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WELCOME BOOKLET



Foreword from Your Board of Directors

Welcome to your home at 200 Rideau. We are a vibrant community of some 500 people from all over the globe. Ideally located between the University of Ottawa and the Byward Market, we are at the centre of urban Ottawa living. The residential unit owners form Condominium Corporation (OCSCC No. 803) which holds its Annual General Meeting (AGM) of owners mid-April annually.

The Condominium Corporation has created this booklet to ease your transition into the community. Herein, we seek to both answer general questions that arise most often, and outline some of the rules of conduct for residents approved in accordance with the Ontario's Condominium Act and our Condominium Declaration and Bylaw.

The comprehensive 200 Rideau Condominium Guide that is available to all residential unit owners on our website contains all the rules, procedures, and common practices governing our community. If you have questions about rules or procedures outlined in this booklet, **Security**, particularly the Day Supervisor, will be able to answer most questions at the Front Desk (613-241-4440). More detailed or policy questions can be referred to **our Property Management Company**, or manager Mike Fraser at mike@uccm.ca.

The elected 200 Rideau Condominium **Board** of five Directors acts on behalf of the owners to oversee Management and its conduct of operations. You can email the Board to draw your concerns to the Board's attention, or if you have an issue you feel applies to their areas of governance. Board200Rideau@gmail.com

An electronic copy of this Booklet is available to read or download from the 200rideau.com website.

This update reflects the rebranding of our property management provider from Reid Management to Urban Community Condo Management. A new Administration Fee Schedule has been added to consolidate the various fees into a handy reference guide.

Many of the Forms used for Reserving Facilities, Pet Registration, Bicycle Storage, Lease or Renewal, Pre-Authorized Payment, Information Update, Register a Complaint, and more can be found on our Website at 200rideau.com

Welcome Home

200 Rideau Street, Ottawa, ON
K1N 5Y1

CONTACT INFORMATION

EMERGENCY (FIRE or HEALTH or CRIME)..... 911

URGENT (e.g. FLOODING inside Unit or Common Areas)
(Weekdays 7 AM to 11 PM.....613-241-4440
(Weekends or After hours.....613-738-4646

200 RIDEAU STAFF

Urban Condo Community Management: 613-738-4646

- 1) Day-to-Day operations, condo fees, and resident questions.
- 2) Procedures and Staff's conduct.
- 3) Property Manager, Mike Fraser, Email: mfraser@uccm.ca

Security Supervisor: Front Desk Monday to Friday 7AM - 3PM

- 1) Issues keys, fobs, and garage door openers.
- 2) Reserves elevators, Lounge, Media Room and bike spots.
- 3) Oversees the other security staff.
- 4) Email: security@200rideau.com

Security (The Front Desk) **613-241-4440**

- 1) Checks that people entering the building are authorized.
- 2) Enforces Condo Rules (such as pet control and noise violations)
- 3) Issue visitor parking passes.
- 4) Receives parcels for residents but does not sign for them.

Note: The Front Desk staff are hired for the security function which requires that they prioritize their Lobby presence to oversee security and access to the common areas.

Building Superintendent (Super) super@200rideau.com

We retain a full-time Super who oversees the physical side of the building. For urgent or routine issues, you can reach him through Security at the Front Desk 613-241-4440.

Residents can assist our community by establishing and maintaining good relations with the Super. The Super does not provide unit repair services but may be able to suggest known quality service providers that you can contact directly.

Cleaning. We have cleaners during normal work hours who are responsible for all the common areas. Whenever you can,

Make their life easier by not littering.

This is your home – it's okay to pick up a piece of paper.

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LEISURE AREA - THE AMENITIES

The Amenities Area on the 3rd floor comprises the Lounge (with a Front Terrace and 2 BBQs) the Media Room, 2 Gyms (one with saunas and changing rooms) and Pool with outdoor Terrace, and 2 hallway washrooms. For the enjoyment of all our residents, guests/visitors are limited to 3 (three) per accompanying resident in the Amenities. This area is jointly owned and managed by 200 & 234 Rideau.

