owners should ensure they are familiar with the location of water shut off valves for all appliances, plumbing fixtures and the hot water tank in their units. Please use and conserve water responsibly and never leave running water unattended.

The hallways are pressurized so that fresh air enters your unit from around and under your front door. A switch in the utility room controls the a/c unit which recirculates the air during the winter months and cools it during the summer. These units are the responsibility of the owners; however, the Corporation changes the filter annually.

You are responsible for the batteries in your smoke/carbon monoxide detector, which should be changed twice per year.

The exterior windows are cleaned at least once a year. Cleaning the exterior windows and doors on open balconies, as well as all interior windows, is the owner's responsibility.

If you have a maintenance problem in your unit, you may contact the Property Manager. If the problem is your responsibility, the Property Manager may be able to recommend a qualified electrical, plumbing or other contractor familiar with the building and its systems.

Renovations and Construction Work

Any changes or renovations to a unit affecting the common elements requires the Board's prior written approval. This includes plumbing, electrical or structural work, as well as access panels, sprinkler systems, and smoke detectors.

The replacement of carpets or other flooring normally does not require prior approval by the Board, since it is not a structural renovation. However, there are special rules to ensure minimum soundproofing requirements that must be followed and the Property Manager must be consulted before undertaking such work.

A Site Protocol for Construction/Renovations is available from the Property Manager, which sets out detailed guidelines that must be followed by owners and their contractors doing any work in the building. All work must meet Building Codes and must be carried out by certified trades.

Other requirements include:

- Major or noisy work must be done from Monday to Saturday between 8:00 a.m. and 5:00 p.m. only;
- Advance notice must be given to the Security Office and neighbouring units;
- Contractors must use only the service elevator and protect and keep clean all related common area hallway carpets; and
- All construction and renovation waste must be removed offsite and not left in or near the garbage or recycling bins.

Leasing of Units

Owners are permitted only to lease their unit for long-term rental periods, that is, for no less than six months. Short-term rentals, such as Airbnb or VRBO (Vacation Rental by Owner), are not permitted.

An owner who leases a unit must provide the Property Manager with the names of their tenants and a copy of the lease, as well as the owner's new address.

The Corporation's Property Manager provides services to the owner, not to the tenant. If an owner's tenants experience difficulty or require services, they must first contact the owner.

Comments, Complaints and Questions

The Property Manager is the first point-of-contact for owners' questions or concerns. If necessary, the Property Manager will refer the inquiry to the Board. Tenants should direct all questions and concerns to the owner or the owner's representative.

Owners who wish to file a complaint should contact the Property Manager in writing (including email). The Property Manager will attempt to resolve the issue. If this is not possible, the complaint will be referred to the Board of Directors for resolution.