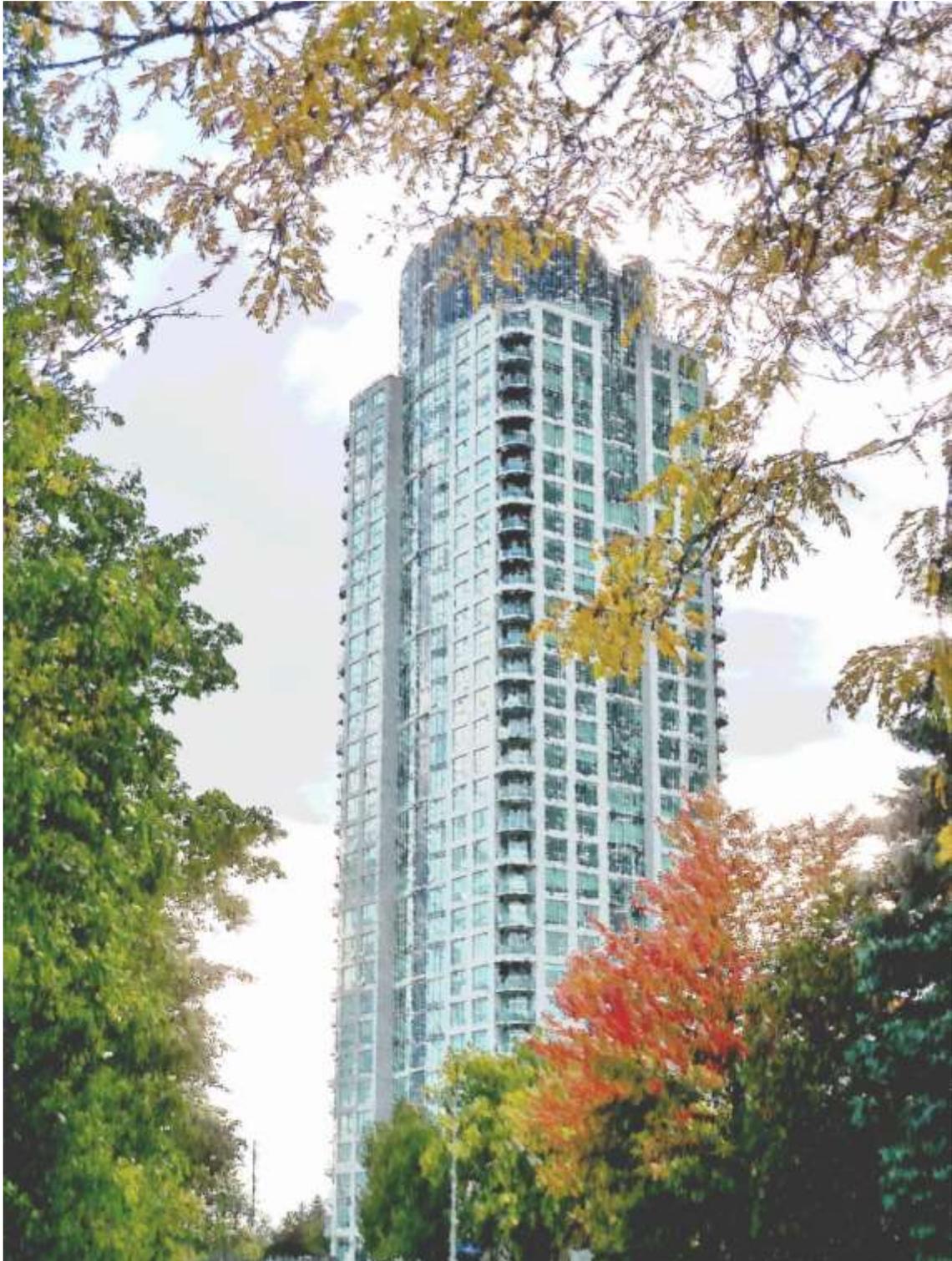




M E T R O P O L E

RESIDENTS HANDBOOK



Second Edition: July 2013

Edited by the Communications Committee of the Metropole Corporation Board of Directors

Carole Dence

Anne Bordé

Acknowledgements:

The editors wish to thank residents and staff who provided information and suggestions and reviewed drafts of this document.

Foreword

This new edition of the Metropole handbook has been designed to acquaint you with the Metropole building, introduce you to the Metropole community, assist you with moving and deliveries, and generally outline how things run and work.

Please take some time to read through this handbook to learn what property management will do on your behalf, how the Concierge can assist you, details regarding the amenities, common area rules, policies and procedures, and taking care of some equipment within your suite.

While we hope they never occur we have also provided information on dealing with various emergencies.

We hope that this handbook will prove useful and enjoyable reading. If you have a question or a suggestion, please contact us. We are here to help make living in the Metropole an enjoyable experience.

The Board and Management

Disclaimer

Much of the information in this Handbook is summarized from various legal documents provided to owners on closing. In case of disagreement between those documents and the Handbook, the legal documents are binding.

The Rules
Condominium Rule respecting Window Films or Tinting
Condominium Disclosure Statement and By-laws including amendments to By-laws
The Declaration
The Condominium Act

Foreword.....	2
Part 1 – Condominium Management	8
Board of Directors	8
Committees.....	8
Property Management.....	8
Concierge.....	9
Superintendent.....	9
Cleaners	10
Part 2: Finance, Meetings and Communication	11
Finance	11
Annual Budget	11
Special Budgets and Assessments.....	11
Financial Statements	11
Reserve Fund	11
Condominium Fees	11
Service Fees	11
Meetings	12
The Annual General Meeting.....	12
Special Meeting.....	12
Quorum	12
Communications from the Board and the Property Manager	12
Newsletters.....	12
Notices and Bulletins	12
Personal Notices	12
Part 3 – Dealing with Emergencies.....	13
Emergencies and the Concierge	13
Emergency Numbers	13
Alarm Systems at the Metropole	13
In-suite smoke/heat alarms.....	13
Common Area smoke/heat alarms	13
Red Fire Pull Stations	13
Blue Emergency Pull Stations.....	14
Black Communication Boxes.....	14

Monthly testing of the alarm system	14
Controlling Alarm Volume in Your Suite	14
Fire Emergencies	14
Smoke Alarm in Your Suite (No Fire)	14
Fire in Your Suite.....	14
Extinguishing a Fire	15
Fire Alarm or Smoke in the Building	15
Non-Ambulatory Residents.....	15
Fire Prevention.....	15
Medical Emergencies	16
In Suite:	16
In the lobby, the exercise rooms or immediately outside the building.....	16
In the parking garage.....	16
In the Pool	17
Ambulance	17
Building Evacuation	17
Evacuation procedures for persons requiring special assistance	17
Water Emergencies.....	17
Plumbing Leaks.....	17
Water Leaks	18
Power Failure.....	18
Family Emergency Preparedness.....	19
Part 4 Resident Safety and Security	20
24 Hour Concierge Service.....	20
Exterior Exit Doors.....	20
Building Surveillance	20
In-Suite Burglar Alarms (only on second floor).....	20
Fobs and Keys	20
Open Houses.....	21
Guests and Visitors.....	21
Guest Suites	22
Parking Garage Security	22
Vacations and Absences	23

Part 5 Deliveries and Moving	24
Security	24
Moving and Deliveries Requiring an Elevator	24
Canada Post - Mail Delivery	24
Special Deliveries/Registered Mail/Courier Packages	25
Perishable Items.....	25
Pharmaceutical Deliveries	25
Cash on Delivery (C.O.D) Deliveries.....	25
Newspaper Deliveries.....	26
Dry Cleaning Services	26
PART 6: Living in a Condominium Community.....	27
Elements within Metropole	27
Suites:.....	27
Common Elements	27
Exclusive Use Common Elements	27
Insurance.....	27
Leasing	28
Enjoying Your Suite	28
Cooking Odours	28
Noise	28
Suite Doors.....	29
Suite Locks.....	29
Window Coverings	29
Enjoying the Exclusive Use Common Areas.....	29
Balconies.....	29
Storage Lockers.....	29
Parking Spaces:	30
Enjoying the Common Use Areas	30
Smoking	30
Hallways/Stairwells	31
Garbage Disposal	31
Recycling	31
Pets.....	31

Car Wash Facilities	31
Bicycle Storage	32
Luggage and Parcel Carts.....	32
The Metropole Club	32
Pool.....	32
Exercise Room	32
Change Rooms and Saunas.....	32
Lounge	33
Entertainment Room	33
Guest Suites	33
Part 6: Telecommunications	34
Communication Control Panel	34
Telephone and Data Connections.....	34
Multiple Phone Numbers and Phone Lines	34
Television Cable	34
Modems and Routers	34
Service Providers for Telephone, Internet, Television.	35
Part 7: Social Activities at the Metropole	36
Metropole Mingles:.....	36
Book Club:	36
Travel Club:	36
Mermaids:	36
Bridge Club:.....	36
Part 8: Suite Maintenance Guide	37
Windows.....	37
Doors and Hardware	37
Cabinets	38
Laminate Countertops.....	38
Granite, Marble and Conglomerate Surfaces.....	38
Flooring	39
Hardwood Flooring	39
Carpet.....	40
Ceramic Floor and Wall Tiles.....	40
Shower Enclosures	40

Mirrors	41
Plumbing.....	41
Washbasins and Bathtubs.....	41
Toilets	41
Appliances	41
Refrigerator	41
Dishwasher.....	42
Washer and Dryer	42
Stoves/Cook Tops	42
Range Hood	42
Mechanical Systems	42
Air Conditioning & Heating.....	42
Thermostats.....	42
Heating & Cooling Vents.....	43
Condensation and Relative Humidity	43
Electrical Control Panel.....	43
Appendix 1: Official Fire Safety Plan	44
Appendix 2: Fire Prevention.....	45
Notes	48
Notes	Error! Bookmark not defined.

