

LE MANOIR

25 GLENGARRY AVENUE

RESIDENTS' GUIDE



HOWARD SZALAVETZ PROPERTIES

433 Chabanel O. Suite #300, Montreal, Qc H2N 2J4
www.hsprop.com

Dear Resident,

Welcome to Le Manoir,

On behalf of the Staff and Management, we would like to welcome you to your new home.

To assist you in the transition, we have prepared the attached Residents' Guide. This guide will familiarize you with various suite and building features, provide important telephone numbers, and also hopefully answer many of your questions.

The Residents' Guide also includes the occupant's section of the building's **Fire Safety Plan**. As preparation and knowledge is our best defense, we would kindly ask that you review this section carefully.

If, after reviewing the information, you still have some unanswered questions, or if there are any items that you wish to discuss, please do not hesitate to contact the Building Manager's Office at (514) 735-4302 ext 213

We are committed to providing you with a comfortable and carefree living environment that embodies the spirit of home and community. Your feedback is welcome as we constantly strive to be your Landlord of choice.

Sincerely,

Howard Szalavetz

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LE MANOIR
25 GLENGARRY AVENUE
T.M.R, QUE. H3R 3L2

FACILITIES & MANAGEMENT TELEPHONE NUMBERS

Office Hours: Monday to Friday 9:00 a.m. to 5:00 p.m.
 Saturday & Sunday Closed

Office Location: 433 Chabanel W. Suite #300
 Montreal, Québec, H2N 2J4

To ensure that you enjoy your stay, the following staff is available to assist you. If you have any questions, do not hesitate to call:

Office Phone Number: ***(514) 735-4302ext 213***
Office Fax Line: ***(514)489-0293***

Superintendent: Jolly *(514)967-4302*

Please keep these numbers in a convenient location for emergency use.

COMMUNITY LISTINGS

POLICE

Urgence Santé (514) 723-5600
Community Policing Station (514) 280- 0124

UTILITIES

Bell (514) 310-2355
Videotron (514) 281-1711
Postal Station (800) 267-1177
Hydro-Quebec (514) 385-7252

HOSPITAL

Hospital St-Mary (514) 345-3511
General Hospital of Montreal (514) 934-1934
Royal Victoria Hospital (514) 934-1934
Jewish General Hospital (514) 340-8222

SCHOOLS

Concordia University (514) 848-2424
McGill University (514) 398-4455
Universite de Montreal (514) 343-6111
E.M.S.B (514) 483-7200
C.S.M (514) 596-6000

INFORMATION

Access Montréal Office (514) 872-223
C.L.S.C (514) 731-853
Town of Mount-Royal (514) 734-290
Info-Sante **8-1-1**

TAXIS

Taxi Diamond (514) 273-633
Taxi Atlas (514) 485-858
Taxi Vétérans (514) 273-635
Taxi Lasalle (514) 277-255

FINANCIAL INSTITUTIONS

Bank of Nova Scotia (514) 739-475
T.D Canada Trust (514) 289-035
National Bank (514) 735-639
Royal Bank (514) 340-308
Caisse Desjardins (514) 285-8875

GENERAL INFORMATION

RENTAL PAYMENTS

Rent may be paid by method of personal cheque, cash, certified cheque, money order, or a series of post-dated cheques. Rent is due **ON OR BEFORE THE FIRST DAY OF EACH MONTH** and made payable to **HOWARD SZALAVETZ**. Please ensure that your building address and suite number are recorded on your rental cheque. All rental payments can be deposited in the mail slot located on the **Superintendent's** Apartment door on the main floor.

INSURANCE

All Residents are responsible to maintain Content and Liability Insurance. The purpose of this insurance is not only to protect your valuables, but also to limit your personal liability in the event of damages.

MOVING HOURS

Moving hours are 8:00 a.m. to 8:00 p.m. Monday to Sunday.

