

Peel Condominium Corporation 122 (PCC 122)

7080 Copenhagen Road, Management Office Unit 91
Mississauga, ON L5N 2C9

NEWSLETTER

SPRING & SUMMER 2016

INFORMATION PACKAGE INCLUDES

- *Newsletter to Residents*
- *Table of Contents*
- *Seasonal Maintenance & Safety Activities*
- *By-Laws, Rules & Regulations, General Information & Guidelines*
- *1 Enclosure – Quick Reference Guide 04/2016*

BOARD OF DIRECTORS

- *Joan Isky – President & Treasurer*
- *Dianne Cairns – Vice President & Administrator*
- *Stephen Johnson – Director of Information Technology*
- *Catherine Rowe – Corporate Secretary & Assistant Treasurer*
- *Anupam Sanghera – Director at Large*

MANAGEMENT OFFICE

Business Hours

Weekdays 9:00AM to 12:00PM

- *Safina Cerit – Site Manager*
- *Paul Ulrick – Site Accountant*
Officer & Deputy Treasurer

- *Phone: 905.812.2903*
- *FAX: 905.812.2904*
- *Email: site.manager@pcc122.com*
- *Website: www.pcc122.com*

Emergency Contacts for Watermain Tap Leaks:

*during May & June, 2016: **905-858-8651**, Paul Ulrick, Unit #80, is the emergency contact
then, starting July, 2016 onwards: **905-567-5276**, Greg Jonas, Unit #3, is the first point of contact
and Paul is the second point of contact*

(See Item #15)

NEWSLETTER

from the Board of Directors

April 2016

To all Residents:

Hello everyone! We hope you enjoyed our relatively mild winter and especially the small amount of snow and ice we had compared to other years. These conditions certainly helped us to stay on budget with our winter grounds maintenance expenses.

Our staff has been busy scheduling the window replacement installations. There are three phases planned for the spring and summer timeframe. So far this year, there has been a lot of activity in real estate as four condominiums have been sold already and one of them achieved the highest selling price ever to date, of \$400,000. (Price is subject to the home and market conditions). We welcome the new residents to our community and are certain that the attached Information Package will provide the necessary details and guidelines to assist with settling into our condo lifestyle.

We are pleased to advise that Ms. Anupam Sanghera, a longtime resident of our complex, became a member of our Board of Directors in late 2015. We are always happy to welcome new members who can commit approximately an hour of their time and talent per month to meet with the Board and the management team to help run the business of the Corporation.

Our Annual General Meeting (AGM) date has not been set yet as we are waiting for our auditor to finalize our year-end financial statements. We will send out the Notice of Meeting once we establish the date and hope you will attend.

Every year, as a refresher, we include with this Newsletter an Information Package containing important instructions for Seasonal Maintenance and Safety Activities, as well as By-Laws, Rules, General Information & Guidelines and a Quick Reference Guide for various services. Please refer to the Table of Contents to see the list of topics provided in this package. A little time spent reading and understanding this information accumulated by management over the years could potentially save a homeowner a lot of time and money by preventing violations of our by-laws. Condominium homeownership has many by-laws, rules and regulations that non-condo homeownership does not have. Please be an informed condo homeowner.

Contact the management office should you have any questions.

Have a safe and enjoyable spring and summer.

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Please keep this Information Package on file for reference as it provides answers to many questions received from residents. It includes important policies, procedures and by-laws that need to be observed by all residents in order to maintain a safe, friendly and well managed community. Please review this information to be informed of services available to you as well as various important seasonal activities that need to be performed.

SPRING & SUMMER MAINTENANCE - 2016

1. WATERING:

Water plants, trees, flowers and grass on a regular basis, especially newly planted trees, sod and grass seed even if they aren't on your property but are within reach of your hose. Ensure that any new plantings on common area grounds don't suffer stress and die from lack of water as they may not be replaced. Managing the removal and planting of trees, bushes and plants is an on-going major and costly project. We all have a vested interest in every part of the complex. Imposed watering bans due to shortages are targeted towards unnecessary use of water, such as washing cars, driveways, filling pools etc. Flowers or budding plants can still be watered. Check out how to be outdoor "Water Smart", which is how to water plants/grass effectively without doing damage and wasting water at this website:

<http://www.peelregion.ca/watersmartpeel/>.