Part 1 – Condominium Management

Board of Directors

The Metropole Condominium, otherwise known as Ottawa-Carleton Standard Condominium Corporation No. 687 (OCSCC 687), is governed by a five member Board of Directors elected by the owners. The Board is responsible for looking after the affairs of the Corporation and enforcing the Declaration, By-laws and Rules which together with the Condominium Act constitute the governing documents. Board members are elected at the Annual General Meeting of the owners.

The Board meets with the Property Manager on a monthly basis and more frequently, if required.

To bring matters to the attention of the Board contact the Property Manager.

Committees

Several committees provide advice to the Board on specific matters. They are composed of volunteer owners, with one Director sitting on each committee. Current committees are:

- Finance Committee
- Legal Committee
- Utilities Committee
- Security Committee
- House Committee
- Communications Committee
- Joint Use Committee (joint between the townhouses and the Metropole)

Property Management

Larlyn Property Management Ltd. has been chosen to assist the Board of Directors in the operation and administration of the property and all associated assets. Larlyn provides accounting and administrative services including, but not limited to, preparing monthly financial statements, budgeting, collecting condominium fees and attendance at monthly Board meetings. Additional responsibilities include tendering and supervision of contract work and the hiring and supervision of Concierge, superintendent and maintenance staff.

The services provided by the Property Management Company are regulated by the Corporation's declaration, by-laws and rules and regulations, and the Condominium Act of Ontario.

The duties of the management company do not extend to repair services for individual suites but rather cover the common elements portion of the building.

Contact information for the onsite Property Manager

Phone	613-761-9636
Fax	613-761-5808
Mail	Larlyn Property Management Ltd. 38 Auriga Dr. Suite 200 Ottawa ON K2E 8A5
Email	OCSCC687@larlyn.com
In Person	The Property Manager's office is located on the main floor, adjacent to the Metropole Club. The office is open 20 hours per week. Specific hours are posted on the door.

Concierge

Phone: 613-761-8045

The Concierge office is located in the main lobby adjacent to the main entrance. Concierge staff are on duty 24 hours a day, seven days a week. The Concierge reports to the Property Manager.

Services provided by the Concierge:

- **Security:** The Concierge duties are performed from the front desk and include monitoring the building video cameras and alarm and security systems, and ensuring that the building is secure at all times. In case of a fire alarm, the Concierge is responsible for calling the Fire Department. For more information, please refer to Part 3 (Emergencies) and Part 4 (Security).
- **Metropole Services:** The Concierge assists residents with such items as booking the elevators, guest suites and the party room, and authorizing visitors and contractors to enter the building.
- **Parcels:** The Concierge can accept some deliveries on your behalf. For more detailed information see Part 5.
- **Keys:** The Concierge keeps duplicate keys for the suites. Please refer to Part 4 for more information on Keys and Fobs.

Superintendent

The superintendent looks after the operations of the building and takes care of maintenance and repairs of common elements as required. This includes, among other duties, periodic maintenance of the swimming pool, changing fan coil filters and cleaning secondary dryer filters semi-annually in individual suites and replacing light bulbs in hallways. The superintendent reports to the Property Manager.

The superintendent may do small repairs and minor work for individual owners in their units. This may include repairing a leaky faucet, changing light bulbs, hanging shelves, caulking tubs, changing water filters in refrigerators, etc., as well as cleaning dryer filters or replacing fan coil filters at times other than those scheduled by the Corporation. A maintenance technician assists

the Superintendent in the operation of the building. The technician is also available to do work for owners in their suites such as painting and repairs.

Requests for such services from the superintendent or maintenance technician should be made through the Concierge Desk. Owners will be charged for materials and a fee for time as determined by the Board of Directors.

Cleaners

The Cleaners are responsible for cleaning the common areas of the building according to specifications approved by the Board of Directors. Floors in the lobby, the lounge, the elevators, the exercise room and swimming pool and change rooms are cleaned daily. Other periodic tasks, such as wiping window blinds or cleaning light fixtures, are performed on a schedule.

Owners responsible for a spill or mess in the common areas are asked to clean it or they will be charged for the clean-up.

Part 2: Finance, Meetings and Communication

Finance

Annual Budget

A Board approved budget is prepared annually in September for the coming fiscal year which runs from December 1 to November 30. Copies of the budget and details of resulting assessments for each unit (Condominium fees) are provided to owners before the start of the new fiscal year.

Special Budgets and Assessments

Special budgets and assessments may be authorized at the discretion of the Board to cover deficits. Owners are required to provide to the Corporation any such additional amounts as may be levied.

Financial Statements

An audited financial statement is provided to owners prior to the Annual General Meeting.

Reserve Fund

A Condominium Corporation is obligated to maintain a Reserve Fund in a special account to pay for major repair and replacement of the corporation's common elements (e.g. windows and structural elements of the building).

A Reserve Fund Study analyzes the state of the building and its current reserve fund income and expenses, and recommends an appropriate reserve fund contribution to meet anticipated major maintenance expenses for a 30-year period. The Condominium Act requires that every Condominium Corporation have a reserve fund study completed every three years.

Condominium Fees

Condominium Fees cover common element maintenance, insurance, regular contributions to the Reserve Fund, electricity, heating and water charges. They are payable by pre-authorized payment or by post-dated cheques mailed or delivered to the Property Manager. For pre-authorized payments, contact the Property Manager to complete the appropriate authorization form.

All owners are responsible for ensuring their fees are paid by the first day of every month.

It is illegal as per the Condominium Act to withhold payment based on a repair not completed in a timely manner. Such action will only cause your unit to have a lien placed on it.

Service Fees

The Board of Directors will set fees for services such as security deposits, guest suite rental, entertainment room rental, light bulb replacement, work done in suites by the superintendent, etc. These fees will be reviewed regularly. For details speak with the Property Manager.

Meetings

The Annual General Meeting

This meeting is open to all unit owners. The purpose of this meeting is to receive the annual financial statement audited by independent auditors, to present the budget for the coming fiscal year, and to elect Directors to available positions. All owners are urged to attend and to participate in the election as we are required to have a quorum to proceed with the meeting. Owners who are unable to attend are encouraged to register their vote by proxy in writing with the Property Manager. Notification of the Annual General Meeting is sent out well in advance. The Annual General Meeting must be held within six months of the year-end and will normally be scheduled in May.

Special Meeting

A Special Meeting of the Corporation may be called at any time by the President and any two Directors in response to a petition signed by 15% of the owners or by request of any mortgagee holding mortgage on not less than 15% of the units.

Quorum

A quorum at any general meeting is achieved if 25% of the units are represented in person and/or by proxy.

Communications from the Board and the Property Manager

Newsletters

Decisions made by the Board of Directors are communicated to owners, usually monthly, through newsletters.

Notices and Bulletins

Notices and other bulletins will be sent as required, for instance to advise owners of the monthly alarm testing or other ad hoc event. These bulletins and notices are posted on the noticeboards beside the mailboxes and at the elevators on the Parking level. They are also emailed to owners who have given their e-mail address to the Property Manager and mailed to those who have not.

Personal Notices

A bulletin board is available adjacent to the mailboxes for owners to post personal notices, e.g. for rentals or sales. Notices should be typed and given to the Concierge.

Part 3 – Dealing with Emergencies

Whatever happens, REMAIN CALM!

At the Metropole a number of services and regulations have been put in place to ensure your safety and peace of mind. Take time to read this section thoroughly and to become familiar with the location of the exit stairwells and the fire and emergency alarm pull stations.

Emergencies and the Concierge

The Concierge office is located in the main lobby on the ground floor of the building and is staffed on a 24-hour basis. Although the Concierge staff have many duties, their prime responsibility is to monitor the surveillance cameras and the building alarm systems and call emergency services as appropriate.

Emergency Numbers

It is a good idea to preprogram all your telephone(s) with the following numbers:

- 911
- Concierge: 613-761-8045

Alarm Systems at the Metropole

The Metropole is equipped with the following alarm and emergency systems:

In-suite smoke/heat alarms

- several located in your suite.
- wired to the electrical system, not battery operated.
- inspected annually as part of the regular building maintenance.
- sound only in your suite
- do not activate the building alarm systems or register on the Concierge panel.

Common Area smoke/heat alarms

- located throughout the common areas of the building.
- alarms will sound throughout the building including in your suite.
- monitored by the Concierge who calls the Fire Department..

Red Fire Pull Stations

- located strategically throughout the common areas of the building, at all exits, beside the doors to the stairwells
- activate manually in the event of a fire.
- alarms sound throughout the building including the suites.
- monitored by the Concierge who calls the Fire Department

Blue Emergency Pull Stations

- located in common areas including
 - in the garage on the 18 red poles labelled EMERGENCY,
 - in the pool
 - in the sauna
- activate manually in the case of any emergency
- monitored by the Concierge

Black Communication Boxes

- located in common areas including
 - the elevator lobby on the parking level
 - the pool
- press the button to speak with the Concierge

Monthly testing of the alarm system

Every month, the Concierge conducts a test of the alarm system in cooperation with the superintendent. During this test, which lasts about 15 minutes, elevators are inoperative. You do not need to leave your suite during this test. Messages from the Concierge will inform you when the test is about to start and when it is completed.