Alcohol and Cannabis infused food and drinks and all forms of Smoking are banned in the Amenities.

Gyms. Open 7AM - 10 PM daily. Please replace your equipment and mats and wipe away any water or sweat.



Please **DO NOT DROP WEIGHTS**; there are apartments below!

Saltwater Pool & Saunas. Open 8AM to 10 PM daily. The saunas are dry saunas not designed for water spray. Please do not spray water or use essential oils **on the heater rocks.**



Pool Terrace. Access through the gym and pool during pool hours. Open food and drink may not be brought through the gym and pool.

Lounge and BBQ Terrace. Open 7 AM - 11 PM daily, unless reserved for a private function that day. The lounge opening the day after a reservation may be delayed until the area has been cleaned. BBQs are free to residents during the snow-free months **when the Lounge is not reserved.**

Media Room. The Media Room may be reserved in advance online or through the Security Supervisor who will help with the forms, explain the rules: - *no cleaning charge unless cleaning is required.*

Library The Lounge bookcases hold books available for residents. Donations are gratefully accepted. Please do not donate Textbooks from School or University.



Reserving the Lounge. A notice board outside the Lounge door lists reserved dates. Only residents of 200 and 234 Rideau are eligible to reserve the Amenities. Non-resident owners can not reserve or use the Amenities.

Any party of 8 or more people or any size group consuming controlled substances (alcohol, THC or CBD) must reserve the Lounge. No smoking of any kind is allowed in the lounge.

Reserve the Lounge at least 5 days in advance online or through the Security Supervisor who will help with the forms, explain the rules and take your cheques:

*\$80 cleaning fee and \$500 refundable damage deposit.
Please straighten your chairs and tables and pick-up after yourselves. If you use or share the BBQ or kitchen, please clean up. Nothing should be left in the fridge - the cleaners will throw it out.*

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SMOKING AND CONTROLLED SUBSTANCES

Alcohol and Cannabis infused food and drinks and all forms of Smoking are permitted only in consenting residential units

LOBBY

The Lobby is the entrance to our homes and first impression for ourselves and our guests.

No bikes, roller blades, skateboards, scooters, or balls may be used in the lobby or to access the elevators at any time.

Moves and large deliveries are not permitted through the lobby.

Large gatherings causing a disturbance and/or lasting more than 30 minutes are not allowed at any time of day or night.

Open alcohol and cannabis drinks are not permitted in the lobby, elevators, or in any common area unless booked for an event.

BALCONIES AND TERRACES

Each residential unit has either a balcony or terrace. These are designated exclusive-use to the resident but are owned by the Condo Corporation.

- You may not hang anything on your railing, including laundry, planters, banners, or flags.
- Lights may only be installed on balconies during holidays and must be removed within 30 days.
- No painting or floor covering of any type is permitted on balconies.

- Pets are not allowed on the balconies at any time.
- Garbage, empty bottles and bikes may not be stored on the balcony, and furniture should be tied down. Rattling items during wind storms is disruptive to your neighbour's sleep.
- Barbecues on balconies must be electric. Charcoal and propane are forbidden for safety reasons.
- Remove any old soil and debris from planters as this is a fire hazard.
- The washing of balcony floors shall be done in such a manner that water does not fall over the sides.

Please Take Care of Your Neighbours Below

Anything – cigarette butts, bottles, and cleaning water - thrown or allowed to drop over the edge of balconies can result in damage, injury, or even death. There may be serious consequences for anyone who violates this basic respectful conduct.

GARAGE

Bicycles. Bike racks are available throughout the garage. See the Security Supervisor for the rules and for assignment of a space - a \$50 refundable deposit is charged per space (maximum of 2 bike spaces per unit). Bike rack spaces must be renewed annually (at no charge) or your space may be reassigned. Bikes enter and exit through the sliding pedestrian door in the garage door.

Bikes are not permitted to be moved through the lobby or stored on balconies.