2. FLOWER BEDS AND GARDENS:

Our grounds contractor does not maintain flower beds or gardens in the front or back yards of properties. It is the responsibility of each resident to remove all weeds in these areas and to trim and maintain all flowers, plants, and bushes planted by residents and to keep yards looking presentable. Over the years homeowners have created their own gardens and flower beds and have planted trees and bushes, etc. These creations are usually inherited by new homeowners who may not have an interest in gardening. This includes in particular, the beds along the driveway retaining walls that fill with weeds and detract from the curb appeal of the whole complex. **Should you not wish to use and/or maintain existing beds for flowers or foliage and they grow only weeds, please fill them with mulch or sod to avoid the look of an unsightly, neglected property.** A good way to keep up appearances in our complex is to have healthy green lawns and manicured gardens. Each run-down property reflects badly on the rest of the community.

- Schedule "A" Rules & Regulations, Item 20: No one shall harm, mutilate, destroy, alter or litter any of the landscaping work on the property, including grass, trees, shrubs, hedges, flowers or flower beds.

A significant portion of our money is spent on keeping the common area grass, trees, shrubs, hedges, flowers or flower beds in good condition. However, much of that money goes to waste because the kids in the complex run and play and damage common area shrubs, flowers and flower beds. **Please tell your children to stay out of our flower beds and gardens so they don't trample the foliage and scatter the mulch.**

3. THE WEST NILE VIRUS:

Don't leave standing water in containers outside. Empty the water from all containers after rainfalls, change the water in sitting pools and birdbaths frequently or install a fountain pump to cycle the water. Mosquitoes can only reproduce in sitting/stagnant water. Do not put bleach or any other chemicals in the water as they are a hazard to birds, animals and humans. Any complaints received by the Board regarding backyard ponds and standing water will be forwarded to Peel Health which could result in monetary fines to the Unit owner. For further information on Mosquito & Tick Borne Diseases, including the West Nile Virus, contact Peel Health (905) 799-7700 or see their website at: <http://www.peelregion.ca/health/vbd/>.

4. BE ON SAFETY WATCH AT ALL TIMES:

Residents are asked to respect and give the right of way to contractor and service vehicles and equipment when they are performing maintenance on site.

- At various times, contractors and service agents must temporarily park their vehicles close to where they are working. Therefore, always be aware of their parked or moving cars, trucks, trailers, vans, lawnmowers and any other equipment situated in locations where you don't usually see them in the complex. Proceed around them safely and with caution.
- Safety precautions are especially important during the winter months when our contractor is clearing and removing snow and spreading de-icing products.

BY-LAWS, RULES & REGULATIONS, GENERAL INFORMATION & GUIDELINES

1. **Management Office:** Our Site Manager and Site Accountant are contracted to work on site 3 hours a day, 9:00AM to 12:00PM, Monday to Friday. The time of day on site for each contractor may vary depending on appointments and workload. Voicemails will be retrieved periodically during business hours which are 9:00AM to 5:00PM.
2. **Website:** Our website www.pcc122.com has information such as Newsletters, New Releases, Service Contacts, Visitor Parking Information, Notice of Meetings, and more. There's also a "contact us" form that can be completed and submitted to either the Board of Directors or the Site Manager with your comments, questions, suggestions, requests, etc.
3. **To Contact the Board:** All requests, concerns, questions and complaints about your property, the complex, or the Corporation, that are not emergencies must be submitted in writing to the Board of Directors and delivered to the mail slot at #91, or sent by email to the Site Manager site.manager@pcc122.com, or via the "contact us" form on the website. We require a written record of your issue(s) to review and decide a course of action as required. Please do not contact individual Board members at work or home with complaints or problems.
4. **To Meet with the Board:** Should you require a meeting with the Board to discuss issues of high importance, please contact our Site Manager. The Board will arrange a meeting at the Management Office when it is mutually convenient.
5. **Report Suspicious Activities:** We value and appreciate all surveillance and feedback from our residents on questionable activities that occur within the complex, whether it is regarding contractors, service agents, residents, visitors, trespassers, door to door sales people, personal injury, property damage, or other events. Please keep us informed of your concerns by contacting our Site Manager.
6. **Annual General Meeting ("AGM"):** Residents are invited to attend the AGM held each spring in Unit #91. It is a good opportunity to meet the Board and management team and the Corporation's auditor, as well as be informed of the projects and plans that have been completed and those that are ongoing for the complex. A Notice of Meeting Information Package is delivered to each unit in advance of the meeting and residents are requested to review this information and contact the Management Office prior to the meeting with any questions or comments related to the information provided. Please ensure a proxy represents you should you be unable to attend the meeting.

The AGM is a business meeting designed to process the legal requirements of the Corporation, to be an informative and positive experience and to meet and greet those in our community. This meeting is not a forum to raise issues about your property that require written communication to the Site Manager and/or the Board. Such issues unnecessarily prolong the meeting and should be addressed outside of the AGM.