Controlling Alarm Volume in Your Suite

You may lower the volume of the alarm in your suite by pressing your moistened thumb simultaneously on the two small grey buttons on the alarm control panel located in each unit lobby. Hold the buttons for 3 to 5 seconds until volume is lowered. The full volume will reactivate following each voice announcement.

Fire Emergencies

See also Appendix 1: Metropole Fire Safety Plan

Smoke Alarm in Your Suite (No Fire)

If your in-suite alarm is activated by smoke from scorched food or excessive steam from cooking or showering:

- clear the air by turning on all fans in your unit and opening windows and the doors to the balcony.
- **do not open the door to the hallway** as this will activate the building fire alarms, necessitating a call to the fire department and unnecessary disruption for all residents of the building.

Fire in Your Suite

1. Leave the area of danger
2. Activate the fire alarm at the nearest red fire pull station
3. Close all doors in your path of exit

4. Use a safe exit stairwell
5. Telephone 911. Do not assume that someone has contacted the Fire Department.

DO NOT USE THE ELEVATORS. THEY ARE RESERVED FOR FIREFIGHTERS.

DO NOT RETURN TO THE BUILDING UNTIL IT IS DECLARED SAFE BY A FIRE OFFICIAL.

Extinguishing a Fire

Do not attempt to extinguish a fire unless you can do so without endangering your life or anyone else's. Otherwise, leave the room closing the door to confine the fire to the room of origin, activate the alarm at the nearest pull station and call 911.

Fire Alarm or Smoke in the Building

When you hear the alarm or smell smoke

1. Turn off all appliances
2. Feel the door before you open. If warm, do not open. Remain in your apartment.
3. Seal all openings to prevent smoke from entering.
4. Telephone 911.
5. Open a window for ventilation and signal for help.
6. DO NOT PANIC OR JUMP.

OR

1. Feel the door before you open. If not warm, open it cautiously.
2. If hallway is free of smoke and heat take your key, leave apartment closing the door.
3. Use one of the exit stairwells to leave the building. If smoke is present, use the alternate stairwell.
4. If smoke is present in all stairwells, return to your apartment and follow steps 3, 4, 5 and 6 in the previous instructions.
5. Call 911 to contact the Fire Department from an area of safety.

Non-Ambulatory Residents

If you have a handicap, please advise the Property Manager so that we may add your name to our list of people requiring assistance.

Fire Prevention

For a more detailed treatment see Appendix 2: Fire Prevention

- Never put these items into the garbage chute:
 - burning materials such as cigarettes and ashes
 - flammable liquids or aerosol cans
 - paper or other combustible materials
 - bulky or irregularly shaped items (e.g. coat hangers, cartons) which can get stuck
- Avoid unsafe cooking practices (i.e. deep fat frying, too much heat, unattended stoves, etc.).

- Do not use unsafe electrical appliances, frayed extension cords or overloaded electrical outlets.
- Avoid careless smoking, use ashtrays and never smoke in bed.
- Keep all exits free from obstructions and keep all exit doors closed.
- Storage and use of flammable liquids such as propane barbecues, gasoline tanks, naphtha, etc. is prohibited in apartments, lockers and balconies.

Report safety violations to the superintendent immediately

Medical Emergencies

A number of volunteers in the building have been trained and certified in Cardio Pulmonary Resuscitation (CPR), and in the use of the cardiac defibrillation equipment which is available in the building. The list is kept at the Concierge desk.

The following procedures should be followed by anyone who is in close proximity to a person who appears to be experiencing a medical emergency.

In Suite:

- Call 911. It is most unwise to try to transport a person to the hospital yourself, since you will be unable to provide vital or lifesaving medical attention to them en route if it becomes required.
- Call the Concierge 613-761-8045. The Concierge has access to a list of people in the building trained in CPR, and will be able to dispatch the one closest to your apartment without delay. The Concierge will also send a second trained volunteer with the defibrillation equipment, should that be required. The Concierge will also be able to direct ambulance workers to the correct suite.
- Unlock your front door to enable access.

In the lobby, the exercise rooms or immediately outside the building

Inform the Concierge immediately either in person or by telephone 613-761-8045. The Concierge will call 911 as well as the closest trained CPR and defibrillator volunteers. Stay with the affected person.

In the parking garage

- If close to a blue emergency station (red columns), activate the pull station alarm. The Concierge will call 911 as well as the closest trained CPR and defibrillator volunteers. Stay with the affected person. See Part 4 for more on the Emergency Stations in the garage.
- Elsewhere, ask anyone in the vicinity to inform the Concierge, who will then follow the procedures as outlined above. Stay with the affected person. If there is nobody else in the vicinity, activate the nearest panic station alarm and call the Concierge from the black communication station in the elevator lobby of the garage. Then return quickly to the affected person. In general cellphones do not work in the garage.

In the Pool

- Activate the blue emergency pull station alarm and press the large blue panic button located on the wall at the shallow end of the pool. The Concierge will be able to see you via the security camera and will call 911 as well as CPR and defibrillator volunteers.
- There is an emergency telephone from which you can call 911.
- You can speak with the Concierge using either of the two black emergency communication boxes attached to the wall.
- If the person in difficulty is in the water the red floatation rings hanging on the wall will help you to keep them afloat. If the person has panicked and is flailing in the water, stay out of their reach.
- Don't try to lift the person out of the water on your own as you run high risk of slipping and injuring yourself.

Ambulance

Residents are strongly advised to contact the Concierge when an ambulance has been dispatched following a call to 911. This will ensure that access to the building and an elevator are immediately available to the emergency crew.

Building Evacuation

In any situation where the authorities, the Concierge, or the Property Manager deem it necessary to evacuate the building, you will be notified by alarm and by public address announcements.

You will be informed when it is safe to return to the building and to your suite.

Evacuation procedures for persons requiring special assistance

Advise the Property Manager if you or members of your family require special assistance in the event the building must be evacuated. A list will be prepared which will guide first responders providing assistance in case of fire or other emergency.

Water Emergencies

Plumbing Leaks

In the event of a plumbing leak close the fixture water shut-off valve immediately. Shut-off valves are located in line with the water supply line for the fixture, behind the toilet, underneath the kitchen sink or between the kitchen sink and the refrigerator.

Should water be continuously leaking and there is no shut-off valve, contact the Concierge immediately. In addition to causing damage to floors and walls in your own suite, leaks can penetrate the suites below or beside you.

Should the problem be the result of improper use, you will be responsible for all costs of the service call.

Water Leaks

If you notice signs of water infiltration and you have determined that the source is not a plumbing leak within your suite, please contact the Concierge immediately. In addition to visible pools of water, signs of water penetration may take the form of staining on the floors, ceilings or walls of your suite.

Water infiltration may be the result of a leak in a suite above or adjacent to you. It may also be possible that water is leaking from a service conduit within the building's structure. It is important for the health and wellbeing of all residents that water leaks be addressed immediately.

To minimize the possibility of accidental flooding, never leave water running unattended.

Power Failure

In the event of a power failure to all or part of your suite, there are a number of checks you should perform before calling the Concierge.

Breakers: Check the electrical panel to see if the circuit breaker is in the ON position. To check a circuit breaker first switch it to OFF, then to ON, as the breaker does not move to the OFF position when the circuit is tripped.

All devices controlled by the circuit should be turned off before resetting the breaker. If the breaker continues to trip, contact the Concierge.

Wall switches connected to split Plugs: Split plug receptacles are located throughout your suite, commonly in the living room, master bedroom, and family room. These plugs will have either the top or bottom receptacle connected to a wall switch. Ensure that both the wall switch and the switch on the appliance are turned ON. The other receptacle has power at all times.

Cook Top Fuses: The cook top fuses should be checked in addition to the dedicated circuit breaker. To locate these fuses check the manufacturer's instructions.

Ground Fault (GFI) Bathroom Receptacles: Receptacles in the bathrooms and powder rooms are protected by a Ground Fault Interrupter (GFI). A GFI receptacle prevents the possibility of electrocution if any appliance or the receptacle itself comes in contact with water. Should this occur, the GFI will trip the circuit, cutting off the flow of electricity. These receptacles have two buttons; should the circuit trip it can be reactivated by pressing the RESET button. To test the GFI, press the TEST button to trip, and then RESET to reset.

Kitchen counter split plugs: These split plugs are wired to a GFI breaker located in your main electrical panel. The top receptacle is wired on a separate breaker from the bottom one. Should one trip, you may plug your appliance into the other receptacle. GFI breakers function in the same manner as GFI receptacles (see above), however a single GFI breaker protects many outlets using

standard receptacles. If a GFI breaker trips, you can reset it at the electrical panel by turning it completely to the OFF position and then flipping it to the ON position.

General Loss of Power: Should there be a loss of power in your entire suite, check with the Concierge to ensure that you are not experiencing an area power outage. If there is an area power outage you will have to wait until the hydro supplier restores power. It should be noted that some areas of the building will have power during a blackout, as there are emergency power generators for critical building systems, emergency lighting in the halls and elevators.

Family Emergency Preparedness

Meet with your family and discuss the need to prepare for disaster. Explain the dangers of fire, severe weather and earthquakes to children. Plan to share responsibilities and work together as a team.