Bikes are permitted to use elevator 3 only during the summer months, with moving pads installed when notified by the property manager. Bikers must access elevator 3 through the P1, P2, or P3 garage parking levels.

Bikes are permitted in private parking spaces, but private bike racks may not be fastened to the building in the parking spots. Security highly recommends locking bikes to the racks provided with two locks. Please go down to the garage to check on your bicycles at least once a month.

Car Wash.

Our communal car wash is located in the south-west corner of P3.

Please roll hose & turn off water after use. Please report problems to the Front Desk.

MOVING IN OR OUT

Moving boxes along with packing material must be taken to recycle on P1 or even better removed by the deliverer or mover. There will be a \$125 administration charge for disposal of materials left improperly.

Moves are NEVER permitted through THE LOBBY.

Never jam moving materials down the garbage chute.

DELIVERIES

Security at the Front Desk coordinates parcel and large item deliveries, moves, and the Requests for Service Elevator which is mandatory for anything the size of an appliance or larger.

Parcels. The Front Desk accepts parcels that are being delivered but is not authorized to sign for parcels/letters. Parcels received will be stored in the locked cabinets in the lobby. A web based Search Tool is available for residents to check if a package has arrived or they can check the Arrival Display at the front desk. Residents may be required to show a photo ID in order to claim their packages. Unclaimed packages may be returned to the supplier after ten (10) days.

Food deliveries left in the lobby will be disposed of after 2 hours. Residents may receive food deliveries by buzzing in their deliverer or meeting them in the Lobby. Food Boxes will be received but must be picked up within 24 hours or they will be disposed of by staff.

Large Item Deliveries and Moves. Permitted only through the garage door, along Visitor Parking down to P1 lobby and into an elevator protected by padding – arranged through the Front Desk.

No trucks longer than a 17ft cube or 20ft with a hydraulic lift are allowed to use the loading ramp. Security will ask you to move if your truck is too large and a hazard to traffic flow, refusal will result in administration fees and parking tickets. Your truck will need to park outside of the garage (Left side to not obstruct the view for vehicles leaving the garage) if Rexall needs the loading zone or if your vehicle is too large. Moves will need to go through the sliding door or use a garage remote, the main garage door cannot stay open.

A vehicle may briefly stop to unload near the pillar 10 feet from the entrance of P1 to not impede traffic, but any vehicle left there unattended will be TICKETED OR TOWED. The P1 lobby entrance must remain accessible for other people and the drive lane open for cars passing.

Garage Door Deliveries. Use of the loading dock, just inside the garage door, is on a **“First Come, First Serve”** basis **after 10 AM when there are no reserved moves and park the vehicle as instructed by Security.** Residents must meet their delivery at the garage door to open it.

EMERGENCY & URGENCIES

Fire, health crises and crimes - Emergencies - call 911 and provide your unit number with the address. Next, phone the Front Desk so that emergency teams can be given fast entrance.

Urgencies Such as Water Leaks, involve building damage and access such as **a flood – call 613-738-4646 after hours or the Front Desk at 613-241-4440 during the day.**

Tenants requesting repairs should call their landlords who are normally responsible for repairs and maintenance within a unit. If a resident needs a contact for a plumber or other trade, the Property Manager can be contacted during regular business hours.

Water damage is the responsibility of the originating unit so if you are not sure what to do, call the Front Desk during the day or the Urgency Number after-hours.

FIRE ALARM

If you hear the fire alarm, you must take the stairs to the nearest exit – that is the law. Do not call the front desk as the phone line is needed for communication with the fire department.

The alarm renders the elevators inoperable. Be safe – evacuate. Register with the security supervisor if you will need help during an emergency. You will then be added to a list that will be given to the fire department if there is an

evacuation. If you are having a surgery that will impair your ability to move (Broken Leg or Hip Replacement), you can let the day time security guard know, you will be added to the list until you recover, and let us know to remove you afterwards.

Once authorized by the Ottawa Fire Department., the Front Desk will broadcast an 'all-clear' message for you to return to your home.

