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Welcome to Grand Harbour, officially known as SSCC (Simcoe Standard Condominium Corporation) #259. This document is intended to help you settle into your new home, understand how the Corporation functions, and what your rights and obligations are while living here.

Your home consists of your private suite, and the common elements in which you share ownership with others. This whole is referred to as the Condominium or the Corporation.

The Corporation is governed by a five member Board of Directors elected by the owners. There is also a Shared Facilities Committee comprised of some members from the Grand Harbour Board, and some from our sister building, the Water View Board, to deal with issues relevant to the shared common elements (pool, exercise room, terrace, guest suites).

The Board has hired a property management company (Bayshore Property Management Inc.) to administer the multiple day to day operations connected with a property of this size. The on site management office is located in the lobby area next to the mailroom. Management staff are available during the posted hours.

In Your Best Interest

We recommend that you read the By-laws and Rules that govern Grand Harbour and abide by them (see more details on page 3). It is your right to have the rules enforced (by the Property Managers and/or the Board of Directors) on your behalf if infractions by another resident are causing you harm.

We hope you will do what you can to support the legal framework of the Corporation (such as ensuring your attendance at the AGM or giving in your proxy). It is your right to reasonable access to Corporation documents (such as Board meeting minutes, financial statements etc.) at no cost except the minimal charge for copying same. There are mandatory government forms to fill in to get them, but most core documents are available on the website at www.grandharbour.info.

About Grand Harbour

Construction began in 1999 and was substantially completed in 2001. There are 131 units ranging from small studios to penthouse suites in excess of 2,200 square feet. The building was registered as a condominium on June 13, 2002.

The fiscal year ends on May 31 and a new budget is set each year in April. The Annual General Meeting (AGM) of owners is held in September or October. At the AGM, financial statements are reviewed, the President of the Board makes a report, elections for board positions take place, and new business is conducted.

There is a thriving social network at Grand Harbour, anchored by a Social Committee made up of volunteers among residents. Many on-going activities and some special events are available all year round, and you are encouraged to join in the fun, and to offer suggestions about establishing new activities that you would enjoy. Names of social committee members are posted in the mail room.

COMMUNICATION

Contact Info:

Property Manager: Lisa Johnston, 705-722-3700, ext. 227 & ljohnston@bpmgmt.ca

Property Administrator (& main contact for residents): Sam Snow, 705-721-4192 & ssnow@bpmgmt.ca

Superintendent: Joe Murray, 705-721-4192 (office); and cell 705-627-5951.

This cell number is also the **24 hour contact and emergency number** which will connect with a superintendent or security person (or monitored voicemail) all seven days of the week. As well, building facility emergencies (such as a major water leak) can be reported to the Management Company (Bayshore Management) at 1-800-265-9695) if you don't get instant access via the cell number.

Management often needs to communicate with owners. An automatic messaging system is operational which will contact you via phone, text or email in case of emergency and prior to, and at the completion of, contracted work repairs. Please ensure that your *information form* and your *electronic information permission form* have been completed and given in. If you plan to be away for an extended period, please remember to give the Administrator your temporary contact information.

The *mail room* is located off the lobby, which includes a Canada Post locker where large parcels are delivered to you, and where you can place outgoing or misdirected mail.

A *bulletin board* is located in the mailroom for the posting of board information, social events, and residents' notices. This is the only place where residents may post notices. Management, and the Social Committee, may post notices on exit doors and in the elevators.

A *newsletter*, "The Monthly Report" is printed monthly after each board meeting (no meeting in December) and copies are delivered to suites. A copy is also posted on the website so travelers can keep up with news during their absence.

A *website* (www.grandharbour.info) includes Grand Harbour documents, administrative forms, minutes of board meetings, suite floor plans etc.

Letters, notes, cheques, cards etc. for the Superintendent or management can be put into the SCC#259 mail box on the wall in the mailroom at any time. The person who will deal with your communication will do so as soon as s/he returns to the office.

Overnight Parking Passes are available from management. One of these must be placed on the dashboard of a visitor's car prior to parking overnight. Cars without such a pass will be ticketed and/or towed. Used passes can be turned in at the office for replacements.

What to do if something goes wrong

If something in your suite breaks or becomes inoperable, call the Administrator or the Superintendent. They will determine if the problem is one that the Corporation is obligated to repair, or if it is your obligation. In the latter case they can often recommend reputable, known repair persons.

If you have trouble with your neighbours, or you don't like something happening in or on the property, you should notify the Administrator *in writing*. This will set a chain of events into action which should rectify your complaint.

And see "Contact Information" above.