Plan

- Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet: 1) Right outside your building in case of a sudden emergency like a fire; 2) Some other known place in case you can't return to your building. Everyone must know the address and phone number of this location.
- Ask an out-of-province friend to be your family contact after a disaster. It's often easier to call long distance than to make a local call. All family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- Discuss what to do in an evacuation. Plan how to care for your pets.

Complete This Checklist

- Post emergency telephone numbers by your phones; program them into your cellphone (In Ottawa 911 covers all emergency services).
- Teach children how and when to call 911.
- Teach each family member how to maintain and use your personal fire extinguisher and show them where it's kept.
- Conduct a home hazard hunt. During a disaster, ordinary objects in your home can cause injury or damage. Anything that can move, fall, break or cause a fire is a home hazard. For example, a lamp or a bookshelf can fall. Inspect your home at least once a year and fix potential hazards. Contact your local fire department to learn about home fire hazards.
- Find the safe spots in your suite for each type of disaster.
- Take a Red Cross first aid and CPR class.
- Check that you have adequate insurance coverage.

Practice and Maintain Your Plan

- Quiz your family every six months so they remember what to do.
- Test and recharge your fire extinguisher(s) according to manufacturer's instructions.

Part 4 Resident Safety and Security

Your safety and security are important to you and your family members. At the Metropole a number of services and regulations have been put in place to ensure your piece of mind.

24 Hour Concierge Service

The Concierge office is located in the main lobby on the ground floor of the building and is staffed on a 24-hour basis. The Concierge has many duties, however the prime responsibility is to monitor the surveillance cameras and the building alarm systems from the front desk.

Exterior Exit Doors

For security reasons, there is no access to the building through the emergency exit doors. These doors can only be opened from inside the building. When doors are opened, an alarm is sent to the Concierge. Please note that paths leading to or from these exit doors are not to be blocked by any articles that will impede the ability to leave the building should they have to be used during an emergency situation. For security reasons these doors are not to be tampered with or blocked so that they cannot latch. Should you notice that these doors are not properly closed bring the matter immediately to the attention of the property manager or the Concierge.

Building Surveillance

Security cameras are located in the parking garage (eight in total), at the entrance ramp, and on the outside of the building. There are also cameras located in the lobby area and in the Club Metropole (fitness area and the pool). The Concierge monitors all cameras on a 24-hour basis.

In-Suite Burglar Alarms (only on second floor)

All second floor suites are equipped with "glass break" detectors. These detectors are self-activating and operate in conjunction with a motion detector. They are designed to monitor for glass breakage, such as windows, in conjunction with motion. These alarms are monitored by the Concierge.

Fobs and Keys

Fobs: The fob allows entrance to the building, selected common areas such as the exercise room and swimming pool, lockers in the basement and outside access from the patio to the lounge and the pool. In the elevator, your fob will give you access to any floor in the building. To open an access-controlled door hold the fob in front of the fob reader located adjacent to the door. The fob will verify that you are authorized to open that door, and if so the door will be released automatically.

Fobs are programmed with your name and suite number. Each time a fob is used the time and the identity of the person using it is logged into the central security computer.

Please report a lost or stolen fob to the Concierge immediately. Replacement fobs will be made available at a reasonable cost determined by the Board of Directors.

Spare Keys: For each unit, a spare key tied with a secure tag is kept in a dedicated box at the Concierge desk. In order to use one of these keys, the secure tag has to be broken. This can only happen in cases of emergencies that will have to be fully documented. This procedure ensures that your key is not used by unauthorized persons and that the Concierge staff is not held responsible for a misuse of your keys.

There may be some exceptions. For example if you have forgotten or misplaced your key you will be able to borrow the spare key for a short period of time – less than an hour. In such a case the secure tag will be broken and you will have to sign a register and document the reason.

The keys in the key box may not be used on a regular basis, e.g. for visitors or house keepers. If you would like people to come regularly to your unit while you are absent, you should consider obtaining an extra key for them. This can be arranged through the property manager at a reasonable cost determined by the Board of Directors. If such visits are infrequent, you may leave your own key in a sealed envelope with the Concierge for a short period of time. You should however be aware that the Concierge staff cannot be held responsible for misuse of the key.

Open Houses

While real estate open houses are allowed in the building, the real estate agent must accompany prospective buyers/renters directly to and from the lobby to the unit in question. If the prospective buyers are interested in seeing other parts of the building, the real estate agent must accompany them at all times.

Guests and Visitors

Guests arriving to visit you at the Metropole must sign in with the Concierge who will call you for authorization. If they park in the visitor parking lot, they will also be asked for their car license number. The Concierge will remotely program the elevator to bring guests to the proper floor. On their way out, guests will not require a fob to reach the ground level but they are required to sign out.

If you expect many visitors at one time, it is recommended you provide the Concierge ahead of time with a list of all the expected guests. The Concierge will then not have to call you repeatedly and will be able to program the elevator more easily.

Guest Suites

All guest suites located on the main floor are equipped with a fire pull station located beside the suite's exterior exit door. These exit doors are for emergency use only and will only open in the event that the fire alarm is triggered.

Smoking and pets are not allowed in the guest suites.

Parking Garage Security

Remote Control: Access to the parking garage is restricted to individuals who have a remote control unit. The remote control unit has been programmed to operate the overhead garage door. If your remote is lost or damaged, contact the Concierge or property manager. Remotes can be replaced at a reasonable cost determined by the Board of Directors.

Garage Door: Red and green traffic lights are located both inside and outside the garage door. These signals are activated by motion detectors as vehicles approach. A flashing red light indicates a vehicle approaching from the other direction which has the right-of-way. You must stop at the traffic light and wait for this vehicle to exit or enter and for the red light to stop flashing and be replaced by a flashing green light. When the green light is flashing you have the right-of-way to enter or exit. Press the button on your garage remote and wait for the door to open fully before proceeding.

If your parking spot is close to the garage door you will not be able to see the red/green traffic control lights, however a flashing strobe light located next to the door will alert you to the presence of an approaching vehicle on the exterior ramp which has right-of-way.

Please allow the garage door to close fully and the green light to be activated before pressing the remote to reopen. Do be patient and do not try to beat the closing of the door.

Traffic Safety: Vehicle headlights must be turned on while driving in the garage. Red and green traffic lights must be obeyed. Vehicle speeds must not exceed 10 km per hour. Exercise safe driving and be watchful of pedestrians and cyclists. Ensure that you park in your assigned parking spot and that you leave enough space for your neighbour to park.

Surveillance Cameras: Surveillance cameras are placed strategically throughout the garage. These cameras are monitored from the Concierge desk on a 24-hour basis. Please report any acts of vandalism or theft to the Concierge or the property manager.

Emergency Panic Stations are located in strategic areas throughout the garage. These panic stations are blue in colour and are mounted on columns which are painted red with the words "EMERGENCY" clearly identified. In case of a problem pull the lever on the blue Emergency box. An alarm will register at the Concierge desk and the Concierge will call 911 or other services as required.

Vacations and Absences

When you plan to be away from your unit for more than five days you must complete the following actions.

- Notify the Concierge and complete the appropriate form including information about how you can be contacted
- Arrange to have your unit inspected at minimum every five days. This precaution will forestall serious damage in the event of a failure such as water leak in your unit. Residents not complying with this precaution will be considered liable for damages. If you plan to be away for an extended period, the inspection should include flushing toilets and running taps to ensure that the traps do not dry out. The superintendent can conduct these inspections for a fee set by the Board of Directors. Prior to leaving, you will need to complete a Unit Inspection Request Form with the Concierge and attach to it a cheque. Your cheque will not be deposited until you return.
- Turn off the water to the refrigerator ice maker, the dishwasher and the washing machine.
- Ensure that all windows are closed.
- Set the thermostat to 18°C (65°F) in winter, 24 °C (75°F) in summer.
- Make arrangements for your mail and newspapers. You can have your mail and newspapers collected and retained during your absence. There is no charge for this service. You will need to complete a form provided by the Concierge.
- If your car will remain in the garage, leave a set of car keys with your emergency contact person or on the kitchen counter if you've arranged for the superintendent to inspect your unit.

Part 5 Deliveries and Moving

Security

For security reasons, all delivery persons must report to the Concierge at the front desk. The Concierge will call your suite to inform you of the delivery.

Moving and Deliveries Requiring an Elevator

Reservation: All moves and deliveries that require the use of an elevator must be booked at least 24 hours in advance with the Concierge. The Property Manager may not be able to accommodate your service elevator needs if you have not made a reservation.

Security Deposit: A security deposit is required for moves. Should any damage to the elevator(s) and/or common elements be caused by the moving of goods, you will be responsible for the full cost of repairs. The "Service Elevator Reservation Agreement Form" (available from the Concierge) must be completed and submitted to the Concierge together with the required deposit (cheque only) at the time of booking the service elevator.

Access: All delivery or moving personnel must check in with the Concierge to obtain access to the move-in room and service elevator. Furniture or appliances must not be moved through the front lobby. Only the service elevator may be used to transport deliveries and goods to your suite. Service elevator dimensions are as follows: (Metric equivalents are approximate).