By law we conduct a monthly test of the alarm and warning system. Notices will be posted in the elevators, and it generally takes a couple of hours during a work-day. The announcement will include the words "this is a test".

GARBAGE & RECYCLING

Garbage Chutes. All household garbage must be securely tied into 'kitchen' sized garbage bags and put down the garbage chute found on every floor. Do not place loose garbage into the chute. Ensure that the bag drops down the chute and the flap closes behind it so that garbage odours don't escape onto your floor.

Please use garbage chutes only between 7 AM and 11 PM.

Nothing should be left on the garbage room floor. Stuffing large items down the chute blocks it and causes hours of work for the Super who has to reach up in the stinky chute with a hook. Be kind to the staff and remember,

The Most Common Bad Blockage of Garbage Chutes is from Boxes

Recycling and Oversized Garbage. On P1, just outside the elevator lobby and there are our three types of recycling bins:

Yellow bin for paper and cardboard.

Grey bin for glass, cans and other recyclables such as plastics.

Green bins for Alcohol bottles and cans only. Revenue generated by BottleWorks goes towards paid rotation-based employment for young adults facing barriers to employment, vocational skills development, and social support.

Dark blue bins for large household garbage are situated halfway between the recycling bins and the garage door. The covers of these bins are open so that you can toss in your large items. If you are discarding beds or sofas, please notify the Super or Front Desk.

Please don't leave garbage beside the re-cycles.

Bin Schedule: All bins are removed to be emptied every Monday and the Yellow Bins are emptied again on Thursday. Please be aware of this schedule when deciding to recycle or dispose of larger items.

Appliances: Please note that appliances cannot be placed in the garbage area. The city will not take appliances and our staff have a very difficult time getting rid of them. Owners must make arrangements to have their old appliance removed by the company supplying the new appliance.

ADMINISTRATION FEES

The [Administration Fee Schedule](#) is a consolidated list of the various fees for services provided or for violations of condominium rules and policies. The fees are designed to encourage the proper use of our garbage and recycling facilities, efficient use of our elevators for moving and deliveries, and some reminders for pet owners. Please note that this Fee Schedule may be updated without notice and takes precedence over any other published forms or guides.

Where administrative charges have been levied against a unit, the owner will receive notice from our Property Manager or staff. Appeals of administrative charges go to the Board via email – the Board decision is final. Failure to pay can be extremely expensive if the corporation’s lawyers need to be engaged.

KEYS AND FOBS

Unit keys and fobs and setting up Residents’ accounts are security controlled. The Security Supervisor can advise on the keys that must be used when changing unit door or exclusive-use common area locks. Note that if a unit lock is changed, a copy of the key must be provided to security. This key will only be used for an emergency. Please see the Security Supervisor for more information

FOBS not used in a year will be disabled to make sure that the building is secure. Please inform the Security Supervisor by email to get your FOB reactivated. Must be the owner of the unit.

Max FOBS: 2 per bedroom (not den) and 1 extra.

Garage Remotes: Only one per parking spot, if renting a spot the owner of the spot must give you their remote. Please see the Security Supervisor if a replacement remote is needed for your parking spot.

Locker Room Keys. See the Security Supervisor – does not apply to single private lockers, only the locker rooms.

Mail Box Keys. Canada post is no longer opening mail boxes for security so we can no longer change mailbox locks. Please see the Security Supervisor for more information.

UNIT LOCKERS

Each unit includes a storage locker which was deeded to that unit at point of sale.

- Each owner is responsible for their locker and its security. Security cannot confirm your locker number. Please review your proof of sale or confirm with your landlord.
- Lockers are private property. Security and management can not get involved in disputes, however, they can provide suggestions to help resolve an issue.
- Things left outside of or on top of lockers will be removed and disposed of by staff.
- Flammables and rotting goods are not to be stored in lockers.

UNIT MAINTENANCE

Your Clothes Dryer has two filters – one usually in the dryer door. The second is a metal box near the ceiling (shown in photo). Both filters require cleaning every few loads.