7. **The Corporation's Declaration, By-Laws and Regulations:** This manual has been reprinted and a hard copy is available from the Management Office for a fee of \$15.00. It is also posted on our website. We recommend that every resident/family reads this manual to avoid any misunderstanding of our by-laws and regulations from lack of knowledge.

8. **Meeting Hall Rental:** The Meeting Hall at Unit 91 is available for rent by residents subject to availability, acceptance of the contract's Terms and Conditions and signing of the contract. Please read and be familiar with the contract and the Terms and Conditions on our website at www.pcc122.com. The rental fee is \$25 per day with a \$100 security deposit. Cheques are to be made payable to PCC122. Please respect the community by following proper decorum at all times, clean the facilities to their original condition after the event and take all garbage bags with you back to your own unit for pick-up. Contact the Management Office to book the Meeting Hall.
9. **Condominium Renting/Leasing Regulations:** Homeowners renting or those that are considering renting or leasing their Condominium unit or a portion thereof are reminded that they must adhere to the following rules which are excerpts from the Corporation's Declaration, By-Laws and Regulations, as it pertains to renters:

(IV) UNITS

(1) **Occupation and Use:** The occupation and use of the units shall be in accordance with the following restrictions and stipulations:

- (a) Each unit shall be occupied and used only as a **private single family residence** and for no other purpose.

(2) **Requirements for Leasing:**

(a) **No owner shall rent/lease his unit unless he causes the tenant to deliver to the Corporation an agreement signed by the tenant, to the following effect:**

"I (renter name), covenant and agree that I, the members of my household and my guests from time to time, will, in using the unit rented by me and the common elements, comply with the Condominium Act, the Declaration and the By-laws, and rules and regulation of the Condominium Corporation, during the term of my tenancy."

Other Landlord Obligations:

- **It is the responsibility of the homeowner landlord to personally ensure that each prospective renter is given a copy of the following documents to read, understand, and accept prior to signing and providing the above agreement (2) (a) to the Corporation:**
 - (a) the Corporation's Declaration, By-Laws and Regulations booklet; and
 - (b) the Corporation's most recent Newsletter and Information Package
- **Potential homeowner landlords must do their due diligence** on any prospective renters by thoroughly checking their references and rental history prior to accepting their tenancy to determine if they meet the standards for our community and that the premises will be used in accordance with the Corporations By-Laws, Rules & Regulations. Homeowner landlords must be responsive to any complaints regarding their tenants and must act immediately upon notice, to resolve any policy, by-law, rules or regulation violations.
- **The Landlord/Tenant contract must include a clause** whereby the homeowner landlord (or designate) has the right to visit and inspect the premises regularly at his/her discretion to confirm there are no policy violations. The homeowner landlord may at his/her discretion, give a reasonable amount of advance notice to the tenant (lead time may be agreed to by both parties) before performing each inspection. The homeowner landlord (or designate) must advise

the tenant to take immediate corrective action for any violations and must follow up to ensure they have been enforced. Commercial businesses such as catering, along with other high traffic and disruptive business activities, are not allowed to be conducted in our complex and will not be tolerated.

- **Homeowner landlords will be contacted and held accountable** to immediately rectify any breach of our policies by their renters. All community complaints will be addressed by the Board.
- It is recommended that every resident refreshes their awareness by reading the Corporation's Declaration, By-Laws and Regulations booklet.
- Our residents are encouraged to report any ongoing activities that violate our policies and disrupt our community.

10. Condominium Homeowner & Renter/Leaser Insurance:

- **Condominium homeowners** are to purchase and have in effect at all times, appropriate Condominium Insurance for their condo which includes coverage for contents.
- **Renter/Leaser Insurance** is carried by those who rent/lease property and only includes coverage for contents. **It is not sufficient for condominium ownership.**
- Condominium homeowners who choose to rent/lease their condominium are to purchase and have in effect at all times **Condominium Insurance** for their condo and contents when it is rented/leased as **furnished**, but may exclude contents when it is rented/leased as **not furnished**.
- **For the homeowner's protection**, it is their responsibility to ensure the renter/leaser has the appropriate content insurance coverage at all times.
- According to our **Rules and Regulations: X. (3)** the following insurance is to be maintained by the homeowner:
 - a) Insurance on any additions or improvements made by the owner to his unit and for furnishing, fixtures, equipment, decorating and personal property and chattels of the owner contained within his unit, and his personal property and chattels stored elsewhere on the property, including his automobile or automobiles, and for loss of use and occupancy of his unit in the event of damage, which policy or policies of insurance shall contain waiver of subrogation against the corporation, its manager, agents, employees and servants, and against the other owners and any members of their household, except for vehicle impact, arson and fraud.
 - b) Public liability insurance covering any liability of any owner to the extent not covered by any public liability and property damage insurance obtained and maintained by the corporation.

