

# CCC 476 Condo Newsletter April 2021



Welcome to April and Spring and a Happy Easter to all. The Board of Directors is delighted to share this newsletter and thanks the following residents for making it happen!!



Kita Szpak for her article "Resident Bio"  
Rob Alvo for his article "Birds in the Courtyard"  
Terri Holford (Vice President) and editor.



If you would like to contribute to the newsletter in any way, please send an email to [service476@cimanagement.ca](mailto:service476@cimanagement.ca) titled Newsletter.

## After Hours and Weekend Emergencies

Please note that after hours emergencies must be called in to the emergency line at **613-722-1232**. Emails and text messages are **not** monitored after hours and will not be responded to until regular business hours resume.

**Capital Integral Property Management (CI)** contact info is as follows:

Email - [service476@cimanagement.ca](mailto:service476@cimanagement.ca) - **preferred option**  
Mailing Address - 1600 Laperriere-Suite 205, Ottawa, ON, K1Z 8P5  
Phone - 613-722-1232 ext 119



**Maintenance Requests** (how to submit a Maintenance Request):

- email to [service476@cimanagement.ca](mailto:service476@cimanagement.ca) (titled Maintenance Request) providing your name, unit number and details of the issue,
- in writing by completing a hard copy of the "Maintenance Request" form and leaving it at the on-site office. (The form is in the handbook and copies are also available in the office.)

Clearly indicate whether or not you would like to have the contractor contact you directly or if you would prefer to have one of the building staff grant the contractor access to your unit. (**Note** that building staff will grant access, verify the state of the unit once the work is done and lock up the unit upon completion of the work. They will not be able to remain in the unit while the work takes place due to their other duties and responsibilities.)

## **SECURITY ISSUES**

### **Unauthorized Access**

In a recent incident, an apparently homeless addict gained access to the building and proceeded to inject himself with illicit substances in a building garbage chute room. When surprised by a resident he became aggressive and when other residents tried to intervene he tried to enter a unit.

Although we don't know how this person got into the building as he was not a resident, he was able to gain access likely due to the inattention or negligence of a legitimate resident. He was seen on the security cameras wandering around trying various doors but his actual entry was not captured. He either came in through a courtyard door when someone exited or through one of the doors that have been fobbed for touch free entry due to COVID as these doors stay open for about 18 seconds each time. Please remain in the vicinity of a door after you enter or leave the building to ensure that no unauthorized access occurs. If someone succeeds in entering and refuses to leave if asked, then either inform building staff, if during working hours, or call the police at 613-230-6211 (non life threatening emergency) or 613-236-1222 (police will attend only if deemed necessary) depending on the situation, and report a trespasser. If the person is threatening and you feel the situation requires urgent attention then please call 911. The doors to the building are the doors to our homes and we all need to do our part in keeping the buildings and all our occupants safe. Similarly when entering the garage, stop once you have entered and wait until the door closes to prevent other cars from entering. (It is also best for the door mechanism, if the door is allowed to completely shut before being activated again so please remember this rather than trying to follow another car in.) If you see a person enter through the open garage door, then again please inform building staff if during working hours or call 613-236-1222 , 613-230-6211 or 911, depending on the situation.

We will also be adding fob only access to the centre door from the courtyard in an effort to prevent homeless individuals from sleeping in the foyer between the doors as this has happened several times.

Unfortunately, used needles have also been found in the courtyard. Please take care and wear appropriate foot wear and report to staff any needles or other dangerous items found in the courtyard. The courtyard has been mostly safe for many years and this appears to be a recent problem so when the courtyard is renovated in a couple of years time, the access will be made more secure.

Also, with regards to the courtyard, please be careful if you are out after dark in case you surprise someone who shouldn't be there.

### **Air BnB**

A reminder to all that Air BnB or any form of short-term rental (less than six (6) months) is not permitted in the buildings.

### **Real Estate Open Houses**

Also a reminder that Real Estate open houses, as set out in our Rules and Regulations, are not permitted in the building at any time as they pose increased security risks.

## **Parking Rentals**

A reminder that parking spots cannot be rented to, or used by, non-residents. Parking spots are for the sole use of residents and you may rent to whomever you wish as long as they live in the building. Note that rentals are managed by CI and they keep a list of potential renters. Do not post vacancies on the bulletin board or Facebook page.

## **SPRING THINGS**

### **Birds in the Courtyard – American Robin**



The American Robin is one of North America's most widespread, familiar, and well-loved songbirds. Although homesick settlers named it after the European Robin because of its reddish-orange breast, the two species are not closely related. In late winter, male American Robins begin to sing their cheerful, caroling song (*cheerily cheer-up cheerio...*), a sure harbinger of springtime for many. The early chorus continues through spring, into summer.

