

PLACE DU VILLAGE SQUARE
Carleton Condominium Corporation No. 377
310 & 320 Crichton Street
Ottawa ON, K1M 1W5



CCC377 RESIDENTS' MANUAL

July 2022

This Manual is provided for the general information Place du Village Square residents (Carleton Condominium Corporation No. 377) and is a summary of by-laws and CCC 377 Office Consolidation of Condominium rules. It is not intended to provide legal advice or provide answers to specific situations that may arise. Residents are reminded of their individual responsibility to familiarize themselves with CCC#377 regulations (See Appendix). Owners are also reminded of their responsibility to provide tenants with a copy of the Rules and By-Laws of the Corporation.

The following is a resolution adopted by the Board on Sept. 15, 2020: 'When an owner chooses to communicate with the Board or Condo Corporation via a third party, such as a legal counsel, they are responsible for any resultant extra costs the Board incurs.

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1. ACCESS, LOCKS AND EMERGENCY KEYS

In case of an emergency (e.g. fire or water leaks when the occupant is absent), an officer or agent of the Corporation may enter an apartment at any time, without notice, to make repairs to the apartment or common elements whenever such repairs appear necessary to correct a condition that could result in damage or loss to the common elements. The Corporation, or anyone authorized by it, may determine whether such an emergency exists.

To enable the Corporation to gain access in an emergency, the Corporation must have a copy of the access key to every unit. Those owners/occupants who have not yet done so must provide an access key to the President who, in the presence of the owner/occupant, will place the key in a secure container. The details of any security access code will also be placed in the secure container. It is also recommended that each occupant entrust a copy of their unit's access key to a neighbor.

Owners/occupants should note that they are potentially liable for damages to other units or the common elements, when the cause originates in their unit. Failure to provide a key to the Corporation could well cause a delay in accessing their unit to deal with a fire, water or other emergency, with a significant resultant increase in the extent of damage and their liability.

2. ACCESS TO THE BUILDING

Entry to the building is by key fobs. These are issued to owners and activated under a controlled system of record. A lost fob should be reported as soon as possible to the Property Manager, so that it can be de-activated and a replacement fob issued.

It is important to maintain building security. Do not let anyone into the building that you do not know, unless they are clearly authorized to enter the premises (e.g. contractors, where the Management Company has given owners prior notice of their presence)

The Electronic Directory Panels enable visitors to scroll the names of residents and automatically contact the desired resident by pressing the green « telephone » button. This rings the resident's telephone. The resident presses « 9 » on his/her telephone to unlock the lobby door. To cover the situation where a visitor arrives while you are on the phone, it is advisable to have Call Waiting Service on your telephone to alert you that some-one is trying to call you from the lobby (your screen will show "Carleton Condominium")

3. AIR CONDITIONING

The central air conditioning equipment on the roof is usually turned on from May 15 to October 15.

The air conditioning circulating units in the individual apartments are the responsibility of the owners/occupants. The filters should be cleaned or replaced at least annually. Access to the filters requires the hinged wall panel to be opened by removing the two screws at the bottom of the panel and swinging it upward. The filter is the square of cottony material in a wire frame; it may be in the slots or merely resting at the bottom.

If it is not too dirty, it may be vacuumed and reinstalled. If it is badly clogged, a new filter should be installed. New filters may be obtained from any hardware store. Ordinary furnace filters, sized 1"xl6"xl6", may be used and should be inserted into the slots at the bottom of the unit, directly behind the slotted grill of the hinged panel.

The motor running the circulating fan should be oiled every few years, with SAE 20 oil. There should be two small plastic tubes protruding from a round hole about half-way up the inside panel, which is exposed when the front wall panel is lifted up. Several squirts of oil should be put into each tube. If the plastic tubes are not visible, or if they are visible but badly twisted, it may be necessary to remove the inner panel. This should be done by a competent service person, since it may not be an easy task.

The fan itself does not require periodic lubrication. After any filter change or other similar activity, the front wall panel should be lowered and secured by the two screws which were removed to open it.

The apartment air conditioning system is activated by turning the "System" switch to "On." The "Fan" switch can be in the "Lo," "Med" or "Hi" position. If the central system has been activated, cooling can be obtained by turning the temperature knob counterclockwise, toward the "Cool" indicator. If you listen carefully, you can hear the inside thermostat switch click. The temperature knob should be adjusted to obtain a comfortable temperature in the apartment.

The circulating fan may be turned on any time during the year by moving the "System" switch to "On." There will be no cooling effect, of course, if the central system is inactive.

