

CCC 476 CONDO NEWSLETTER

OCTOBER 2021



Welcome to the October newsletter. We hope that you all had a great Thanksgiving and are looking forward to a fun filled Halloween. The Board of Directors is delighted to share this newsletter with you. Thanks to Kita Szpak for her Resident Bio article & Rob Alvo for following Cyril on his rounds & taking lots of pictures & notes.

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 - **preferred option** or Phone - 613-722-1232 ext 119
Mailing Address - 1600 Laperriere-Suite 205, Ottawa, ON, K1Z 8P5

Maintenance Requests (how to submit a Maintenance Request):

- by email to 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.)

CCC476 Board of Directors:

President: Bonnie Preece
Treasurer: Carmel Boosamra

Secretary: Jesse Griffiths
Director at Large: Pauline Damphousse

Vice President: Terri Holford

AGM - Our 2021 AGM on November 4th is fast approaching so please mark your calendars. It will be via Zoom the same as last year.

NEW PROPERTY MANAGER

Please welcome our new property manager James Gu. He will be visiting regularly as he gets to know our building and he will be introduced at the AGM. James has been working in property management for seven years and has been with CI for three years and brings valuable experience to our building. He also speaks four languages (Chinese, English, French and German). He will be reporting to Yawar.



BBQs

Two of the BBQs have been put away for the season and the other two will follow by the end of the month so only a little time left to use them this year.

A DAY IN THE LIFE OF CYRIL

Do you have any idea what Cyril does in the run of a day? Do you know what his duties and responsibilities are? Yes, he responds to your emails, phone calls and in person requests and he deals with contractors and other official visitors to the building but there is a lot more to his job that you don't see.

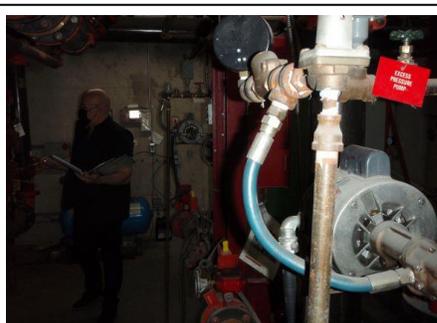
He starts his day bright and early at 7:00 am with a quick check in the office for any emails, phone calls, items dropped off, etc, and then he heads out on his daily building inspection / walk around. He covers both buildings from the roofs to the commercial garage and walks all the halls and around the outside perimeter and inspects the courtyard as well. Several of our mechanical / electrical rooms are located in the commercial garage as the buildings are one complex with some shared systems particularly the fire alarms and fire pumps. His routine on a typical day is shown below.

08:00 A.M. - Pump and Mechanical Room

- checks the 6 pressure gauges on each of the fire pumps (180 psi) and water pumps (120 psi) to ensure they are working properly and there are no leaks (note that the city water comes into the building at 80 psi and our pumps have to increase it to ensure it reaches the 9th floor)
- checks and signs off in the log book in the room, this is a shared responsibility with the commercial property so they also check this room daily including weekends
- checks the sprinkler system box for the outside sprinklers to ensure all is normal and working correctly
- checks the water shut off valves – it is very important to know where these are and how to shut them off – there are several shut offs for different systems located throughout the buildings



Fire Pumps



Fire Pressure Pumps



Outside Sprinklers

08:10 A.M. - Electrical (Bell) Room

- checks the Bell room for 35 Holland which also contains the Capital Systems security monitoring systems for both buildings (contacts for fire alarms and elevator stoppages)
- checks the transfer switch which provides generator power during outages to the computer, fobs, garage, stairwells, elevators and emergency lighting



Bell Room in 35 Holland



Diesel Tank



Water and Sewage Lines

08:15 A.M. - Generator Fuel Tank Room

- checks the main generator oil tank on the 35 Holland side for leaks or other issues, this is the fuel for the generator for power outages (note these only need to be refilled once a year if there are no major power failures)
- checks the sewage pipes and domestic water pipes for leaks and or other problems

08:20 A.M. - 9th Floor and Roof of 35 Holland

- checks the AC room and compressors on the roof which also operate the fresh air louvers in the garage, checks for burnt out or seized motors
- checks the generator and smaller fuel holding tank
- checks the fresh air intake on the roof of the building for blockages, etc.
- checks the boiler room and return pumps, there are 2 boilers in each building
- checks the holding tank for AC leaks and checks the HVAC shut off valves
- checks the elevator shaft and garbage chute and the sprinkler system for the garbage chute
- checks the stairwell roof hatch for leaks and/or damage

08:30 A.M. – 35 Holland Hallways and Stairwells

- walks all hallways and stairwells checking for anything unusual such as garbage, damage, carpet stains, minor paint touch ups, door handles that need to be replaced, inspects walls and garbage rooms on each floor, checks fire equipment and pull stations for damage, etc.