For those who wish to obtain a copy of the Corporation's Insurance Policy, please contact the Management Office.

- 11. Condominium Repairs and Maintenance:** The enclosed Quick Reference Guide 04/2016 provides Board authorized contact information for emergency situations and for services you may require. **IMPORTANT NOTE:** For general home repairs, **the Site Manager must be consulted first** to determine whether the Corporation or the homeowner has responsibility for the cost and repair of the work required. If the Corporation is responsible for the cost and repair, a Work Order will be issued by our Site Manager and a Board authorized contractor will be engaged.

When a resident has hired a contractor directly to perform a service and a PCC 122 Work Order has NOT been issued for the job, the Corporation accepts no responsibility and will not pay the contractor or reimburse the resident for any cost of the service.

12. Condominium Renovations/Installations that Infringe on Common Area Elements:

Residents must contact the **Management Office IN ADVANCE of ANY planned work activity that infringes on ANY of our common area elements** such as: converting a wood burning fireplace to gas which involves contractors working on the roof and chimney; venting to the outside which involves drilling through walls for a kitchen ventilator or a high efficiency furnace ventilator; drilling through balcony, garage or basement concrete floors for any reason; hot tub, satellite disk installations, etc.. Residents are responsible for the cost of ANY and ALL damages or alterations to common area elements caused by them or their contractors. To avoid any misunderstandings and/or repair charges, please contact the Site Manager in advance for guidance on the proper procedures.

- 13. Balcony Resurfacing Project:** Resurfacing balconies to repair chronic water leakage problems is a major and very costly undertaking at \$14,125 per unit (for 2012/2013/2014). The Corporation has found an alternative solution to stop water leakage from balconies and will implement this procedure starting in 2015, until further notice.

Owners/residents of newly resurfaced balconies and those with garages under the balcony units must ensure that no work is done on a balcony or in a garage that could compromise the integrity of the water tight membrane that seals the sides and floor of the deck and prevents water from leaking into the garages below. All permanent, immovable items such as planters that may contain trees, plants or bushes and flower or vegetable gardens, as well as hot tubs, etc., are not allowed on balconies; no drilling of holes anywhere in the balcony walls, floor or garage ceilings for gas hook up, water hook up, or any other event that damages the seal. The resident will be held financial responsible for any and all damage to the water tight membrane on balconies.

- 14. Window Replacement Project:** The windows at the back of the units are in the process of being completed.

15. City Watermain Supply Units and Household Watermain Tap Units & Emergency Contact Info:

- A watermain is an underground pipe that provides clean water to consumers. In our complex, from the city's water supply line, pipes travel to each of our ten (10) City Watermain Supply Units where water meters for each block are located. From each City Watermain Supply Unit, pipes travel to each condominium (household watermain tap unit) in that block providing one main pipe connection per condominium. This pipe then connects to all the smaller plumbing pipes that distribute water throughout each individual household.

- **WATER LEAK EMERGENCY CONTACTS FOR CITY AND HOUSEHOLD WATERMAIN TAP AND PIPE issues only**, outside of Management Office business hours (*which are weekdays: 9:00A to 12:00P*), and on weekends and holidays.

EMERGENCY CONTACTS:

during May & June, 2016: 905-858-8651, Paul Ulrick, Unit #80, is the emergency contact then, starting July, 2016 onwards: 905-567-5276, Greg Jonas, Unit #3, is the first point of contact and Paul is the second point of contact

- See important detailed instructions in **News Release #3-2015**, distributed to all units on 20Oct15. It is posted on our website and is included in our welcome package for new homeowners. Please contact the management office should you require a copy.
- All inquiries/requests for service relating to water supply must be submitted to the Management Office.
- Only Corporate Representatives are authorized to perform shut off and turn on services in the City Watermain Supply Units unless there are serious extenuating circumstances.
- The primary reason to shut off the water supply from the City Watermain Supply Unit is when there is a leak in a household watermain tap that manages water from the City Watermain Supply Unit, which is located in the basement of each condominium.
- If you suspect that your household watermain tap needs an inspection to assess its integrity, please contact the Management Office.
- To shut off the water supply throughout an entire individual condominium, close the household watermain tap to shut off the cold water and close the valve on the hot water tank to shut off the hot water. Then open the sink/bathtub taps on all floors, especially the laundry tub taps in the basement, to drain water from all the pipes before starting work. Be sure to close all the sink/bathtub/laundry taps before turning on the cold water supply tap and hot water supply valve, after work is completed.