Cab Height - 9'6" clear	289.5cm
Cab Width - 6' 10" clear	208.2cm
Cab Depth - 4' 4" clear	132 cm
Door Height - 7' 0" clear opening	213.3cm
Door Width - 3 '6" clear opening	106.6cm

Scheduling: To avoid unduly disturbing other residents, all moves, deliveries and contract work are to take place between 8:30 a.m. and 5:00 p.m., Monday through Saturday, with no moves or deliveries scheduled on a Sunday.

Canada Post - Mail Delivery

Canada Post delivers regular mail for all residents through the on-site mailroom located in the main lobby of the building. Access to the service area of the mailroom is restricted to Canada Post authorized personnel.

Two mailbox keys per suite are provided on your closing date. Duplicates can be made by a regular locksmith. If all keys are lost, please contact the property manager for replacements. Keys and locks will be replaced at a cost determined by the Board of Directors.

Special Deliveries/Registered Mail/Courier Packages

The Concierge staff can sign for and accept deliveries on your behalf.

Parcels must be reasonable in size so that they can be accommodated in the storage area located behind the Concierge desk. For perishable items, please see below. The Concierge will leave a message alerting you of the delivery. Please arrange to pick up your parcel promptly as storage space at the Concierge is limited.

Furniture: For your convenience, deliveries of large items of furniture can be made directly to your suite during your absence. You may leave your suite key with the Concierge and complete an "**Authorization to Enter Form**" (available from the Concierge) noting the person(s) and company to whom your key is to be released. Please keep in mind the procedures regarding the booking of the service elevator as noted previously in the "Moving and Deliveries Requiring Elevator" Section. The Concierge will not accompany movers or delivery personnel to your suite and will not be responsible for any missing or damaged items in your suite.

Items for Pickup: Residents may also leave items at the Concierge desk to be picked up throughout the day. Please restrict these items to a reasonable size and clearly indicate who is authorized to receive the item(s).

The Concierge staff will not knowingly accept deliveries that contain cash, illegal, dangerous or prohibitive goods.

Perishable Items

You should advise the Concierge staff in advance if you anticipate deliveries of perishable goods to ensure you are notified promptly. As there are no refrigeration facilities, you are asked to claim your perishable deliveries as quickly as possible to minimize spoilage. Management will not accept responsibility for spoilage as a result of unclaimed items.

Pharmaceutical Deliveries

Given the perishability of some pharmaceuticals, all pharmaceutical deliveries will be given special treatment. When such deliveries arrive, the Concierge will telephone your suite. If you are not home, the pharmaceuticals will be placed in the party room refrigerator and a message will be left for you.

Cash on Delivery (C.O.D) Deliveries

The Concierge will assist residents expecting C.O.D. deliveries. You must leave a cheque or money order (no cash), as arranged at the time of purchase, with the Concierge who will accept delivery and render payment on your behalf. The Concierge will call you advising of the receipt of delivery.

Newspaper Deliveries

All newspaper deliveries will be processed at the Concierge desk and delivered to the doors of your suites. Concierge staff will be happy to collect newspapers in the event of temporary absences provided you give them written instructions.

Dry Cleaning Services

Both Hillary's Cleaners and Brown's Cleaners come to the Metropole regularly to pick up and deliver clothes to residents. To take advantage of this service, you should call Hillary's Cleaners at 613-798-0734 or Brown's Cleaners at 613-235-5181. Put clothes in the bag provided by the cleaner and leave the in the closet in front of the Concierge desk.

PART 6: Living in a Condominium Community

This section of the Handbook describes how the spaces at the Metropole are organized and sets out the rules and regulations that have been established to ensure comfort, convenience and privacy for all who have chosen to live in the Metropole. Our goal is to create and maintain a pleasant community atmosphere which will contribute to the personal well-being of all while protecting the value of our respective investments.

Elements within Metropole

The property at Metropole is divided into three categories: suites, common elements, and exclusive use common elements.

Suites:

Generally speaking, the interior of your suite is your private property. Maintenance and repairs inside your suite are your responsibility. All renovations and alterations must be approved in advance by the Board. The property manager can advise you on the process for submitting a plan for approval.

Common Elements

The Common Elements are the parts of the property used by all residents. These include the windows, the exteriors of the walls and doors, the hallways and elevators, the amenities (pool, exercise room, entertainment room, lounge, guest suites), the general service areas (foyer, garbage room, etc.), and the outdoor lawn and gardens and visitor parking lot. The Corporation is responsible for the maintenance and repair of the common elements.

Exclusive Use Common Elements

Certain areas (balconies and terraces, storage lockers, parking garage) are common elements, however the use of these areas is restricted to specific residents. These are known as Exclusive Use Common Elements, and the responsibility for maintenance and repair is divided (for example, residents are responsible for keeping the balconies clean, but the Corporation is responsible for maintenance and structural repairs).

Insurance

The Corporation, individual owners and tenants are each responsible for obtaining appropriate insurance coverage.

The Condominium Corporation carries property and liability insurance for common elements and for the building as a whole. You will receive a copy of the current Certificate of Insurance yearly as part of the Annual General Meeting package

Individual owners are responsible for obtaining Personal Property and Liability Insurance. Personal Property insurance covers personal items such as furniture, fixtures,

clothing, jewelry and furs located in your suite or in your locker. Personal Liability Insurance protects you from claims for bodily injury or property damage for which you may be held responsible as a suite owner.

Should you rent your suite to a tenant, you are advised to carry insurance on your personal property in the suite plus liability coverage. Also, it is recommended that you require your **tenants** to provide proof of having purchased their own personal property and liability protection as a condition of signing a lease.

Comprehensive condominium packages are available through many insurance companies. Consult with your insurance broker for details.

Leasing

Before leasing your suite to a tenant, consult with the property manager about the items that must be included in the lease and information you must provide to the Board before a tenant will be permitted to move in.

See also the section on Insurance above.

Parking spaces and lockers may be leased to other residents of the Metropole, but not to non-residents. Information about such an arrangement must be formally registered with the Board. Contact the Property Manager for further details.

Enjoying Your Suite

Condominium living requires that we be aware of our neighbors and take care that activities within our own suite do not disturb residents of nearby suites.

Similarly it is in our mutual interest to protect the value of our properties by ensuring that the uniform appearance of the building is maintained. To this end certain aspects of the suites are governed by rules implemented by the Corporation.

Cooking Odours

When cooking, please remember to use your own top exhaust fan (and bathroom exhaust fans if necessary) to prevent your cooking smells spreading throughout the floor and the building.

Noise

Avoid making noises such as dragging furniture, dropping large objects, bouncing balls, slamming doors that will disturb your neighbours and keep music and TV volumes reasonable. One way to minimize noises is to cover 65% of your floors with carpet or area rugs as prescribed by the Corporation. Felt pads on the feet of chairs and other furniture that is moved frequently cuts down on noise while at the same time protecting your floor.

Suite Doors

The exterior surface of the suite doors is not to be refinished in any manner and nothing is to be attached to the door in such a way as to damage the surface. You may use hangers that fit over the top of the door to hang wreaths or decorations. Enquire with the property manager about the approved way of installing a doorbell or knocker.

Suite Locks

You may not alter the existing locks on the suite doors or install secondary locks without the prior written permission of the Condominium Corporation. Should permission be granted, you must supply copies of the new keys to the Management Office. All door hardware and keys must be compatible with the existing lock and security systems.

Window Coverings

All window coverings must be white or off-white in colour to maintain a uniform appearance to the exterior of the building. You can choose to have colours facing the interior of the suite so long as the exterior facing conforms to the white/off-white rule.

You may not apply films or tinting to the windows.

Enjoying the Exclusive Use Common Areas

Balconies

Balconies are classified as an Exclusive Use Common Element. To protect the structure of the building and maintain the uniform exterior appearance of our building the following rules apply.

- Balconies are not to be used for storage of goods such as bicycles.
- Patio sets may be left on the balcony over winter but may not be wrapped in tarpaulins.
- Nothing may be installed on the outer surfaces. This applies to any exterior device or ornamentation including satellite dishes, bird feeders or wind chimes.
- No gas, electric, or charcoal barbeques are allowed on any balconies.
- The concrete floor of the balcony cannot be altered without prior written approval of the Board.
- Before installing screens on the patio doors leading to the balcony please consult the Property Manager about approved products and method of installation.

Please take care to ensure that nothing is dropped from your balcony. Heavier items can cause damage and/or injury to persons and property and ashes from smoking will carry onto your neighbours' balconies.

Storage Lockers

A storage locker is designated for the exclusive use of the resident of each suite. These lockers are located on the Parking Garage level. For the location of your storage locker please see the property manager.

- You are responsible for providing your own lock for your locker.
- You may not store anything on top of the locker; all items must be placed securely inside.
- To minimize fire hazards and ensure the control of pests, the Condominium Document prohibits storage of the following items in the lockers: plants, food, gasoline, cleaning materials, combustible materials, flammable materials and motorized recreation equipment.

Parking Spaces:

Individual parking spaces are solely for the parking of a single vehicle. To minimize the risk of fire hazard and risk of damage to vehicles and the garage floor please observe the following rules.

- Boxes, storage tubs, containers of liquid (antifreeze, washer fluid, fuel, etc.) may not be placed in your parking space.
- A single collapsible shopping cart may be kept there but only if it does not interfere in any way with the proper parking of a vehicle or impede the circulation of vehicles of pedestrians.
- Vehicles that are inoperative are prohibited from being parked in the garage.
- No vehicle maintenance or repairs are permitted in the garage, or in any other common area.
- The owner of any vehicle that causes damage to the garage floors as a result of leaking or spillage of fluids will be held responsible for costs of repairs. This includes damages to their own parking space(s).