RULES ARE FOR SAFETY, SECURITY AND EVERYONE'S COMFORT

Condo living offers safety, security, comfort and convenience. All these factors only abide though, if cooperative owners know and follow rules. Condos in Ontario are subject to the law written in The Condominium Act. Each condo corporation also has its own Declaration, By-laws, and Rules. These were provided as part of your status certificate and/or can be reviewed at www.grandharbour.info. If a dispute arises between you and another owner, or between you and the Corporation, there is a set method for dealing with it. Written detailed documentation must be kept. If the dispute cannot be settled on site, it may be resolved by the Tribunal which is part of the Condominium Authority of Ontario (www.condoauthority.ca) or may be referred to mediation, then arbitration, and finally to the courts. Such an event could be stressful and expensive, so if knowing and abiding by the rules can help prevent this, why not get to know them? Below are brief outlines of some of the most important rules and descriptions of how they apply to the premises.

In-suite alterations: Although you own your own private suite, you may not make any substantial alterations without the written permission of the Board. So, if you want to install hardwood floors, or change your supporting walls, or renovate your kitchen or bath, and so on, ask the Administrator first. Your contractors must abide by the corporation rules and it is your responsibility to ensure that they do. A \$1,000 deposit is required before renovations can take place and the entire sum is forfeited if your contractors do not follow the rules about corridor and elevator cleanliness, smoking and refuse removal. Damage caused by your contractors will result in a chargeback to you. Repairs/changes to exclusive use common elements (your balcony, HVAC system, including the thermostat, parking spot(s) and locker) are the responsibility of the Corporation, and you may not change or repair anything without written permission.

Noise: You are entitled to enjoy quiet in your home, just as you should respect the right of others to quiet enjoyment. This means arranging for maintenance and repair work only during reasonable hours, using garbage chutes only from 8 AM until 10 PM and keeping noise to a minimum from music, dogs or human activity at all hours. If noise is bothering you, it is wise to contact security or the Property Managers instead of confronting the noisemaker directly.

Pets: One small pet is allowed per suite. Pets are not allowed on the terrace, and are not allowed to do their "business" anywhere on the property. If you carry your pet to and from your suite or wipe its paws before entering the carpeted areas you will not overburden our communal cleaning costs. Complaints about barking can lead to an order from the Board requesting removal of the noisy animal. Pet owners are responsible for any damage to property and/or any cost of extra cleaning expenses.

Smoking: There is no smoking allowed anywhere on the property, including outdoor areas, indoor areas, your balcony and inside your suite. Grand Harbour became a non-smoking building on February 8th, 2018. [Smokers who resided in the building prior to February 8th and who registered as smokers with management were exempted from the policy and allowed to smoke inside their own unit, until their suite was sold or vacated, at which time it became non-smoking]. Fire can ensue from butts thrown over balconies.

Littering on the property is not allowed, and butts constitute litter. Please inform your visitors and contractors about our policy.

Cannabis: Cannabis plants may not be grown anywhere on the property, including your balcony and inside your suite. Medical marijuana can be consumed only in edible form, pills or oils. Recreational marijuana can only be consumed on-site in edible form.

Occupancy Standards: Unless with prior permission of the Board, only family members related by blood, or persons living in a conjugal relationship, may live in a suite. No boarders or roomers are allowed.

Renting your Suite: You may rent your suite if you conform to all the requirements of Rule 10. No sublets are allowed. No Airbnb. There is a six month minimum rental period and administrative forms to be completed before rental can take place.

SERVICES

Garage Cleaning: The garage is power swept and washed once a year at which time all vehicles, bicycles and shopping carts must be removed. Residents are responsible to clean and remove oil and grease from their own parking space(s).

Pest Control: The common areas of the building are subject to ongoing pest control. In-suite pest control is your responsibility. If you need pest control services, contact the Administrator for assistance.

Window Cleaning: All exterior windows (except those accessible from the balcony) are cleaned twice each year, in the Spring and the Fall.

Fire Alarms and Detectors: Your in-suite door closers, fire alarms and detectors are inspected once a year in compliance with the Fire Code of Ontario. Notices are issued to let you know when this will be done. The cost of repairs to items found nullified or tampered with will be charged to the resident or owner of the suite. The Fire Department can impose substantial fines for tampering.

AODA (Wheelchair Access): Push buttons for automatic door opening are located throughout the common areas and in the hallway between Grand Harbour and Water View. **Please note:** All persons should **always** use the buttons to open the doors. This prevents excessive wear and tear on the mechanisms.

Recycling and Garbage Disposal: Put your regular household garbage in bags and put them down the chute on your floor. Please don't put odd shaped or large objects down there. We have had blockages that are difficult to unplug. Also, no glass please.