Some residents may not be aware that using the air conditioning system while windows or patio doors remain open poses a serious risk of excessive condensation in the unit, ultimately translating into expensive repair bills (plus costly electrical bills). As owners are responsible for the interior maintenance of their respective unit, they should ensure that all windows and patio doors are closed when the system is running.

4. BALCONIES AND PATIOS

It is the responsibility of the owners/occupants to ensure that the balcony drains are kept open. This requires that they be periodically inspected each season. If they become plugged with leaves in the fall, or ice in the winter, water may build up and overflow into the living room under the sliding door, giving rise to repairs and expenses which will be the responsibility of the affected owner/occupant.

Balconies and patios are not to be used as a storage area for furniture, bicycles, boxes or for any other use, which in the opinion of the Board of Directors, is not in keeping with accepted standards regarding the use of these areas.

5. BBQ COOKING, OUTDOOR COOKING

Outdoor cooking is prohibited. The use of propane or charcoal-fueled BBQ stoves anywhere on Village Square premises is prohibited. This prohibition has the full support of the Fire Marshal's office and will be strictly enforced.

6. CONDO FEES

By-Law No.7 of the Corporation stipulates that the monthly condominium fees must be paid in advance on the first day of each month. Any owner who is in default in payment will be sent a registered letter requesting immediate payment of the arrears. An administrative charge to cover the cost of preparing and forwarding the letter will also be levied against the owner. Further, if payment has not been received within thirty (30) days from the date of the letter, the Board will retain a Solicitor on behalf of the Corporation to enforce collection. Costs associated with this collection will be added to the amount in default. As well, arrears of payments for monthly condominium fees will bear interest until paid.

7. EMERGENCIES

- **Fire emergencies**

They require you to call 911, giving exact information as to the problem and your location. You must also pull the fire alarm at the end of the hall to warn other residents. Then evacuate the building.

When the building's fire alarm is activated, the elevators return to the ground floor and set themselves « out of service » until the emergency is over and they have been reset. Therefore, they cannot be used during that time.

CCC3777 maintains a Fire Plan which lists persons needing assistance to evacuate the building in a fire emergency. The fire Department has a copy of the plan and will assist, as needed.

- **Water flooding emergencies**

They should be reported to Condo Management Group by calling (613) 738-9700.

- **Elevator emergencies**

If you are in the elevator, press the emergency telephone button and tell the person monitoring the line what the problem is and ask that a service technician come right away.

If you are outside the elevator and it doesn't appear to be working properly, do not use it. Report the problem to Condo Management Group.

Do not assume that some-one else has already called.

- **Suspicious or Threatening Activity**

If you encounter any suspicious or threatening activity anywhere in the common areas of the complex do not attempt to deal with it yourself. Call 911 and report it.

- **General Maintenance Issues**

Routine issues that may arise, such as lost keys, spillage in the common hallways, a non-functioning door stop, courtyard plants or grass needing watering, should be reported to Condo Management Group so that they can be remedied. Do not assume that some-one else has reported them.

8. EXHAUST FANS

There are four exhaust fans in each apartment: one in each bathroom, one in the range hood over the stove, and one in the utility/laundry room that is connected to the dryer.

The only one requiring regular attention is the dryer unit. You will note a square box with a plastic front in the round duct that exhausts the air from the dryer. This is part of the booster fan which should be turned on, at the light switch, whenever you use the dryer. Behind the clear window you can see a piece of screening. This traps lint, from the dryer, which has escaped past the lint catcher inside the dryer. The plastic window can be easily removed by pushing up on the knob and lifting out the window and screen. The screen should be cleaned of lint and reinstalled, making sure that the screen covers the duct opening at the top of the dryer.

The lint trap on the dryer itself should be cleaned after each use. The duct lint trap should be cleaned whenever you see a buildup of lint.

9. GARBAGE

All regular garbage should be wrapped in plastic bags and deposited in the garbage chutes located at the end of each corridor. Please ensure that the garbage actually goes down the chute.

Non-perishable, bulky items, like mattresses or furniture, should not be put in the garbage bins. Their disposal is the responsibility of the resident.

Items to be recycled should be separated into paper, glass and metal products, and placed in the appropriate large bins next to the Electrical Room. They should not be left outside the bins. Cardboard cartons should be taken apart or compressed and placed in the bin. If the bins are outside on Crichton Street, do not leave recyclable items on the garage floor.

For privacy, safety and City By-Law reasons, any removal of items or material deposited in the recycling bins or garbage room bins, or any scavenging (dumpster diving) in these bins, is strictly prohibited.