The service elevator **must** be reserved in advance. Reservations are made with the Property Manager, at (514) 735-4302 ext 213 and are on a first come, first serve basis. Moving is not permitted through the front entrance door of the building. All moving must be done through the garage.

INTERCOM

The building is equipped with an intercom system at the front door of the building that works through your telephone line. Once you have obtained your new telephone number, please complete the attached Entry Phone Update Form and forward it to the Property Manager. This form will enable us to connect your suite to the entry system. In order to provide access into the building, simply press and hold number six (6) on the keypad of your telephone while the person is on the line with you. You may also view the person visiting you on your television through channel **78** (Videotron Subscribers Only).

DELIVERIES

The Management Office and/or Superintendent will accept packages for you but cannot take specialized deliveries including high value or C.O.D. items, registered mail or perishables. On prior written consent we will admit delivery people to your apartment to deposit large items but cannot supervise uncrating or placement. **In all cases we assume no responsibility for lost or damaged goods.**

PARKING

The Le Manoir Management monitors the garage area. Unauthorized vehicles will be tagged and towed at the owner's expense. Unauthorized vehicles include:

- Vehicles parked in fire lanes.
- Vehicles without license plates or expired license plates.

Always use your own reserved parking stall. No car repairs or car washing is permitted in parking spaces. Please ensure that the Management Office has your correct license plate number. **PARKING IS STRICTLY ENFORCED.**

In the event that you are unable to park in your designated space, PLEASE contact the Management Office or Superintendent for alternative parking arrangements. Please do not park in another space unless authorized to do so.

The garage is not to be used for storage of camper tops, bicycles, tires etc...

MAINTENANCE REQUESTS

Please note that your permission is required for our representative to enter your suite – except in emergency situations.

MAINTENANCE EMERGENCIES

We define emergencies as those instances involving: FIRE, FLOOD, LOSS OF HEAT, COMPLETE POWER FAILURE AND BROKEN SUITE LOCKS. Should an emergency occur, please use the numbers listed in the following sequence:

Management Office (514)735-4302

Property Manager (514)735-4302

Emergency After Hours Hotline (514)344-1148

Emergency After hours-Pager (514)230-7982

NOISE COMPLAINTS

All residents are entitled to quiet enjoyment of their home. Should you experience a neighbour who continually causes any type of ongoing noise disturbance, please notify us and we will investigate the matter for you.

PEST CONTROL

Pestroy, our authorized pest control company, investigates and addresses all requests pertaining to pest control. Please contact the Management Office to have your suite treated if necessary. The building has a preventative maintenance program with Pestroy to treat all the common areas.

LAUNDRY AND DISHWASHERS

The building is equipped with laundry facilities located on the ground floor of the building and is open from 7:00 a.m. to 10:00 p.m. Be considerate, do not use a disproportionate number of machines. Promptly remove laundry when finished.

The plumbing in the building is not designed to accommodate the private use of individual washing machines or dishwashers. The use of such appliances may cause deviations in water temperature and flooding. Therefore, the use of in-suite washing machines and dishwashers is strictly prohibited.

LOCKS & KEYS

At the time you receive possession of your new residence, you will receive one suite and mailbox key that must be returned at the end of your tenancy. All suites must remain accessible so that access may be gained in the event of an emergency.

For the security of all residents, please note that the Building Manager and/or Superintendent is not required to open suite doors. However, as a courtesy, the Building Manager and/or Superintendent will unlock doors only for residents of the suite and only during office hours. Should this become a frequent occurrence the Building Manager and/or Superintendent will not open your door and a locksmith will be required at your cost.

Safety chains, double locks, or any other devices, may not be attached to suite entry doors without prior written consent from Management.

GARBAGE DISPOSAL

Each floor has a disposal room. Please ensure that your garbage is securely wrapped and is deposited down the chute. All oversized garbage, such as boxes, furniture etc. should be disposed of in the designated area located in the garage **Please do not leave garbage or recyclables on the floor of the garbage room. Please tighten your garbage bags properly.**

BALCONIES / WINDOWS

In order to maintain a neat, consistent appearance of the building, do not hang clothes on your balcony. Balconies may not be used for storage and only seasonal patio furniture is permitted.