Take organics, in compostable bags, down to the green bin in the recycle room or outside disposal area (in summer) inside your small bin, to avoid dripping fluids on the carpets.

Take cardboard, newspapers, bottles and cans, and electronic waste down to the recycle room and place in appropriate containers. Please flatten large cartons first and place them on the floor in the recycle room next to the door marked "garbage room". Other small to mid size objects may be placed in the recycle room, but not large items, hazardous waste or furniture. Note that volunteers collect cans and liquor bottles for charitable purposes.

There is a surveillance camera in operation in the recycle room.

HVAC (Heating, Ventilation and Air Conditioning): The HVAC system that heats and cools your suite (including the thermostat that controls it) forms part of the common

elements and is serviced and repaired by the Corporation. If an HVAC component breaks down, call the Superintendent. Note that in the event of a power outage while your a/c is running, it will not work after power resumes. To re-set it, turn the thermostat off, wait 30 seconds and turn it back on. Then your a/c will work again.

The make-up air system which ventilates the corridors creates a positive pressure in the building that helps eliminate cooking odours and helps prevent a build up of condensation. The opening at the bottom of your suite entry door is part of the make-up system and should not be blocked. Your entry door should never be left open. Doing so causes a disruption to the make-up air system.

SECURITY

GardaWorld is the security company servicing this facility. On-site hours (shared with Water View) are 9 PM to 5 AM, seven days a week. They can be reached at 705-627-5951

Surveillance Cameras

Cameras are located in almost every location of the building and on the terrace and in the parking lot. These are not under constant human watch, but recordings can be rewound and viewed to investigate damage or suspected criminal activity.

Intercom Entry System

After you give your phone number to management, your name will be entered on the entrance directory board. You can register cell phones or a land line, but not both.

When a visitor scrolls to your name and presses the "phone" button your telephone will ring with short tones. Pick up receiver, and, after identifying caller, press "9" to release the front door. If your phone is already in use the visitor will hear a busy signal and you will hear an intermittent tone. If you press "3", your outside call will be put on hold. Then you can press "9" to release the front door lock, and then press "3" to retrieve your outside call.

You can see who is entering through the closed circuit television channel on your TV. Contact Rogers or Bell Expressview for the channel number that works with your service.

Police

It is policy to allow the police entry into our building upon request. For police to gain entry to your suite they must have your permission. No staff member will let them in.

If police request permission to install surveillance cameras in the common areas or if they request to view our own surveillance cameras, it is policy to ask them for a warrant. But even without a warrant such permission may be granted under certain circumstances so be aware your privacy while moving about the common areas is not guaranteed.

General Safety and Security Tips

Don't allow unknown persons to enter the building by responding via your entry code.

Don't allow unknown persons to enter the building through the doors as you yourself are coming in. This is a tough policy for "polite" people to follow, but it could be dangerous

or expensive if people with evil intent gain access. If someone complains, you could just say something like, "Sorry, the rules here prohibit me from letting you in. I could get in trouble."

Don't be shy about reporting suspicious people, strange vehicles or criminal or unusual activities to the Superintendent or Property Managers. They would much rather chase down a false alarm than deal with the outcome if they are called too late.

Document criminal or threatening activity in writing, which reports will be held in confidence and used by the Corporation or police to commence appropriate action.

Keep your suite doors locked at all times.

Your suite entrance lock is a common element. You may not change it without permission. A master key enables staff to enter your suite upon reasonable notice to perform required duties or get in during an emergency. Any expenses incurred due to changed locks will be your responsibility.

If you lose your fob, report the loss to the Administrator immediately. S/he will de-commission the fob, making it useless for subsequent entry to the building.

Keep your garage door opener out of sight in your vehicle, and your car doors locked. If you lose your transponder please report it to the Administrator immediately.

Avoid excessive idling of your car in the garage as this introduces dangerous carbon monoxide gases into the atmosphere.

Oops! We strongly recommend that you stop and press your opener before entering the garage, even if the door is open. If you begin to enter the garage and the door starts to come down **stop immediately**. As soon as the door touches your car it will start back up. Trying to move may damage both your car and the garage door, both of which you will have to repair at your cost. There is a camera at the garage door entrance which records our comings and goings 24/7.

Note: When exiting to the third floor terrace the doors will automatically shut behind you, so ensure you take an amenities key with you to get back in.

Fire Safety and Emergency Situations: See pages 8 & 9 for detailed information about these hugely important safety items.

COMMON ELEMENTS / AMENITIES

Lobby, Halls and Other Common Areas: Courtesy and common sense are the key factors that govern our movements through these areas. Being quiet and reining in excited dogs and exuberant grandchildren are obvious examples.