08:45 A.M. - 35 Holland Main Floor & 45 Holland Locker Rooms

- checks all the 35 Holland locker rooms for garbage, items on top of the cages or other issues and some shut off valves for the plumbing stacks that are located in the locker rooms, items not in lockers are disposed of
- goes down to the 45 locker rooms via the front lobby shuttle elevator, looks for any signs of break ins or people sleeping in the stairwells or locker rooms (this was a problem in the past but shouldn't happen anymore as the areas are all fobbed now but it never hurts to check)

08:55 A.M. – Commercial Garage on 45 Holland Side

- checks the main generator oil tank on the 45 side for leaks or other issues
- checks the Bell electrical room for 45 Holland



Locker rooms



Bell Room in 45 Holland



AC Compressors

09:00 A.M. - 9th Floor and Roof of 45 Holland

- checks the AC room and compressors on the roof which also operate the fresh air louvers in the garage,, checks for burnt out or seized motors
- checks the generator and smaller fuel holding tank
- checks the fresh air intake on the roof of the building for blockages, etc
- checks the boiler room and return pumps, there are 2 boilers in each building
- checks the holding tank for AC leaks and checks the HVAC shut off valves
- checks the elevator shaft and garbage chute and the sprinkler system for the garbage chute
- checks the stairwell roof hatch for leaks and/or damage



Fresh Air Intake



Heating and AC Return Pumps



Emergency Generator

09:10 A.M. - 45 Holland Hallways and Stairwells

- walks all hallways and stairwells checking for anything unusual such as garbage, damage, carpet stains, minor paint touch ups, door handles that need to be replaced, inspects walls and garbage rooms on each floor, checks fire equipment and pull stations for damage etc



AC Holding Tank



Roof Hatch



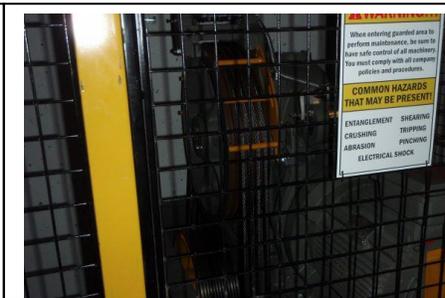
CO Monitor

09:25 A.M. – Garage

- checks garage for any problems, notes any items left in parking spots and notifies management to action
- checks the air intake for the garage
- checks the CO sensors to ensure that they are working
- checks car wash area and cleans up any messes which still occur despite repeated reminders
- checks the 35 Holland garbage room



Garage Air Intake



Elevator Motor & Cables



Boiler for Central Heating

09:35 A.M. – 35 Holland Loading Dock

- checks the 35 Holland loading dock and back entrance hallway

09:40 A.M. – 45 Holland Garbage Room, Bike Room and Loading Dock

- checks 45 Holland garbage room
- checks 45 Holland loading dock including the boilers for the garage ramp heating system
- checks bike room for thefts or other issues (less likely now that all rooms have been fobbed)

10:00 A.M. – Building Perimeter and Grounds

- walks around perimeter of both buildings
- checks for anything unusual, i.e. syringes, people sleeping, garbage, damage, items on balconies that are not permitted, broken windows, damaged patio fences, broken or damaged sprinkler heads, landscaping issues, etc.
- checks the BBQs in the summer months for damage