- 16. Water Leaks are Costly and Waste our Money:** Please check all your inside and outside taps (front and back) and toilets for leaks and **get them fixed**. The cost of water in our complex continues to rise and each and every one of us must manage and conserve water wisely as we ALL pay the water bill. Check out how to be “Water Smart” at this website:
<http://www.peelregion.ca/watersmartpeel/residents/>.

Peel Water Status and Information: For information and a status update when water is shut off by the city for general maintenance or emergency situations such as a broken water main, etc., contact:

Peel Water & Wastewater, Tel: **905-791-7800, ext. 4409**
 Website <http://www.peelregion.ca/pw/water/contacts/>

- 17. Rain Barrels are Not Permitted:** The Corporation has responsibility for maintenance and repair of the exterior common area components of each property, which includes the eaves and downspouts. Residents are not authorized to alter the integrity of the eaves and downspouts in any way. Rain barrels require monitoring and, if neglected, among other things have the potential to overflow and

cause flooding into basements. Rain barrels are prohibited. Violators will be held liable for the cost of any and all repairs of damages caused by a rain barrel, and the cost to restore the eaves and downspouts to their original configuration upon removal of the unit.

18. Hot Tub Regulations: Hot tubs installed in back yards potentially cause safety, maintenance and noise issues.

- a. All hot tubs require a cover to be locked down at all times when not in use.
- b. Enclosure gate must be self closing and self latching, with the latches on the tub side of the gate.
- c. Water must be properly maintained and sanitized.
- d. Boisterous social activities and the pump/motor noises may create disturbance problems for neighbours. Be considerate of your neighbours.
- e. Removal of the hot tub and reinstatement of the yard to standard, acceptable condominium specifications of grass and patio slabs, etc., will be subject to management inspection. The costs thereof are the responsibility of the owner.

19. Satellite Dish Installation Guidelines: Residents must contact the Management Office in advance of the installation of a satellite dish and sign an agreement stating that he/she will be responsible for any and all damage caused by the installation or removal of the equipment. A Board member or the Site Manager will advise a suitable location for the satellite dish to be mounted. The satellite dish must not be installed on the roof, shingles or chimney, where it can cause leaks, or be placed in the backyard where it could be considered a visible annoyance. Please follow the rules to avoid the inconvenience and/or expense of having the unit repositioned.

20. Interior Roadways are Not for Sports, Road Hockey, Skateboards, In-line Skates or Children Riding Tricycles or Bicycles: These and other related activities are **not permitted** on the interior roadways. Please use the park behind our complex for recreation. Violators will have their names and Unit numbers forwarded to the Mississauga By-Laws Office.

- **Children Must Be Supervised Outdoors at all Times:** For the protection and safety of our children they must NOT be allowed outdoors unsupervised to play and wander around the complex, the streets and surrounding properties on their own. Children must be closely supervised always.

21. Parking Regulations:

1. **Vehicle Size Parking Restrictions** (Rule #17):
No motor vehicle other than a private passenger automobile, station wagon or commercial vehicle other than a one-half ton pickup truck with uncovered rear end and sills not exceeding four feet in height shall be parked on any part of the common elements, nor shall any repairs be made to such motor vehicle on the common elements.
2. **Fire Routes – All Roadways are Fire Routes** (Rule #23):
All the roadways within our complex are designated **FIRE ROUTES**. Parking on the road is strictly prohibited at all times. Cars found parked in this area will be tagged and/or towed by the City of Mississauga at the owner's expense.