Motorcycles: To protect the garage floor from excessive wear you must place an approved pad under the kickstand of your motorcycle when parking it in your parking space. For more information speak with the Property Manager.

Emergencies in the Garage: See Part 3

Security and Safety in the Garage: See Part 4.

Handicapped Parking: Some handicapped parking spaces are available. If you need one of these spaces on a short-term or permanent basis speak to the property manager about availability

The **Visitor Parking** is NOT to be used by residents. Vehicles that are improperly parked will be ticketed and towed at the vehicle owner's expense. On an exceptional basis, a resident may leave a car in the visitor parking lot for a very short period of time, but must notify the Concierge. This exception must not be abused.

Enjoying the Common Use Areas

Smoking

All enclosed common use areas are designated non-smoking as per the City of Ottawa By-Law. Smoking is also prohibiting within 50 feet of any entrance to the building. Please confine smoking to your suite and when smoking on your balcony please use an ashtray. Ashes flicked over the balcony drift onto neighbouring balconies.

Smoking is not permitted in the guest suites.

Hallways/Stairwells

The Fire Marshal's Act requires that hallways and stairwells be kept clear at all times. Specifically you may not place tables, furnishings of any kind, boots, shoe trays, plants and other personal items in these common areas.

Garbage Disposal

An access to the garbage chute is located on every floor. In consideration of your neighbors, items should be sent down the chute only between the hours of 7 am and 10 pm Monday to Friday and 9 am and 9 pm on weekends and holidays. Ensure that garbage is tightly secured in a kitchen size plastic bag prior to disposal in the chute. Do not dispose of liquid wastes or bulky items in the chute. For health and aesthetic reasons, as well as neighbourly courtesy, please do not leave any garbage or waste inside the garbage chute room.

For disposal of furniture, appliances and other large items, please contact the Concierge.

Recycling

Two recycling bins are located in the garbage room on the ground level, one for paper and cardboard, the other for plastic, glass, metal, etc. Posters in the vicinity of the bins provide more detailed information on what can be placed in each bin. To control smells and avoid attracting pests please rinse containers before depositing them in the bin.

Large cardboard boxes must be flattened and stacked beside the paper bin.

Wine bottles are collected separately in a separate small bin near the exterior door designated for that purpose.

Pets

There is a limit of one pet per suite. Under the Condominium Rules, a pet is defined as a caged bird, aquarium fish, one domestic cat or one domestic dog. Dogs cannot, upon maturity, exceed 25 pounds (~11 kg). All dogs and cats are required to wear a collar and tag that provides the resident's contact information.

When you bring your pet into any of the common areas please ensure it is held in check on a short leash. While in the common areas, both indoors and outdoors, you are responsible for the removal and disposal of any waste materials as well as for any damage caused by your pet.

Pets are not permitted in the guest suites.

Car Wash Facilities

A car wash station for the exclusive use of residents is located in the garage adjacent to the electrical generating room and is open 24 hours per day.

Bicycle Storage

Bicycle storage racks are located in the parking garage. Bicycles are to be stored in these assigned areas only and may not be stored in the suites or on balconies or terraces. An ID tag obtained from the Concierge must be attached to each of your bicycles. Untagged bicycles will be removed.

Luggage and Parcel Carts

Parcel carts for transporting bulky materials to your suite are located in the parking garage. Luggage carts are stored in the guest suite lobby just beyond the property manager's office. For the convenience of other residents, please return the carts as quickly as possible.

The Metropole Club

The Club is located on the main floor. It includes a fully equipped exercise room, a pool, saunas and men's and women's change rooms. The facilities are for the exclusive use of residents and their guests. In the interests of safety and pleasure some rules apply to the use of these facilities.

Pool

The salt-water pool is open around the clock every day, though it will be closed occasionally for cleaning and maintenance. Double doors lead from the pool deck to the outside lawn and the pergola.

For your personal safety and security a surveillance camera linked to the Concierge station is located in the pool area. There is an emergency telephone. A black intercom station linked to the Concierge is located beside the blue emergency pull station under the clock. Fire alarm pull stations are located on the exterior wall.

- Everyone using the pool must shower before entering the water.
- Children under the age of 12 must be accompanied by a parent or an agent of the parent who is at least 16 years of age.
- No more than 30 people may be in the pool area at any time.
- Bathing suits must be worn.
- Outdoor shoes may not be worn on the pool deck
- Do not bring glass containers or pets into the pool or change areas.

Exercise Room

A fully equipped exercise room is located next to the pool. As a courtesy to the community of users, please follow the instructions posted on the walls concerning cleaning of equipment following use.

Change Rooms and Saunas

The change rooms are equipped with shower, toilets, lockers and a dry sauna.

- No outdoor shoes or boots are to be worn into this area where people walk barefoot.
- To minimize energy costs, please turn off lights and the sauna when leaving.

- Lockers are for your convenience while using the facilities. You may not attach a permanent lock.
- The sauna is a dry sauna. Do not pour water on the rocks as this will damage the heating element.

Lounge

The lounge is located on the ground floor next to the Concierge. The room is furnished with a large screen TV, DVD player, fireplace, sofa, and card tables with chairs. Books contributed by residents are stored in cupboards beside the fireplace. Some of the social clubs of the Metropole meet here.

- Please make a note of books you borrow in the book provided for that purpose. There is no specified borrowing period.
- Residents are free to use the flat screen TV and DVD player mounted above the fireplace.

Entertainment Room

The Entertainment Room which accommodates up to 40 people is located on the ground floor of the Metropole. The room is used for Metropole community activities and clubs. You may book the room for private events by contacting the Concierge. The rental fee for private events is set by the Board of the Corporation. The fee covers use of the attached kitchen which is equipped with stove, fridge, sink, and dishwasher and furnished with basic cutlery, dishes, glasses, etc.

Guest Suites

Three guest suites located on the ground floor can be booked to accommodate guests of Metropole residents. The suites can be booked through the Concierge. The fee for use is set periodically by the Board of the Corporation. The suites are designated non-smoking and pets are not permitted.

Part 6: Telecommunications

Communication Control Panel

All suites are prewired for telephone, data and cable service and you will find connection sockets in each room of the suite.

A wire or cable from each connection socket in your suite terminates in the Communication Control Panel located in the laundry or a closet, probably near the electrical control panel. White wires are used for telephone and data sockets. The black co-ax cable deliver television signals. The wires and cables are numbered.

In a pocket on the inside of the cover of the control panel you will find an information sheet entitled Communications Wiring Management List for your suite. The list shows which wire or cable is associated with each socket location in the suite.

Telephone and Data Connections

Only a certain number of the many sockets in your suite will be live at any one time. These are the ones whose wires are plugged into the small Home Director box attached to one side of the Communication Control Panel. You can select which sockets to activate by plugging in the appropriate wire.

Multiple Phone Numbers and Phone Lines

2 telephone numbers on one line (Ident-a-Call). Your telephone service provider can, on your instruction, enable up to 2 phone numbers on one line. This service is often used for telephone and fax reception or second lines when only one receiver will be used at a time. The telephones and fax will need to be set up to distinguish between the 2 phone numbers. No change in the wiring is required in the Distribution Panel.

Multiple phone lines: The Control Panel will accept up to 4 phone lines, which can be used concurrently. You will need to set this up with your service provider.

Television Cable

These are the heavy black co-ax wires. Your chosen service provider will make all necessary adjustments to the connection of these wires.

Modems and Routers

Your service provider may install modems in the Communication Control Panel. The router which delivers wireless Internet services may also be located here. Since it is occasionally necessary to reboot modems and routers be sure you know how to access them and that they are appropriately labelled.

Service Providers for Telephone, Internet, Television.

At the Metropole telephone, internet and cable television services are available through either Rogers or Bell. You are responsible for making your own arrangements with one of these companies. They will come to your suite to set up your connections and you will be billed individually for their services.

Satellite dishes are not permitted at the Metropole.

Part 7: Social Activities at the Metropole

All residents are warmly invited to participate in the various community activities at the Metropole. The following groups are currently active. For information about schedules or to contact the coordinators check the noticeboard near the mailboxes or speak with the Concierge. Proposals for new activity groups may be directed to the Board through the property manager.

Metropole Mingles:

Regular informal morning coffee get togethers and seasonal special events are organized by the Metropole Social Committee.

Book Club:

Currently meets monthly in the lounge.

Travel Club:

Meets several times a year to share travel experiences.

Mermaids:

Women's aquafit group meets in the pool Monday, Wednesday and Friday mornings 9:00 – 9:30.

Bridge Club:

Currently meets weekly in the lounge.

Part 8: Suite Maintenance Guide

As one of your largest investments, your home deserves regular maintenance to retain its value and appearance. Most expensive home repairs can be avoided through inexpensive routine maintenance. We urge you to read this manual and refer to it frequently. Numerous maintenance issues can be resolved with the information contained in this guide.

For repairs or maintenance requiring professional assistance you are free to engage a contractor of your choice. Ensure that any contractor you engage carries appropriate insurance.

Windows

Drafts: During cold weather, it may appear that there are drafts around windows, terrace doors, and patio doors even though they are adequately glazed, fitted and weatherstripped. The draft normally is due to convection currents over the face of the window -- warm air rising and cooler air dropping.