The Fire Code prohibits any doormats, boots, wheelchairs, decorations and so on in the hallways. Grand Harbour rules prohibit the attachment of wreaths or other decorations to the outside of suite doors without permission from the Board. An exception to the rule about door attachments that are flat and made of non-combustible material is made at the Christmas holiday season, but even holiday things are not allowed on the floor.

No deliveries of large items may be brought in through the front door. The Superintendent will allow access through the side delivery door for these, and on moving day.

Soliciting or canvassing is not allowed. The exception is for candidates for political office or school board, and their documented representatives.

Games Room (2nd Floor): This room, with a pool table, dart boards, puzzle tables, etc. is for use by you, and your guests so long as you are with them.

Library (Ground Floor): The library is located adjacent to the pool and is operated by volunteers. When returning a book please put it on the table assigned for that purpose. Donations of current paperback literature are welcome. Please, no textbooks, hard cover books, or old cast-offs. There is also a magazine rack in this room, where residents exchange magazines.

The Party Room (2nd Floor): Morning coffee is served here and all are welcome to attend. This is also the room where we play cards, hold dinners and have parties.

This room may be reserved by you for private, non-commercial use. Contact the Administrator to book time (and note that regular card games can be cancelled or moved to accommodate private use of the room). There is a security deposit and a form to fill in prior to use.

Toronto Room (Ground Floor): This room is used for Board meetings, Committee meetings and presentations. Some card games are played here as well.

Pool, Hot-tub and Saunas (Ground Floor): There are many rules posted in the pool area, most of which are mandated by the Province of Ontario. The saunas are “Dry Saunas” so please do not use water at any time.

Exercise Room (2nd Floor): Rules are posted in this room, again mandated by the Province of Ontario. Proper footwear should be worn. Be careful when using equipment.

Elevators/Moving: No personal notices may be placed in the elevators. No bikes may be taken on the elevators. All deliveries must be scheduled with the Office Administrator and may not take place on Saturdays after 1 PM, Sundays or public holidays. There is a form to fill in and a security deposit may be required prior to moving into or out of Grand Harbour.

Roof: Boilers, electrical systems and other complex machinery are located in rooms above the penthouse floor and on the roof itself. Only authorized access to the roof is allowed.

Guest Suites: There are two guest suites located between Grand Harbour and Water View. Nominal overnight fees are charged. Booking is made by calling 705-715-7181.

INSURANCE

We strongly recommend that you have a “condominium” insurance policy which will protect you from loss of contents and “improvements” to your suite. You will need to provide your insurance company with a copy of the Grand Harbour Standard Unit By-law. We also suggest you buy additional insurance for living expenses incurred if forced to leave your suite by one of the hazards protected against by the Corporation’s policy, special assessments levied by the Corporation due to loss and damage, and contingent insurance coverage. Corporation insurance deductibles are quite high (up to \$25,000 for water damage) so ensure your policy covers this.

COMMON CONDO PROBLEMS

Plumbing: One of our ongoing problems has been clogging of pipes, especially on the lower floors. The need to flush and snake these pipes costs us all a lot of money. The sad thing is that a major contributor to the problem is grease, hair and food scraps that residents put down their sinks. So please – condos are not like houses – do not ever put grease down your

sink, nor hair, or sweepings. If your plumbing gets clogged call the Superintendent or Administrator.

Condensation: It is essential to control condensation. Otherwise mould can grow in the walls and very expensive repairs may be needed. If you have water accumulating on your windows in the winter you need to run your fans when cooking or washing, point your heat vents toward the windows, open your drapes or blinds during the day, and open your doors or windows occasionally to bring in fresh air.

Utility Bills: Utilities make up a huge portion of our budget. Even though we each receive hydro bills for our own consumption, we are collectively bulk metered for hydro and bills are in three rate categories; the more we use the more we pay per watt. So please do your bit by conserving energy in your suite and as you move throughout the building. Water rates are high as well. Do what you can to use water wisely.

MANAGEMENT FORMS

A number of forms exist to control operations at Grand Harbour. These are available in the office and can be read or filled in during management on-site work schedules. Most can also be downloaded from the website. All forms are required by law or Grand Harbour Rules.

Tenant Information Form: ... before you may lease your unit.

Tenant's Undertaking & Acknowledgement (Form 5): ... before you may lease your unit.

Disabled Person Information Form: (by Fire Code) ... to be filled in by frail, elderly or disabled persons who need assistance during an emergency.

Overnight Guest Parking Passes: ... before a visitor may park overnight.