10. HALLWAYS AND OTHER PASSAGEWAYS

Sidewalks, hallways, entrances, walkways and driveways must not be obstructed by residents and **may** be used only for entry into, or exit from, their respective apartments. No parcels, bicycles or other items **may** be left in these areas or in the entrance lobbies.

Personal belongings and equipment, such as bicycles or carts, must not be stored in the common hallways – which must be kept clear at all times. In addition, chairs, floor mats, shoe mats, or any other such item, may not be left at the front door of any unit.

See Rule 19. Hallways, Other Passage Ways, and Unit Doors

11. HEATING

All apartments are heated by electric baseboard heaters which respond to the thermostat controls in the individual rooms. These can be used at any time of the year. If you are going to be absent for any lengthy period, you can conserve energy, especially during the cold months, by turning the thermostats down to 15 degrees Celsius or lower. Further energy may be saved by turning off the electrically-heated hot water tank at the main electrical panel in the utility laundry room.

12. INSURANCE

The Condo Corporation's policy covers the building and the individual units. Units are covered for damages, subject to a deductible. The coverage is for the "standard unit" which is the unit as it existed at the time the building was constructed. Few if any such units now exist - almost every unit has been improved (e.g. hardwood floors, new kitchen cabinets and counters). These improvements are not covered. By way of example, in the case of a hardwood floor damaged by water coming from outside the unit, the owner would be reimbursed not for the replacement of the flooring but rather for the cost of

medium grade wall to wall carpeting (as existed in the standard unit). The difference in cost would be covered by the unit owners' insurance. In this same example, if the water originated in another unit, the owner of that unit would be responsible for the costs up to the deductible level - in the case of water damage \$10,000. If it had come from the common areas the Condo Corporation would be responsible for the deductible. The Condo Corporation's policy does not cover personal liability or personal effects, and there are some exceptions to the coverage. The most notable is "seepage", most likely to occur when the grouting in bathrooms has deteriorated, causing leakage to the unit below. The Corporation's policy is in line with industry standards and will be familiar to brokers handling insurance for unit holders. Copies of the policy are available electronically from the property manager.

13. LOCKERS

A locker is assigned to most units, usually adjacent to the parking space assigned to that unit, and is legally part of the property deeded to an owner.

Some lockers are equipped with ventilating fans. The fans should be used to remove stale air from the lockers from time to time. Some lockers are interconnected to other lockers for ventilation purposes. Operating the vent fan draws air through interconnected lockers and reduces possible damage due to moisture or mold. Grills between lockers should not be blocked.

14. MEETINGS OF OWNERS (Annual General Meeting)

The Corporation holds an Annual General Meeting of owners to elect Directors of the Corporation. Five Directors are elected on a staggered basis for a term of 3 years each. At least three Directors must be resident owners of units in the condominium. Following their election, the Directors appoint a Secretary and have authority to appoint other Officers of the Corporation, as they see fit.

Other business conducted at the Annual Meeting includes the presentation of audited financial statements, the appointment of auditors and the President's annual report.

15. MOVING

The Property Manager must be advised 2 weeks in advance of any intended move in or out of a unit. This notice should include the date and time selected for the move, the Unit# and whether the elevator will be required.

A \$500 damage deposit is required, which is refunded if no damage has been reported. A security deposit of \$75 is required, and not refunded.

Any major moves in or out of the building should be done on weekdays. Moves on Saturday, Sunday or public holidays require specific permission from the Board.

To facilitate the move, the elevator is placed « in service » by the Property Manager. During a move, the elevator **must** be made available to residents requiring its use. Notices detailing the use of the elevator for moving should be posted in the lobby at every level and must include a phone number of the person to contact should a resident require use of the elevator.

To protect the elevator walls during the moving of large objects, elevator pads are hung inside the elevator by Condominium Corporation staff, and removed when the move is done.

16. NOISE

Residents, their guests, visitors and families should not make any noise or nuisance which disturbs "the comfort or quiet enjoyment of the property" by other residents, their guests, visitors or families. The use of power tools, hammers, drills, saws and similar items is restricted to the hours between 8:00 am and 5:00pm Monday through Friday.

If required, and after notice, appropriate action to remedy a contravention of the *Rule 29. Noise* will be taken by the Corporation.

Owners who rent their apartments are responsible for the behavior of their tenants in this respect, and will be directly liable for any enforcement action taken by the Corporation.

17. PARKING GARAGE

▪ Ownership and Leasing

Most owners of apartments also own at least one parking space in the underground garage; some apartments own two spaces. The assignment of space(s) is part of the deed of ownership. Tenants may, if arrangements have been made with the owner, park in the space assigned to that apartment. All spaces are numbered.