### **Window and Garage Cleaning**

Spring is finally here and with it comes spring cleaning. The exterior windows are currently scheduled for cleaning starting on March 29<sup>th</sup>. This is for all inaccessible windows and does not include patio doors or windows on the balconies. The garage cleaning is scheduled for May 2<sup>nd</sup>. A reminder that your parking spot is for your car only and that any other items must be removed. On the day of the garage cleaning you will have to move your car out of the garage. If you do not, you will be charged for any extra costs incurred.

### **Bicycle Storage**

Note that we are currently testing various options for wall and/or ceiling mounted bicycle racks in the garage so you may notice these racks. If we find a successful option, we will notify you.

### **Cleaning and Maintenance of Balconies and Patios**

A reminder that the cleaning and maintenance of the patios and balconies is the responsibility of the owner or resident. As per the Rules and Regulations, only seasonal patio furniture is permitted to be used and you must ensure that all items are properly secured to prevent blow-offs in the event of strong winds. Items that are not being used should be removed, i.e. old planters, pots, plant frames, carpets, etc. Also be reminded that nothing is to be fastened to the balcony railing, to the balcony slab or to any of the common elements. Also carpets or any type of floor covering are not permitted as it can damage the concrete. If you have a patio, you must keep the weeds under control.

### **Spring Walk Around/Inspection**

Each Spring, the management, staff and board members do a building walk around/property survey to check for winter damage and note any issues or if any work is required. Part of this survey includes noting infractions on balconies or with window coverings. A reminder that all windows are to have white or off-white coloured curtains or blinds. No laminates, sun screens, picture frames, posters or other items are permitted on the glass surface.

### **BBQs**



The condo BBQs should be out in early May and a notice will be sent at that time. Due to COVID the usage will likely be restricted again this year. Details to follow.

Note that personal BBQs are not permitted in the building or on any balconies or patios.

### **Noise in the Courtyard**

Now that we are enjoying our balconies again, as we should, please remember that noise carries easily through the courtyard so please be conscious of your neighbours and keep the noise to a minimum as we don't all want to hear your music or conversations.

### **Landscaping/Gardening**

We are in the process of contracting for landscaping services for the Spring/Summer/Fall seasons. We hope to have one contract strictly for grass cutting and another for looking after the trees, shrubs, front entrance flowers, etc. Also note that we have a beautiful garden maintained by a resident behind the gazebo. The plants and flowers throughout the property are for the enjoyment of all residents so please do not pick them or dig up anything. If you would like to help out in any way with gardening please let Cyril know and he will put you in touch with the current volunteers.



### **Pigeons and Squirrels Not Wanted...**

Pigeon families are back so please do not leave anything edible on the balconies or any items that they could nest in, i.e. boxes, empty planters, etc. Also our squirrels are star gymnasts and love to climb our walls and swing from the balconies so again, please keep items on your balcony to a minimum so they won't find a comfortable place to stay. Also no bird feeders of any kind are permitted.

### **RESIDENT PROFILE – CYRIL WARREN**

Cyril, our Resident Manager, is from a heritage community in Newfoundland and Labrador called “Herring Neck” on the northeast coast of the island. His family of 10 siblings with two loving and hard-working parents lived in a 3-bedroom house with an outhouse and no running water (water brought in by buckets from half-a- mile away). Cyril’s description of his parents’ workday bears telling here as it serves to show us why Cyril has the stellar work ethic he does!

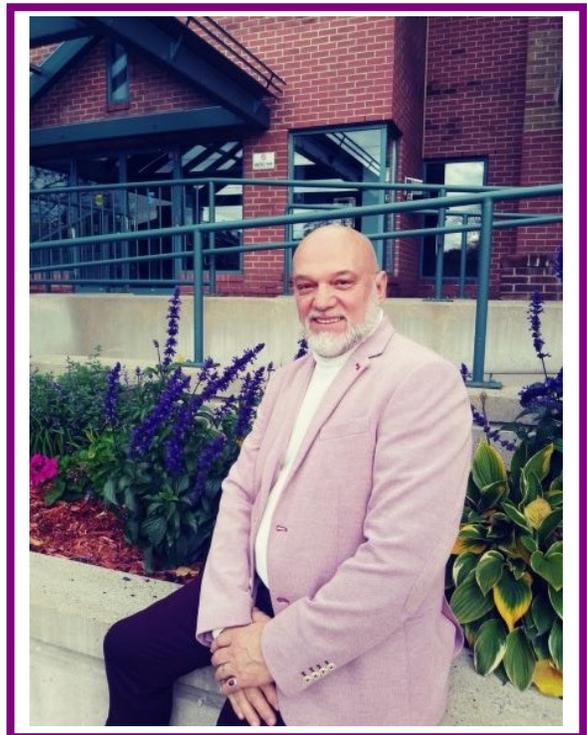
“My Dad’s day started at 3 am, going off to the fishing boat into the open and dangerous Atlantic Ocean. He would be back at 7 a.m. with eight to 10 barrels of fish. After the fish were removed from the boat, Dad would walk to the one-room school about 5 kms away to light a fire in the pot belly stove so it would be warm when we arrived at school.”