3. **Visitor Designated Parking Areas** (Rule #23):
Resident's vehicles are NOT ALLOWED in the designated Visitor Parking areas at any time. Visitor Parking lots are for the use of guests to 7080 Copenhagen only. All others, including owners' vehicles, will be tagged and/or towed at the owner's expense. Additional road parking is available on the south side of Copenhagen Road.
4. **Violations of Visitor/Resident Parking Rules** (Rule #23, item g):
Any person who leaves a vehicle contrary to the provisions of Rule #23 is responsible for all administration charges incurred during the enforcement of this rule. These costs may include license plate registration search fees, parking control enforcement fees, and all administrative charges.
5. **Visitor Vehicle Parking Information:**
 - a) **VISITOR PARKING PERMITS:** Each unit has an allowance of two twenty-four hour permits per week which reset every Friday. Mobile Support Security Services is our parking authority service provider.
 - b) **OVERNIGHT:** Visitor vehicles must be registered with our parking authority prior to overnight parking or parking between the hours of 2:00AM and 7:00AM.
 - c) **SPECIAL CIRCUMSTANCES:** Contact the Site Manager to request registration of a visitor's vehicle for more than two nights or for special circumstances.
 - d) **VISITORS ONLY:** Residents are not allowed to register any personal vehicles or the vehicle(s) of any resident who is living within the 7080 Copenhagen complex, in visitor parking. Parking privileges will be revoked if any resident is found abusing them.
6. **Visitor Vehicle Registration Instructions:**
 - a) **ONLINE REGISTRATION:**
 - go to www.mobilesupport.ca
 - click on the "SPS Click Here to register" icon on the right side of the screen
 - enter your personal PIN and the visitor's license plate
 - *PINs have been provided to all residents by the Site Manager*
 - *Contact the Site Manager if you have lost your PIN*
 - select the date and time you wish the permit to start and how many 24 hour periods you wish it to be active
 - use the 24 hour clock and remember the date changes after midnight
 - b) **OFFLINE REGISTRATION:** Contact the Site Manager in advance and the vehicle will be registered for you, subject to requirements below.
7. **Information Required By Site Manager to Register Visitor Parking on Behalf of Resident:**
 - a) Provide notice in advance with your name, phone number, unit number, visitor license plate number, and length of stay as follows:
 - phone 905-812-2903
 - letter delivered to the mail slot at #91

- email site.manager@pcc122.com; or “contact us” from our website www.pcc122.com
- b) If you must leave a voicemail, provide all the relevant details and **ensure you state the license plate number clearly**, with references for letters that are similar e.g. M for Mary, N for Nancy, T for Tom, P for Peter, etc., to avoid misunderstanding and a possible parking ticket.
- c) **Note:** On-time registration by the Site Manager is subject to having a sufficient amount of advance notice and the proper information provided.

22. Garbage & Recycling: Collection is every **Tuesday**, but is on **Wednesday** if there is a holiday prior to Tuesday.

- For all waste management programs or services, contact the *Region of Peel Public Works, Waste Management*, 905-791-9499 or see their website: <http://www.peelregion.ca/waste>.
- Please pick up any litter blowing around in the vicinity of your driveway or property, bag all garbage, tie all papers and cardboard boxes and place them at the curb no earlier than the evening before scheduled pickup. Please clean up any mess caused by critter garbage raiders during the night.
- **All containers and bins MUST be put away out of sight after pickup.**
- Do not leave toxic materials on site. Check the website for information on proper disposal of toxic and chemical items (batteries, paint etc.).
- Our community was not included in the new cart-based waste collection program effective January 4, 2016. We continue to use bags rather than switch to carts; we received the new critter-resistant organics carts that are collected every week; and we alternate putting out the organics cart with garbage one week and with recycling the following week. See your flyers for full details.

23. Appliance Pickup by the City for a Fee: Call (905) 791-9499 one week in advance to have large appliances (washer/dryers, stoves, etc.) picked up. Place the items out the day before the pickup date scheduled by the city.

24. Prevent Identity Fraud: Shred all personal documents before they are placed in recycling.

25. Smoke and Carbon Monoxide Detectors are Mandatory:

- **Smoke Detectors: The Ontario Fire Code** requires all single family, semi-detached and town homes in Ontario, whether owner-occupied or rented, to have a working smoke alarm on every storey of the residence and outside all sleeping areas. Failure to comply with the Ontario Fire Code smoke alarm requirements could result in a ticket of \$235 or a fine of up to \$50,000 for individuals. The Ontario Fire Code specifies that “**no person shall intentionally disable a smoke alarm so as to make it inoperable**”. This includes, but is not limited to, removing the battery. An owner, tenant, or any other person, who intentionally disables a smoke alarm is guilty of a provincial offence and may be subject to a fine.
- **Carbon Monoxide Detectors: New legislation mandates that all residents in the province have working carbon monoxide detectors in their homes.** The Bill amends the *Fire Protection and*

Prevention Act, 1997 to require owners of residential buildings in which a fuel-burning appliance is installed or a storage garage is located to install carbon monoxide detectors in the buildings and to maintain them in operating condition. The Bill sets out installation requirements and requires the detectors to conform to the standards that are prescribed by the regulations made under the Act. **Intentionally disabling a carbon monoxide detector required by the Act is prohibited.** For maximum protection, a carbon monoxide detector should be located outside primary sleeping areas, in sleeping areas and on each level of your home. See information at this address: <http://www.oafc.on.ca/carbon-monoxide>.