Condensation and frost on windows will occur if you maintain a high relative humidity inside the unit during periods of very cold weather. In some instances opening the drapes or blinds to allow proper air circulation will reduce or eliminate the problem. Please refer to the section "Condensation and Relative Humidity" (below) for additional tips.

Seals: Condensation or other materials between the thermal panes are indications of seal failure. Seal failures and cracks should be brought to the attention of the property manager.

Cleaning: The property manager will arrange to have all of the building's exterior windows professionally cleaned. Cleaning the interior window surfaces is your responsibility.

The recommended product for cleaning the vinyl-clad and aluminum window frames is mild soap and warm water solution followed with a thorough rinse with clean water. DO NOT use cleaning products that contain an alkaline or acid base, such as industrial cleaning solutions, as these products will eat through the coating, leaving a marred and blotchy appearance that cannot be repaired.

Doors and Hardware

It is not necessary to use polishing compounds on interior door hardware. Wipe occasionally with a damp cloth and polish with a soft dry cloth.

Bathroom doors can be unlocked from the outside by pushing any small pick-like instrument such as a knitting needle or three-inch finishing nail into the hole in the center of the knob. It is recommended that you test this procedure before the need arises.

Cabinets

Treat wood finish kitchen cabinets in the same way as furniture. Abrasive products should not be used. Spray waxes are not recommended as their reaction to moisture will turn some finishes milky. Warm water with mild detergent or soap is recommended. Splattered grease should be wiped off immediately. Cabinets finished with a plastic laminate or thermoplastic should be cared for in the same manner as laminate countertops.

From time to time, cabinet doors may require adjusting due to a loosening of the screws holding the hinges. A screwdriver can be used to adjust and tighten the doors.

Laminate Countertops

The following will ensure the long-lasting beauty and extended life of your laminate countertops.

- Hot pans or activated electrical appliances should not be placed directly on laminated surfaces - use protective insulating pads.
- Abrasive cleaners or steel wool should never be used on any counter surface.
- Common household bleach should not be allowed to remain on the surface.
- Do not use the surface as an ashtray or cutting board.
- Clean with a damp soapy cloth (for stubborn stains, use a household solvent) rinsing thoroughly with clear water.
- Polish occasionally with glass wax or liquid car polish to mask superficial scratches
- Do not leave standing water or wet cloths on a countertop, particularly on joints or near the junction of the countertop and backsplash as this can cause water damage, including swelling of the countertop subsurface.

Granite, Marble and Conglomerate Surfaces

It is common to see "pitting", "veins", small fractures, and colour variances in natural stone. This is part of the beauty of natural products and is to be expected.

Although extremely durable, natural stone countertops can be brittle. Please do not strike them and take care not to accidentally deliver impact blows to the surface areas or edges as the stone may split.

Clean with a mild dishwasher detergent or soap and water solution and rinse with clear water. Wipe dry with a soft cloth or tea towel to eliminate water streaks.

Never use abrasive creams or solutions that contain acids such as lemon or vinegar as natural stone products, particularly marble, are sensitive to etching by acids.

For liquid spills and stains blot the area with a paper towel. Do not wipe, as this will spread the spill. Use a dry soft cloth to dry the area.

For granite surfaces, such as the standard kitchen countertops, please refer to the following for specific cleaning actions:

- **Oil Stains:** products that can cause oil based stains include grease, tar, cooking oil, milk and cosmetics. These types of stains must be dissolved chemically and deep stains may be permanent. Use a liquid cleanser with bleach, or household detergent, or ammonia, or mineral spirits, or acetone. Do not mix or use any of these cleaners in combination as the mixture may be toxic.
- **Organic & Ink Stains:** Organic staining can result from coffee, tea, tobacco, paper, food and blood. Use a 12% solution of hydrogen peroxide with a few drops of ammonia.
- **Metal Stains:** Iron, copper and bronze can stain the counter. These stains are very difficult (if not impossible) to remove yourself, as a poultice must be used. It is suggested that you contact a professional for removal of these types of stains.
- **Paint:** small amounts of paint can be removed with lacquer thinner, or (preferred) scraped off carefully with a razor blade. Normally latex and acrylic paints will cause no staining, however oil based paints may cause oil stains (see above).
- **Water Spots and Rings:** buff the area with dry 0000 steel wool.
- **Surface Etching:** many chemical cleaners may cause etching of the surface. If the etching is minor, buffing the area with a commercially available stone polishing powder may restore the surface. If the etching is deep, repairs and polishing should be left to a professional.

Flooring

Hardwood Flooring

Hardwood flooring is a natural product and is greatly influenced by relative humidity and moisture found within a home. Throughout the course of the year, and this is particularly true in Ottawa's climate, humidity within a home can vary quite significantly. Ideally, homes with hardwood floors should have a relative humidity rating between 35 and 45 percent. However, such levels of humidity can result in excess condensation on your windows. It should be borne in mind that lowering the relative humidity to more desirable ranges can lead to cupping or to separation between the wood strips.

Tips for maintaining your hardwood flooring:

- Sweep or vacuum your floor often to remove loose dirt and grit before it scratches the surface of the floor.
- Do not clean your hardwood floor with water or with a mixture of wax or cleaner such as Murphy's Oil soap, as these solutions can dull the finish and permanently damage the floor.
- Wipe up spills before they are absorbed into the wood or become sticky.
- Use products made or suggested by the flooring manufacturer for cleaning and maintaining your hardwood floor. Most retailers of hardwood flooring stock the appropriate floor care products.
- Use floor protectors on the feet of furniture to avoid scratches.

- When moving furniture or appliances, slip a blanket or piece of carpet face down under each foot and slide the furniture carefully.
- Where hardwood floors abut exterior doors, place outside door mats at the entrances to keep dirt and moisture from being tracked in.
- To prevent slippage of area rugs, use an approved vinyl rug underlay from a reputable manufacturer. Do not use rubber, foam back, or plastic mats as they may discolour the floor.

Over time, hardwood floors may need to be resurfaced in order to maintain their original luster. Depending on the type of flooring installed in your suite, different long-term maintenance procedures will be required. We suggest that you contact a flooring contractor to advise you on the proper procedures to follow.

Carpet

A weekly thorough vacuuming will agitate the pile and shake out abrasive dirt particles buried below the surface. Seek professional advice prior to using cleaning compounds on your carpet. For optimum performance, the following procedures are recommended:

- Remove spills immediately to prevent spots and stains.
- Vacuum heavy traffic areas daily to pick up surface dirt and lint.
- Complete a thorough vacuuming weekly to remove "embedded" dirt, with the vacuum properly adjusted for the type of carpet involved.
- For the optimum appearance and wear performance, professional cleaning is recommended every year or two, depending on use.

Ceramic Floor and Wall Tiles

The surfaces of floor and wall tiles installed throughout your suite are extremely durable but they are not indestructible. Abrasive cleaners will dull and wear away surfaces. A mild solution of vinegar and water is sufficient to clean ceramic floors.

Grout has been installed between tiles and silicone applied at the edge where ceramic tile meets other materials. In order to prevent damage to areas behind or beneath ceramic tile, both grout and silicone should be periodically examined. Missing or defective grout and silicone should be replaced. The appropriate material can be obtained from hardware or builders' supply stores. Follow the manufacturer's instructions when applying grout or silicone. Please note that colour variations may exist between and within products and that an identical match may not be possible.

Shower Enclosures

Use a squeegee to clean the walls of the shower after each use, preventing the build-up of salts on the glass. A non-abrasive heavy-duty bath cleaner can be used to clean the shower of carbonate buildup. To clean caulking and prevent the buildup of mould use a mild bleach solution. Treat squeaking hinges with a lithium or Teflon based lubrication spray.

Mirrors

The mirror manufacturer suggests that mirrors be cleaned with warm soapy water or a non-ammonia based glass cleaner sprayed onto a cloth. Commercial cleaners sprayed directly on the mirror, may react with the cut edge of the silver forming causing "black edge".

Plumbing

Minimize the disposal of grease, fat and similar wastes, especially petroleum products, through the plumbing system. Such materials tend to accumulate in the piping, reducing its efficiency. In addition, continuous or large-scale usage of this kind can affect the building's sanitary sewer infrastructure, as well as municipal sewage treatment systems.

Washbasins and Bathtubs

Drains: Your bathtub and basin drain should be inspected at regular intervals to ensure that they are clear of any obstructions. If this is not done, blockages will impede the rate with which your basin or bathtub will drain.

Traps: Most fixtures are provided with water-filled traps to prevent sewer gases from backing into the home. These sometimes become plugged with a variety of deposits and may require periodic cleaning to eliminate the blockage. As preventative maintenance, we suggest that you pour one cup of bleach down the sink and bathtub drains every three months. This will help to break down any accumulated dirt and grease build up. To eliminate odors, pour a 1/4 cup of bleach into the overflow holes.

Aerators and Filters: The aerator and filters in taps and showerheads should be unscrewed and cleaned on a regular basis.

Toilets

If your toilet backs up you should call a plumber of your choice directly.

The use of chlorine pucks or chemical additives to the toilet tank may cause permanent damage to the rubber gaskets and seals leading to damaging leaks.

Appliances

New appliances should be installed according to the manufacturer's specifications and should always be connected to a dedicated circuit. Please keep in mind the following:

Refrigerator

The original refrigerators are equipped with automatic icemakers and water dispensers. Please take care in moving the unit, as the water pipe behind the refrigerator is delicate and can be easily broken leading to flooding.