Owners may lease parking spaces, but only to residents of CCC#377.

▪ Visitor Parking

There are six unassigned spaces marked with a "V" in front of the number. Five of these are for the use of visitors to, or guests of, residents. The sixth space (V24) is reserved as a car wash area and should not be used for parking unless all other visitor spaces are full. Residents are asked not to occupy visitors' parking spaces. Visitors must fill out a « Visitor Parking Pass » and place it in a visible location on the dashboard of their car. The passes are to be found in a box attached to a column in the middle of the garage adjacent to the Visitor Parking.

▪ **Use of Parking Spaces**

Parking spaces are for the purpose of parking cars. For safety reasons, the spaces should not be used as a secondary storage area for cans, boxes or other similar items. These should be stored in the appropriate locker. Occupants of spaces are responsible for any damage to the garage floor that may result from fluid dripping from a car. A suitable piece of oil-absorbent material should be placed under cars to catch any leakage.

A mobility device, such as an electric scooter, may be stored in a parking space.

A bicycle or bicycles may be stored by a resident in his/her assigned parking space, provided that there is no interference with, or encroachment on, any adjacent parking space. It is preferable to store bicycles in lockers, or in the garage area designated for this purpose.

Residents should note that their use of designated parking spaces is subject to the periodic maintenance measures, undertaken by the Corporation, which require access to the basement and parking areas. This includes the cleaning of the garage floor, pipes and waterworks, and other similar measures involving the garage area. Residents must follow any directives associated with these maintenance measures. The Corporation will not be responsible for any damage resulting from failure to follow these directives.

18. PETS

Pets owned by a resident may be kept in the resident's apartment, subject to the restrictions of the animal control by-laws of the City of Ottawa. Pets should not be allowed to run free in any part of the common elements. No pet, deemed by the Board of Directors or its Manager in its absolute discretion to be a nuisance, may be kept by any resident in any apartment or on any other part of the property.

19. RENOVATIONS BY OWNERS IN THEIR UNITS

Owners must submit their renovation plans to our management company before starting the project. The management company will advise the owner of any issues touching the structure of the building or common elements, as well as any special requirements.

For example, the installation of hardwood flooring must be done using an anti-noise cushion over the concrete slab.

Renovations by an owner or his contractor may only be carried out between 8:00 am and 5:00pm Monday through Friday.

Noise and dust control are the owner's responsibility. Demolition or construction debris must not be disposed of in the Corporation's garbage bins and must be removed by the owner or his/her contractor.

Laying of temporary floor coverings in the hallways when bringing in materials or removing debris is strongly suggested.

Cleanup of common hallways during renovations is the owner's responsibility.

20. SECURITY

This matter concerns all residents of Village Square. Do NOT allow entry to any person cannot positively identify, or who has no legitimate reason, just because they called your apartment from the lobby. Do NOT let persons who cannot identify themselves into the lobby when you are unlocking the door yourself.

When entering the garage at night with your car, wait just inside the door until it closes, so as to prevent an unauthorized vehicle or person from entering. As well, upon entering or leaving the main lobbies, one should ensure that the door is locked securely.

A more effective video security system was installed in late 2016, in response to residents' concerns about the increased safety risk posed by unauthorised access to the building and garage.

Motion activated cameras record movements in the entrance lobbies in 310 and 320. The recordings can only be accessed from the system located in our locked technical room and are for security purposes only. The records are only reviewed by members of the Board or its agent Property Manager, in response to reported incidents of abuse, breaches of security, vandalism or theft.

Balcony and patio doors are an obvious "weak link" in the security chain. The latch at the sliding door handle is not an effective deterrent. Because of the way the doors were installed, you cannot use the usual "broom-handle" type of locking bar. You have to use a different kind of locking device that secures the sliding door to the fixed part of the frame. At least one should be installed at the bottom, but a second one at the top is preferable. If your apartment has a door from the solarium as well as from the living room, you should secure it, too.

Ground floor units should consider a more elaborate and professional security system that covers windows and doors. If tied into an alarm monitoring system, even greater security is provided.

21. SIGNS AND OUTSIDE DEVICES

No signs or notices may be put up by an owner or a tenant on **either** the inside or outside of any part of the building or common elements without the prior written consent of the Board of Directors. This includes outside windows in each apartment.

The installation of antennas, satellite dishes or other outside devices on any part of the building or common elements is also prohibited.