IF YOU NEGLECT THIS, THE LINT BACKS UP AROUND THE HEATING ELEMENTS AND THERE IS A VERY REAL DANGER OF FIRE.

Running Water. Constantly running toilets or taps costs everyone. If you detect your, or your neighbours' constantly running water, report it to the Front Desk. The Condo Corporation repairs malfunctioning toilet filler valves and stoppers as a common expense. See the Condominium Guide for more information.

Unit Thermostats. The original thermostats require 2-AAA batteries. Replace them every year or when you see the 'LO' signal on your thermostat. Please check your instructions if you have a different thermostat installed.

Heating and Cooling. The building supplies heating to units in the winter months and cooling in the summer months. Notices are posted in the elevators at changeover times (spring and fall).

The fan coil in each unit's services closet requires regular filter changes, and service every three years is recommended. If you do not know how to service it, the Super can recommend a service agent. The fan coil condensate flows down a tube to the floor drain and must be kept clear of blockages.

Disposing of Grease and Leftover Foods. Congealed food and grease regularly block drains, which can incur a high cost and extensive damage and even make units uninhabitable. After cooking with oils, dump or wipe them into an empty can or container, let them cool and then bag for the garbage.

DO NOT dump or pour any cooking oil or grease or congealing foods in the kitchen drains or toilets.

A complete [Unit Maintenance Guide](#) is available on our website.

RESIDENTS' COMPLAINTS

200 Rideau is a building of family dwellings where the laws, City Bylaws and Condo Rules apply to enable residents' quiet enjoyment of their home. If your neighbour is annoying you with illegal, threatening or annoying activity in the building in defiance of the Rules **don't complain to yourself:**

Do your neighbours a favour and register your complaint using our online form or with the Front Desk 613-241-4440. You will be required to provide your name, unit, the offence that you allege and the source unit of the offence if you know it on the form.

Management will not disclose the complainant's identity to the offender. Whereas most actions have the same tolerance levels all day long, noise tolerance levels are much lower in the period 11 PM – 7 AM. The City of Ottawa Noise Bylaw is available online and explains in detail the same noise levels that the Condo Management will act against.

Upon registering a complaint, Security will attempt to promptly verify the offence and if detectable issue the offender a **first warning**. If after a reasonable time, the offence continues or reoccurs, notify the Front Desk again.

Second offences and each additional offence within the Condo Corporations jurisdiction from the unit within 30 days will be dealt with through a notification to the unit owner accompanied by a \$125 administrative fee.

Important Note: Security cannot deal with domestic violence, Please contact police by calling 911 first, then call security so that they are aware that the police are on their way. A complaint form should also be filed with Management.

If the offensive action is coming from outside the building, report it to the City at 311 (noise or smoke) or at 911 (criminal).

REALTOR INFORMATION

The Front desk will hold a Realtor's Lock-Box when a Unit has been listed for sale. Owners and estate agents must fill out and sign the [Lock-Box Agreement](#) available from our website or at the Front Desk. Lock Boxes not picked up after 6 months will be disposed of by staff.

OPEN HOUSES

200 Rideau is a controlled access building. The Front Desk (613) 241-4440 must be notified of Open Houses or whenever an agent wishes to bring a client to view the unit. Open House attendees must be hosted at all times in the Common Areas of the building. Any signboard outside on the sidewalk advertising the Open House will be confiscated.

PARKING

Resident Parking. See the Security Supervisor at the Front Desk to obtain the one garage door opener allocated permanently per parking unit. Renting out of parking units is limited to registered residents of 200 Rideau or 234 Rideau. Parking Spots are not storage areas, all trash and items will be removed and discarded after a notice is given, administration fees may be applied. Additional guidance is available in the Condo Guide.

Note: We have no authority over resident parking: policing is done by City Bylaw enforcers by telephone 311. The complaining resident will be required to provide proof of ownership or lease to the Ottawa official.