Elevator Reservation Form: ... before you move in or out or receive large goods.

Party Room Reservation Form: ... before you use the Party Room for personal events.

Guest Suite Reservation Form: ... before your visitors may stay overnight.

Service Request Form: For action by Superintendent or Property Managers.

Utility (Telecom) Service Notification Form: Re Bell or Rogers appointments.

Owner Information Form: If you did not fill out one of these when you moved in, please get one and do so and give to the Administrator.

Renovation Request Form: ... before you sign with a contractor.

There is also a non-mandatory *electronic information permission form* which allows management to send documents to you by email.

FIRE, OUR WORST NIGHTMARE

In a high-rise condo in Edmonton in 2012 a plumber's blowtorch accidentally set fire to some insulation. He tried to put the fire out himself and never called for help. Even when the alarms started to ring he said he had it under control and the Fire Dept. was not called. When smoke began entering suites throughout the building residents hurried out and the Fire Dept. was finally called – too late! Fifty suites were completely destroyed for a loss of more than \$13,000,000. Most of us remember the infamous Wellesley St. fire in Toronto in 2010 which started when a cigarette butt was tossed over a balcony and landed on another balcony where a hoarder lived. All the residents were locked out for a long time and losses were huge. Stories like these should be enough to make us take fire very seriously.

- Never smoke in bed.

- Never toss a butt over a balcony.
- Never leave cooking unattended.
- Watch those candles.
- Clean out your laundry lint traps periodically.
- Service your fireplace regularly.
- Keep a working fire extinguisher and know how to use it.

We urge you to take these precautions and others to prevent fire from starting, and to use fire drills as an opportunity to test your ability to get out safely with whatever stuff you would hope to have with you if you could not return to your suite. What follows are recommendations from the Ontario Fire Marshal.

- In most cases, get out as quickly as you can if fire starts in your suite, or the alarms go off and you smell smoke. While leaving, close all doors behind you; use stairs and NOT the elevator; call 911 from your cell or a safe place. If you encounter smoke while in the stairwell, go out on the nearest floor and try the other stairs, or seek shelter in a suite.
- Before leaving, feel the doorknob and the door itself and if they are cool – go; if either is hot brace yourself against the door and open slightly. If you feel air pressure or hot draft, shut door (but do not lock), put duct tape and wet towels at bottom of door and retreat to safest room. Call 911, give your address and suite number.
- Never go up to the roof. There is no access there and you will be trapped.
- Wait for the all clear before returning to your suite.

And please note, that if you burn food on your stove and have smoke in your unit, but no fire, **DO NOT OPEN YOUR SUITE DOOR** to clear the air. Open your windows and run your fans. If you open your suite door you will set off the fire alarm and the fire department will arrive unnecessarily.

PREPARING FOR EMERGENCIES

There are many other types of emergencies besides fire. You should take the time to consider what you can do to protect yourself in the event of the following:

- Loss of power, or water, or both
- Threatening severe weather
- Elevator malfunction or loss
- Hazardous spill
- Bomb threat or terrorist activity
- Cyber attack or identity theft

In all cases, you should ensure you have adequate “condo” insurance to cover your losses and liabilities, and you should take preventative measures for your protection and or create an action plan for preparation. In most emergencies, mitigation and recovery depends on civic authorities or management action. Your action plan should focus on your personal activity in order to be prepared to evacuate or safely shelter in place.

To assist you, your Board and Management have created an Emergency Plan for Residents which is available electronically or in hard copy by asking at the office.

Here are some tips for your action plan:

- Make a back-up list (either paper or on a thumb drive) of all your contacts, which you keep off site at a family member's home, or in a safety deposit box or your car
- Make copies of all your important documents (such as wills, insurance policies, medical records) and keep these also off site
- Get a battery operated or hand crank radio so that you will be able to receive information from civic authorities in the event of a community emergency or prolonged power outage
- Ensure you have enough non-perishable food and water in your suite to last for at least 72 hours
- Make a "go-bag" with emergency supplies that you can grab on your way out, or at the very least, attempt to keep all your essentials (such as wallet, keys, medications, lap top and cell phone) in a consistent place so that you are not looking for them while in a panic

We have ended this welcome on a scary note, but we hope that if that bad fire or emergency day ever arrives, our advice will save your life.

So now you know all about us. If your preference tends to privacy and isolation no one here will bother you and you will have a safe, comfortable lifestyle of your choice. If you want to dive right in and join our activities or become deeply involved (by say, running for the Board) you will find many helpful, friendly people to smooth the way.

Your Board of Directors, and Bayshore Property Management Inc.
Amended March 1st, 2020