26. Garage Door Service Contact Information & Procedures:

Manual garage doors and their mechanisms are the responsibility of the Corporation. Automatic garage door openers are the responsibility of the homeowner. **The Corporation will not pay for service on automatic garage door openers.**

- a. **EMERGENCY OR NON-EMERGENCY SERVICE** during Management Office business hours (weekdays 9:00AM to 12:00PM): Residents must contact the Management Office and provide details of the service required. A Work Order will be issued if the service required is the responsibility of the Corporation.
- b. **EMERGENCY SERVICE ONLY** outside of Management Office business hours (weekdays 9:00AM to 12:00PM), on weekends and holidays, residents may contact direct:
 - **Dave Banks - 905-828-0054:** Service Representative of McKee-Horrigan Inc.
 - Business Hours are Weekdays 8:00AM to 4:30PM
- c. The Corporation is charged a premium when garage door service is called onsite outside of the McKee-Horrigan's business hours (weekdays 8:00AM to 4:30PM), on weekends and holidays. Since the Corporation does not wish to incur unnecessary expenses please ensure the issue is an **EMERGENCY** before calling for service.
- d. For all **NON-EMERGENCY** issues residents must first contact the Management Office and provide details of the service required. If it is outside of office business hours (weekdays 9:00A to 12:00P), please leave a voicemail, send an email, or drop off a note at #91. A Work Order will be issued for the repair to be performed during business hours if the service required is the responsibility of the Corporation.

27. Pet Owners - Rules & Regulations:

- a. Responsible pet ownership starts by licensing your cats and dogs with Mississauga Animal Services <http://www.mississauga.ca/portal/residents/animalservices>.
- b. Neighbourhood pet licensing patrols are now in effect, with a \$125.00 fine for no license.
- c. **Stoop and Scoop By-Law:** Dog owners and walkers are responsible for cleaning up after their dogs and must pick up their pet waste deposited on their own property, their neighbour's property or on the neighbourhood parks and sidewalks. Owners who fail to "Stoop & Scoop" their dog's excrement can be fined. All offences are subject to a fine of \$90.00 plus a \$20.00 service charge.
- d. Pet waste must be put in your own garbage container, not in the recycling or compost containers.

- e. **Do not put your pet waste in the public waste containers in the complex or in the neighbourhood's personal waste containers.**
- f. **Keep your cats indoors** to use the litter box so they don't defecate on our lawns, playground and flowerbeds. This is a serious problem in our complex and must be addressed by the pet owners.
- g. **Dog Barking: Control/silence barking dog(s), whether they are inside or outside.** Barking dogs are a major noise annoyance to neighbours and many complaints continue to be received. To report a barking complaint call 311. Excessive noise caused by a barking dog is contrary to the City of Mississauga Noise By-law 360-79. Call 905-896-5655 for more information.
- h. Maximum penalty for a by-law offence is \$5,000.00.
- i. **When to Contact Animal Services:**
 - Adoptions, Lost and Found, Pet Surrender, Pet Euthanasia, Pet Cremations, Bite Quarantine, Volunteer, Foster and Educational Programs: **Call: 905-896-5864**
 - To report By-Law infractions (leash, stoop and scoop, dog at large), dog bites, stray or injured animals: **Call: 905-896-5858. After hour emergencies: 905-615-3000**

28. Complex Appearance (signs, tarps, screen doors, carpets etc.): No signs of any kind are allowed on the common areas, which include front yards, back yards and balconies. Examples of signs not allowed are: For Sale, Political, Advertising, and Home Alarm, to name a few. Keep all tarps, tent covers, BBQ covers, hoses, etc. off the fences. Artificial flowers/plants in gardens outside must be removed by Oct 30th. Carpets are not allowed on the front steps or walkway of any unit. The outside of each condominium is common area property and is maintained only by the corporation.

- **Screen doors are the responsibility of the homeowner,** not the Corporation. The homeowner must ensure they are kept in proper working order and in good repair.

29. Clothes Lines are permitted in the back yard, but are NOT allowed to be attached to the condominium.

30. Nuisance Type Noise By-Law Number 360-79: No person shall in the City of Mississauga create, cause or permit any unusual noise or noises likely to disturb the inhabitants. For By-law Interpretation and Enforcement call (905) 896-5655. By-laws online: <http://www.mississauga.ca/portal/cityhall/bylaws>.