If you are going to be absent for an extended period turn off the water supply to the refrigerator to forestall any possibility of leakage.

Dishwasher

Use only products designed specifically for automatic dishwashers. Detergents like laundry soap and dishwashing liquid for the sink will create excessive sudsing that will cause the dishwasher to overflow. The resulting flood can create significant damage.

Never leave an operating dishwasher unattended.

Washer and Dryer

Care should be taken to ensure that the water outlet is kept clean.

The lint trap in the dryer should be cleaned before each use. There is a second lint trap in the ceiling that is connected to the exhaust ducting. This will be cleaned by the superintendent at the same time that filters are replaced in the fan coil system.

Stoves/Cook Tops

Electric cook tops or appliance burners should not be operated without being covered with a pot or a pan. Equally important, the doors of a stove or wall oven should not be left open for extended periods of time.

Range Hood

For efficient range hood operation, the grease filter must be washed periodically in a mild detergent solution and dried thoroughly. Potential fire hazards are created by grease accumulation on filters.

Fan motors must be cleaned and oiled according to the manufacturer's instructions unless your exhaust fan has a sealed system which does not require lubrication. Check the operating manual.

Mechanical Systems

Air Conditioning & Heating

A fan coil system provides heating and cooling to each suite. Depending on the size of your suite there may be more than one unit. All service and maintenance of your heating and cooling units is the responsibility of your Condominium Corporation, as the systems are part of the buildings infrastructure. Filters will be replaced by the superintendent twice yearly.

For optimal comfort, the central air conditioning system will be turned on when the outside air temperature reaches 22°C. Cooling is available during the spring, summer and fall seasons. Heat is available for all 12 months of the year.

Thermostats

The thermostats in your suite allow you to control both the temperature and fan speed. Each thermostat controls one or two of the fan coils in your suite.

You should ensure the thermostat is turned ON at all times. Use the arrow buttons to raise or lower the target temperature, the temperature at which cooling or heating will cycle off. You can set the fan to run continuously (ON) or to cycle (AUTO) and you can also set the fan speed.

There are two different models of thermostat in use in the building. Both can be set to display either Celsius or Fahrenheit temperature readings. If your model does not display instructions for making the change, contact the property manager for assistance.

Heating & Cooling Vents

Vents must be kept free from obstructions as they impair the airflow and efficiency of your suite's heating and cooling system.

Condensation and Relative Humidity

Humidity should be controlled so that little or no condensation appears on the inside surface of windows. As soon as condensation occurs on inside window surfaces, you should take steps to reduce the relative humidity level by controlling the moisture sources and/or by increasing ventilation. Remember that a small amount of condensation in the daytime can turn into significant condensation at night when temperatures are lower.

There are a number of steps that you can take to regulate humidity levels.

- If you are operating a humidifier, turn it to a low setting or shut it off.
- Turn on exhaust fans in the bathrooms and kitchen.
- Always use exhaust fans when bathing, cooking, washing, etc.
- Turn the heating/cooling systems fan from AUTO to the ON position to promote continuous internal air circulation through the suite.
- Open a window to introduce fresh, cooler air into the suite. In cold weather avoid leaving a window located right beside the fan coil open for any length of time as you run the risk of freezing the water in the air conditioning pipes thus causing a major leak when the pipe thaws.
- Open drapes, curtains and blinds that restrict air flow around the window. This encourages circulation and reduces condensation.

Electrical Control Panel

The master control panel contains the individual electrical breakers for the circuits in your suite. Each breaker is marked to help you identify which is connected to which major appliance, outlet or other service.

Should a power failure occur in any part of your suite, always check the breakers in the main panel box as a first step. Circuit breakers have three positions: ON, TRIPPED and OFF. When a circuit breaker trips, it must be first turned OFF before it can be turned ON. Switching the breaker directly from TRIPPED to ON will not restore service. See Part 3 Emergencies for further information.

Appendix 1: Official Fire Safety Plan

From the official Metropole Emergency Plan

IF A FIRE OCCURS IN YOUR APARTMENT

IF YOU SEE, SMELL OR SUSPECT A FIRE....ACT QUICKLY!

If a fire occurs in your apartment

1. Leave the area of danger
2. Sound the fire alarm
3. Close all doors in your path of exit
4. Use a safe exit stairwell
5. Telephone 911 Do not assume that someone has contacted the Fire Department

DO NOT USE THE ELEVATOR

DO NOT RETURN UNTIL IT IS DECLARED SAFE BY A FIRE DEPARTMENT OFFICIAL.

Extinguishment Of A Fire

Do not attempt to extinguish a fire unless it can be accomplished without endangering your life or anyone else's. Otherwise, leave the room closing the door to confine the fire to the room of origin, sounding the alarm and call 911.

If you hear the alarm or smell smoke

1. Turn off all appliances.
2. Feel the door before you open, If warm, do not open. Remain in your apartment
3. Seal all openings to prevent smoke from entering.
4. Telephone 911.
5. Open a window for ventilation and signal for help.
6. DO NOT PANIC OR JUMP

OR

1. Turn off all appliances
2. Feel the door, if not warm, open it cautiously.
3. If hallway is free of smoke or heat take key, leave apartment closing the door
4. Use one of the exit stairwell. If smoke is present, use an alternative stairwell.
5. If smoke is present in all stairwells, you may wish to return to your apartment and follow steps 3, 4, 5, and 6 in the previous instructions.
6. Contact the fire department from an area of safety.

Non- Ambulatory Residents

If you have a handicap, please advise the office so that we may add your name to our list of people requiring assistance.

Appendix 2: Fire Prevention

From the official Metropole Emergency Plan

NOTICE TO ALL RESIDENTS

The following items are intended to help educate all residents in controlling fire hazards in the building.

DO NOT put burning materials such as cigarettes and ashes into garbage chutes.

DO NOT dispose of flammable liquids or aerosol cans in these chutes.

NEVER force cartons, coat hangers, bundles of paper into chutes because it may become blocked.

AVOID unsafe cooking practices, e.g.: deep fat frying, too much heat, unattended stoves, etc.

DO NOT to use unsafe electrical appliances, frayed extension cords, overloaded outlets or lamp wire for permanent wiring.

AVOID careless smoking, use ashtrays and never smoke in bed.

All exits are to be **FREE** of any obstructions.

All exit doors are to be kept **CLOSED**.

Any safety violation should be **REPORTED** to the superintendent immediately.

Storage and use of flammable liquids such as propane barbecues, gasoline tanks, naphtha, etc. is **STRICTLY PROHIBITED** either in apartments, lockers or balconies.

FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, then the door to the area should be **CLOSED** to confine and contain the fire. **LEAVE** the fire area, **ACTIVATE** the fire alarm, **ENSURE** the fire department has been **NOTIFIED** and **WAIT** for the fire department.

FIRE PREVENTION

THE FOLLOWING SUGGESTIONS ARE MADE TO HELP MINIMIZE THE RISKS FROM FIRE:-

A) SMOKING

Personal smoking habits are responsible for many fires annually. These points could help change the statistics dramatically:-

- know the smoking regulations for the building
- before lighting a cigarette, check for ashtrays
- never leave cigarettes upright to extinguish
- empty ashtrays only in approved butt cans
- keep ashtrays clean of paper products
- preferable do not smoke on the move
- do not discard unused matches
- never smoke in bed

B) EXTENSION CORDS

- never join extension cords
- use only one device per cord regardless of the number of outlets installed
- visually inspect all cords and do not use any which are frayed or worn
- do not conceal cords, under rugs, etc.
- extension cords are only for short term, temporary use.
- not permanent wiring.

C) ELECTRICAL EQUIPMENT

- report any abnormalities with equipment such as overheating etc.
- never tamper with equipment or try to override safety switches
- turn off equipment when not in use.

D) COFFEE MAKERS

- do not leave on for prolonged periods
- make sure an appropriate extinguisher is within easy reach

E) STORAGE

- storage should never clutter or restrict a means of egress
- storage should never be higher than 18" below the lowest member of a sprinkler system
- never mix classification of storage such as flammable liquids with paper products

- use only designated areas or have the designation changed by qualified individuals.

F) PERSONAL HABITS

- do not allow fire doors to be wedged open for any purpose, remove any wedges you may find
- report any fire violations to the property manager immediately
- learn the hazardous material symbols and know how to handle them.

G) ESCAPE PLAN

You should know the location of all stairways on your floor and the location of the nearest fire alarm pull station.

Have an escape plan so you and your family know what to do. Consider that in an emergency, hallway and exit lights may be out. Make sure you can follow an escape route even in the dark. Have an alternate plan in mind and rehearsed, so you are prepared for any situation.

- check two exits, walk the distances, actually counting the steps
- make a simple floor plan showing both exits. Plan your routes of escape and meeting place.
- Have a family meeting, explain the plans and review directions.
- have everyone practice drills. Keep; the plan handy (on fridge doors) so it is a constant reminder to everyone.

H) FIRE EXTINGUISHERS

Familiarize yourself with the location of the extinguishers and instructions in their operation.

AN ACTIVE FIRE PREVENTION PROGRAM IS ESSENTIAL. EVERY PERSON CAN MAKE AN EFFECTIVE IMPACT ON THE PROGRAM BY COMPLYING WITH THE ABOVE-NOTED AREAS AND PRACTICE SIMPLE COMMON SENSE WHEN IT COMES TO FIRE PREVENTION.

Notes