Visitor Parking. Visitor Parking is clearly marked beside the Garage Door and is restricted to visitors only. Only registered residents may sponsor a visitor for a vehicle parking spot, on a first come first serve basis, for a maximum of three calendar days – identification will be requested. If Security is absent on rounds, the Resident must wait for their return and not leave the visitor vehicle unattended in Visitor Parking. Seven days must pass after one pass expires before another can be issued for the same vehicle plate number.

Residents are prohibited from using Visitor Parking. Non-resident owners may only use this parking if sponsored by an authorized resident. Passes obtained from the Front Desk must be displayed on the front dash of the vehicle.

NOTE: PASSES OBTAINED FRAUDULENTLY OR EXPIRED ARE INVALID AND VEHICLES WILL BE TICKETED AND/OR TOWED.

PETS

Pets are permitted at 200 Rideau, but dogs may not exceed 25 pounds. All pets must be Registered online or at the Front Desk. All dog **owners must obtain a numbered dog tag** upon registration at the Front Desk, and it must be visible on the animal when exiting or entering the building. Pets must be leashed at all times in common areas. Pets are **never permitted** on the 3rd floor Terrace, common areas or on the 2nd Floor gravel areas.

Administrative fees will be levied for any infractions including failure to Register a pet. Remember that not everyone on the elevator likes animals. **Always pick up and wipe up what your dog leaves.** Visitors with large dogs (appearing to be over 25lbs) may be denied entry to the building. Management recommends that visitors leave their dogs at home to avoid any potential problems.

Note: Service Animal rules are explained in the Condominium Guide

UNIT ACCESS

Each unit is individually owned, and, except in an emergency (fire, water leak, medical), access is restricted to the owner, or a person with the owner's explicit permission.

Corporation staff and security personnel may only enter a unit without prior notification in an emergency, as instructed by the Property Manager. A form will be left explaining any entry by staff or security.

Owners with photo ID may ask Security to let them into their unit by completing a form. Renters will need the owner or their property manager to open their unit. Security will not open units for them unless owners have provided written explicit permission.

Handy List of Recommended Dos and Don'ts

<u>DOs</u>	<u>DON'Ts</u>
Do know what to do in case of fire. Operable smoke detectors are hard wired in your suite and are maintained by staff.	Do not smoke anywhere in the Condominium Building except within your unit.
Do have a CO2 fire extinguisher in your unit.	Do not operate open fire (gas or charcoal or wood) barbecues on the balconies.
Do ensure that any notices posted on the bulletin boards are removed after 60 days.	Do not throw anything from your balcony including cigarette butts.
Do conserve energy by adjusting the thermostat for your air conditioner/heat if you plan to be out of your unit for the day or longer.	Do not operate a business in your unit that involves customers, assistants or employees or material production.
Do request visitor parking by having Front Desk assign a visitor parking pass. (Maximum of three calendar days)	Do not park in front of the parking spots, drive lanes or in front of the garbage containers.
Do schedule your move in/out of the condominium or delivery of large items with the Front Desk in advance.	Do not park in the designated Visitor's parking area. Residents are to park in their own assigned parking spots.
Do recycle your waste. Use the facilities on level P1.	Do not leave water running unless in actual use.
Do clean out the two lint screens (2) in your dryer.	Do not store your bicycle on your balcony or in hallway.
Do complete the Pet Registration and Responsibility Agreement.	Do not install anything on balconies other than typical balcony chair and table
Do report any suspicious activity in the building or on the property	Do not fasten anything to the common elements of units or

to the Front Desk, the Superintendent, and the Property Manager and/or to the Police.	the building such as satellite dishes or window air conditioners or fans.
Do protect the fobs and garage door opener from use by anyone other than yourself or accepted guests.	Do not leave any items in the hallway (Shoes, Mats), they will be disposed of.
Do respect that quiet time is from 11 PM to 7 AM everyday.	Do not make excessive noise that will bother your neighbours.
	Do not have a waterbed in your unit.
	Do not feed any birds from the balconies.
	Do not use flags and symbols for draperies.