31. Holiday Decorations: All holiday decorations including Christmas lights must be completely removed within a few weeks of the event. **Please cooperate to avoid receiving a written request for removal.**

32. Corporate Surveillance Cameras: Surveillance cameras are installed on the property for security purposes. Any and all activity is being recorded and will be used to identify perpetrators. We also encourage residents to inform the office of any individual(s) observed causing damage or destruction to our property.

33. Home Surveillance Camera Installation Guidelines: Privacy Policy: Home surveillance cameras must only capture footage of activity on the homeowner's property. Home surveillance cameras must not capture footage of any neighboring property, such as windows, doors, pathways, driveways, garages, front and back yards, parking lots or roadways.

Installation Guidelines: The equipment must be installed on the inside of a condominium by professional service personnel to properly manage the wiring/installation requirements. There shall be no visible wires of any kind on the outside of the condominium. The homeowner may be asked to share captured footage with law enforcement or Corporate Representatives, as required. The Corporation accepts no responsibility whatsoever for these products.

34. SCAMS: Beware of Door to Door Salespeople, Telephone and Credit Card Scams:

See full scam details on our website www.pcc122.com under Scam Warnings/Alerts. As a general guideline, please inform the Site Manager of the details and circumstances when you are approached by suspect people in our complex. Some of the known scams are as follows:

- **REPLACE YOUR WATER HEATER SCAM - ongoing**
Beware of those offering to replace your water heater. Some of our residents succumbed to their pitch over the years and found themselves with a piece of equipment that leaked or had other serious problems. And guess what – there was NO support from the company that installed it to make it right. The Corporation accepts no responsibility for the cost of replacement, or for the damage caused by water heaters. All costs are on the homeowner.
- **TORONTO HYDRO TELEPHONE SCAM - ongoing**
Toronto Hydro is warning its customers about fraudulent telephone calls from people posing to be from the collection and billing department. Some customers have complained saying the caller threatens to have the electricity disconnected if they do not “immediately provide payment in the form of a debit card or wire transfer.” The utility said the calls are being made from a 1-800 number and that customers should not give out any personal information, including their account number. Toronto Hydro stresses it “does not ask for a pre-paid credit card payment or wire transfer in overdue account situations, nor does its customer care department have a 1-800 number.” Report any suspicious phone calls to the Canadian Anti-Fraud Centre at 1-888-495-8501 and quote file number 844396.
- **CHECK YOUR FURNACE/AIR CONDITIONING SCAM - ongoing**
*A stranger will come to your door and say they're going to check your furnace. They are very aggressive. **Don't let any sales people in your home unless you have made an appointment with a reputable company and are expecting a visitor.***
- **CREDIT CARD TELEPHONE SCAM – ongoing, just hang up!**
Do Not give ANY credit card information over the phone to random callers who CLAIM to be from a credit card company and want your PIN. .
- **YOU OWE INCOME TAX THREAT TELEPHONE SCAM – ongoing, just hang up!**

35. Speeding Violators: Drivers - Slow Down. No Need for Speed!

There is really no need for anyone to speed around our relatively quiet and peaceful community. It doesn't take very long to get from one end to the other. There are adults, children, animals, babies in strollers, etc., on the roadway because there are no sidewalks to use. Speeding vehicles are a hazard in our community and delivery vehicle drivers seem to be constant offenders. The speed limit is set at 15 km/hr. for a reason, which is safety. Let's ensure everyone adheres to it.

36. Breach of Rules & Regulations: Schedule "A", Rule #22: Any loss, costs or damages incurred by the Corporation by reason of a breach of any rules and regulations in force from time to time by any owner, his family, guests, servants, agents or occupants of his unit shall be borne by such owner and may be recovered by the Corporation against such owner in the same manner as common expenses.

37. Quick Reference Guide: This chart provides contact information of Board authorized contractors for emergencies and other services that may be required. Other than certain emergency situations that the Corporation has the responsibility to address, the Corporation is not responsible for any activities that occur when a resident contacts a contractor directly.

38. Become a Volunteer on the Board of Directors: It is very important to have homeowners join the Board to continue the self-management of our complex which benefits us all in the following ways:

- monthly maintenance fees for our type of property are among the lowest in the GTA
- due to effective budget management, no special assessments have been levied
- on site management provides knowledgeable service and ongoing surveillance of the complex
- prompt and cost effective repair and maintenance services are provided
- legal, financial, administrative, IT and communications requirements are well managed
- most importantly, the Board provides **free** property management services, resulting in our ability to keep maintenance fees as low as possible
- Microsoft Office (Word/Excel) and email is required. Business experience is an asset. Please contact us if you are interested