11:15 A.M. to 4:00 P.M. - Office or somewhere in the building

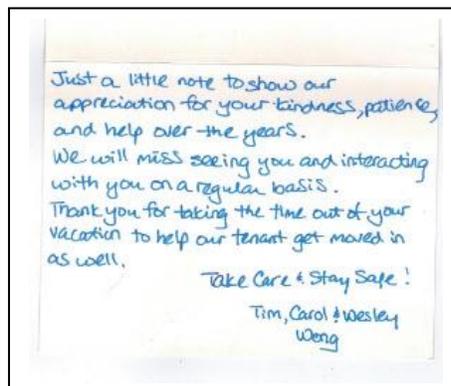
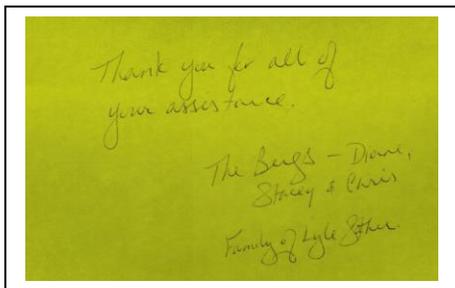
- back in the office, checks emails and voice mail, receives from 12 to 25 calls/ emails/visits from residents per day on many subjects such as rules and regulations, moves, parking, BBQs, smoking, fobs, deliveries, etc,
- various issues throughout the remainder of the day such as registering new fobs or deactivating those for people that have moved out, dealing with residents and contractors for items such as arranging the replacement of a broken patio door, leaks, plumbing issues, fire inspections, approving and arranging moves
- works with CI on issues such as contractors, payments, quotes, etc.
- supervising cleaners and other workers in the buildings
- trips to hardware store or other suppliers as needed



Recurring Tasks

- The fire hoses are checked the 2nd week of each month by Horizon Fire Systems.
- The generators are load tested on a monthly basis by GAL Power, they run for 1 hour to ensure they work correctly and the transfer switches are also checked.
- He is on call every 2nd weekend from 4 P.M. Friday to 7:00 A.M. Monday. He cleans up any garbage and does a general building cleaning. He is also available for emergencies only.
- In the winter Cyril will also ensure that the exits and front steps are clear of snow and ice.

Cyril receives many thank you notes from residents and owners and a few recent samples are shown here.



RESIDENT BIO - KIMTHU LE

Raised in South Vietnam, Kimthu was part of the 4,000 Project, one of the “Boat People” who travelled to Hong Kong on a boat meant for 1,000 passengers but that carried 2,500 instead. Like others, she, her husband, Thu Trong, and young son were fleeing a regime that had already incarcerated Thu in a re-education camp for more than three years. Paying a fortune to get them to Hong Kong was worth it as an immigration officer there saw her interpretation skills in English and encouraged Kimthu to come to Canada. Sponsored by the then Mayor Marion Dewar’s husband, the family landed in Ottawa at the beginning of August, 1979.

Living first in Ottawa and then in Orleans, Thu Trong worked as a civil engineer and Kimthu obtained her social work degree at Carleton University. Another son, (now a pastry chef in Ottawa while older son is an accountant here), a fulfilling career as a social worker, and a happy marriage of almost 50 years before her husband’s passing in 2020, eventually brought Kimthu to Holland Cross. She had seen the building while visiting her clients and decided this was the place she wanted to move to – and did last year!

What Kimthu truly appreciates about Holland Cross are the friendly residents and neighbours, its convenient location, and she can’t say enough about the well-maintained building thanks to the amazing staff working here. Most mornings you will see her walking and enjoying the courtyard especially when the crab apple trees bloom in May – perhaps a gently sweet reminder of her homeland.

Kimthu chose not to share a picture.

WAXED FLOORS

The staff have recently cleaned and waxed all the first floor hallways again and they look beautiful. Unfortunately the day after it was done someone dragged a heavy object from the 45 loading dock to the elevators and scratched the newly waxed surface. Please be careful when moving items - use trolleys whenever possible or get help. When items are dragged they damage the floor that then costs extra time and money to repair and could potentially require the very expensive floor itself to be replaced.

HOT WATER TANKS

A reminder that our hot water tanks are rented by the condo. If your tank no longer provides hot water, starts to leak, or the pressure relief valve on top starts hissing, turn off the power breaker for the tank, close the water inlet valve and contact Reliance Home Comfort at 1-888-837-1451 or 613-236-8449 (or book an appointment through their website) to arrange for repairs or replacement at no cost to you. Please notify Cyril of the appointment details so that he can arrange any necessary access and also update your unit records. Please note that if your washer and dryer are in the way, you will be responsible for moving them.

CONTACTS/HELPFUL LINKS

Kitchissippi Ward Councillor’s Monthly Newsletter: <http://kitchissippiward.ca/>
Wellington Community Police Center Neighbourhood Watch: 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)
Hintonburg Community Association: hintonburg.com

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