22. SMOKING, VAPING AND CANNABIS: NO SMOKING RULE (IN FORCE SEPT 19 2019)

Smoking or vaping of any substance, including tobacco or cannabis, is prohibited in all common areas, inside or outside (including the garage, stairwells, lobbies, corridors, elevators, and courtyard) as well as on any exclusive use common elements such as any balcony, patio or terrace.

Apart from medicinal exceptions, smoking inside a unit is allowed only if the occupants were smokers at the time the Non-Smoking Rule rule came into force and only if they advised the Corporation in writing within 30 days of passing of the rule of the following: unit number, occupants' full name, proof of residency (if requested by the Corporation) and in the case of tenants, a copy of the lease.

Growing cannabis is prohibited anywhere on the property of CCC377.

23. SUGGESTIONS

Suggestions, comments, or other matters for the attention of the Board of Directors or the Property Manager, may be transmitted by e-mail to the Property Manager or Board Members.

24. TENANTS

Owners who rent their apartment units must immediately inform the Property Manager of the names of the unit occupants, and the beginning and end dates of the lease, so that the Corporation is aware of these new residents. Notification of the make and license number of the tenant's vehicle occupying the parking space must also be provided.

No unit may be rented for commercial purposes or for a period less than 12 months.

The owner is responsible for providing the tenant(s) with a copy of the Rules and By-Laws of the Corporation and obtaining an undertaking by the tenant to abide by these rules.

Please note that any owner leasing his/her unit is not relieved from any of his/her obligations with respect to the unit. These obligations are joint and several with the tenant.

Arrangements for use of the elevators for moves, either in or out of the building by tenants, should be made in advance with the Property Manager (see section on "Moving" above).

25. WATER CONTROL

Major water leakages from the appliances can have not only serious consequences for the unit itself but also for other units or the common elements. The city water pressure in the dishwashers and the washing machines is held back by an electrically- operated valve inside the appliance. If one of these valves fails, the full city water pressure is released inside the appliance, which soon fills up and, if not promptly checked, will overflow into the unit, other units, hallways and other floors of the building. The dishwasher has a shut-off valve under the sink; the washing machine has two valves where the pipes come out of the wall beside the machine.

Toilets, too, can present a danger if the shut-off valve in the tank fails and the supply valve, under the tank at the back of the toilet bowl, is turned on fully. The overflow pipe in the tank cannot handle a heavy flow. The risk can be minimized by turning off the supply valve completely and then turning it on for one or one-and-a-half turns.

Hot water tanks spring leaks as they age, with often disastrous consequences for other units. This is why the Corporation passed a rule requiring owners to replace 10 years old hot water tanks. If a leak does occur, there is a shut-off valve at the top of the tank which will stop the flow.

If an apartment is to be left vacant for any protracted period, the valves to the appliances should be shut off. However, the simplest procedure is to turn off all the water to the apartment. This can be done by closing down the main supply valve to each apartment. This valve is located in the utility/laundry room. It is the valve with the largest handle on the pipe coming directly out of the wall and before the pipes going to the hot water tank and the rest of the apartment. Just turn that valve clockwise as far as it will go.

Don't forget to turn the valve all the way "ON" (counter-clockwise) as soon as you return to the apartment. There may be some "spitting" at a sink tap when first turned on as the system gets rid of residual air in the pipes.

APPENDIX

WHERE TO FIND CCC#377 REGULATIONS

Like all condominiums in Ontario, CCC#377 is governed by the provisions of:

- *The Condominium Act*
- *The Condominium Declaration*
- *The Condominium By-Laws*
- *The Condominium Rules*

The Declaration defines such things as the units and common elements and specifies their boundaries; the By-Laws deal with how condominium corporations are run, typically including such matters as Owners meetings, Directors' terms of office, common expenses and the powers of the Corporation.

Requirements with respect to the day-to-day practical issues covered in this Manual are, for the most part set out in the Condominium Rules.

Condominium Boards have the authority to make Rules

- that promote the safety, security or welfare of the owners and of the property or assets of the corporation; or
- are aimed at preventing unreasonable interference with the use and enjoyment of the common elements, the units or the assets of the Corporation.

When they purchase a unit, owners receive copies of the Declaration, By-Laws and Rules in force at that time as part of the transfer of title.

The Condominium Corporation provides copies of any proposed changes to the By-Laws or Rules in accordance with the provisions of the *Condominium Act*.

Owners have an obligation to provide copies to tenants.

The following is a resolution by the Board on Sept. 15, 2020: 'When an owner chooses to communicate with the Board or Condo Corporation via a third party, such as a legal counsel, they are responsible for any resultant extra costs the Board incurs.