“My Mom was up at 5:30 a.m. to make breakfast for all the kids, then sent us off to school. Afterwards, she made eight loaves of homemade bread every day. Dinner at noon consisted of salt beef and cabbage, seal meat, saltwater birds (called turrs and ducks), fried cod fish and fish brews with fat pork oil over the top. As well, Mom squeezed in helping Dad with the fish.”

Cyril was the only one of the kids to graduate from school. He trained as a butcher working with the Foodland chain where he worked his way up from “ground meat maker” to Lead Trainer for Newfoundland Foodland stores. At the time, he was also taking bible college courses within the Pentecostal Ministry in the province.

Fortunately for us, Rogers Communications necessitated a move for Cyril’s spouse, and they came to Ottawa in 2000. Having had several previous Resident Manager positions, Cyril took on his present position in January 2017 feeling very much at home at Holland Cross, and appreciating the location, the building, the diversity of residents, the supportive and hardworking Board of Directors as well as the new CI Management Team. Cyril is excited about the many important projects that have already been completed, with more planned for the future. He particularly wants to thank his outstanding and friendly cleaning staff, Barnardo and Bruce. They have kept the building clean, well maintained and sanitized throughout this COVID-19 time.

Cyril also says “Thank you” to the owners and residents for the support and respect you have shown him and the building’s staff.



## **FACEBOOK PAGE**

A resident set up a Holland Cross Residents Group page several years ago and you may join if you wish. This page is used to post community events, advertise items for sale, discussion of events in the building, etc. Please be respectful when using the page and do not post derogatory comments about building residents or staff. If you have an issue you would like addressed then please contact CI. The Facebook page is not supported by, or sanctioned by, the board or management in any way.

## **SMOKING – NO TOBACCO, CANNABIS OR VAPING**

As of 31 March 2019, the no-smoking rule was officially passed at Holland Cross. Along with the cannabis rule that was passed in October 2018, this means that unless a unit is grand fathered, there is to be no smoking of tobacco or cannabis at Holland Cross. Grand fathered units are permitted to smoke within their unit only and not on the common elements (including the courtyard) or exclusive use common elements (this includes balconies and terraces).

If you have a complaint with regard to smoking, please notify CI so that corrective action can be taken. Owners are required to provide their tenants with a copy of the rules.

## **PLUMBING**

A reminder to be careful what you flush or pour down your drains. Toilets - no paper towels, sanitary products, diapers, wipes, cat litter, used underwear, etc. Sinks – no grease or oils. These items can accumulate and cause blockages which are expensive and messy to clean.

## **WHY SHOULD YOU SERVE ON THE CONDO BOARD?**

If you are an owner then you should consider volunteering a little bit of time for this very valuable experience. One of the benefits is as follows:

*3 - exposes you to activities in the building and neighbourhood that you may not otherwise be aware of.*

Please consider it and if interested send an email to [service476@cimanagement.ca](mailto:service476@cimanagement.ca) titled Condo Board Position so that if a vacancy occurs before the next AGM you may be contacted. Also please consider putting your name forward at the next AGM or future AGMs.

## **CONTACTS/HELPFUL LINKS**

Kitchissippi Ward Councillor's Monthly Newsletter: <http://kitchissippiward.ca/>  
Wellington Community Police Center Neighbourhood Watch: [wellingtoncpc@gmail.com](mailto:wellingtoncpc@gmail.com)  
Non life threatening emergencies for the Ottawa Police: 613-230-6211 (police will attend as soon as available)  
Non-emergency number for the Ottawa Police: 613-236-1222 (police will attend only if deemed necessary)

Property Manager: Yawar Khan, 613-722-1232, [service476@cimanagement.ca](mailto:service476@cimanagement.ca) Monday to Friday 9 AM – 5 PM  
Building Staff: Cyril Warren, 613-880-7602 Monday to Friday 7 AM – 4 PM

### **CCC476 Board of Directors:**

President: Bonnie Preece

Secretary: Jesse Griffiths

Treasurer: Carmel Boosamra

Director at Large: Pauline Damphousse

Vice President: Terri Holford