Windows: blinds or drapes that are consistent with the building décor, are permitted. Flags are not permitted, neither foil, bed sheets nor cardboard are acceptable.

FLOWER BOXES

We welcome balcony planting. For safety, place flower boxes on the inside of the balcony railing only. Do not water to excess.

Please do not feed birds or other wildlife. As delightful as these creatures are, they create an unbelievable mess if attracted by food.

BICYCLES

Bicycles are not permitted through the front entrance door. Garage entrance only. .

CORRIDOR OBSTRUCTIONS

Do not place a doormat or leave boots and shoes outside your door. Shopping carts etc. are hazardous in an emergency. Be considerate and return all shopping carts to the garage area once you are finished using them.

POWER FAILURE

The building is equipped with an emergency generator that will supply electrical current to most common area lighting fixtures, the fire warning system, and selected mechanical assemblies in a power outage. Individual suites will remain without power until it is restored.

GENERAL TIPS

When entertaining, particularly in the summer months, be aware that loud voices can easily carry into neighboring suites particularly from hallways and balconies.

- Where will a lit cigarette flicked carelessly over the balcony rail land? Into the apartment below? Your carelessness can spell disaster for an innocent person. Butt out cigarettes properly.

- Never overload electrical circuits.
- Do not run extension cords under carpeting.
- Close windows when leaving your suite. A sudden rainstorm can seriously damage your suite and furnishings.
- Ensure all faucets are tightly closed when leaving your suite.
- Weather stripping your suite door negates the building pressurization and makes your suite more difficult to heat. It also reduces the capacity of your exhaust fans thereby keeping odors within your suite.
- When leaving for vacation or going to a sunny climate for the winter, please notify the management office. Remember not to turn off your heat. You can reduce the temperature to a minimum of 15 C.

PLEASE NOTE THAT THE AFOREMENTIONED SECTIONS CONTAIN HIGHLIGHTS FROM THE BUILDING RULES AND REGULATIONS SIGNED AND ATTACHED TO YOUR LEASE-THE ABOVEMENTIONED HIGHLIGHTS ARE NOT AN EXHAUSTIVE LIST. RESIDENTS SHOULD CAREFULLY READ AND ABIDE BY ALL BUILDING RULES AND REGULATIONS.

FIRE SAFETY INFORMATION

**EMERGENCY PROCEDURES
FOR
FIRE ALARM SYSTEM**

IN CASE OF FIRE

UPON DISCOVERY OF FIRE

**PULL THE MANUAL FIRE ALARM STATION
LEAVE FIRE AREA IMMEDIATELY
AND CLOSE DOORS.
LEAVE BUILDING VIA NEAREST AND SAFEST
EXIT.
CALL FIRE DEPARTMENT 9-1-1**

DO NOT USE ELEVATORS

UPON HEARING FIRE ALARM

**LEAVE BUILDING VIA NEAREST AND SAFEST
EXIT.
CLOSE DOORS BEHIND YOU.
MOVE ONE HUNDRED METERS AWAY FROM
THE BUILDING.**

CAUTION

**IF SMOKE IS HEAVY IN THE CORRIDOR
IT MAY BE SAFER TO STAY IN YOUR AREA.
CLOSE DOOR AND PLACE WET TOWELS
AT BASE OF DOOR**

**IF YOU ENCOUNTER SMOKE IN STAIRWELL
USE ALTERNATE EXIT.**

**THE ROOF IS NOT A SAFE SHELTER!
REMAIN CALM!!!**

FIRE EXTINGUISHMENT, CONTROL, OR CONFINEMENT

- If the smoke from a small fire does not present a hazard to the resident, an attempt may be made to extinguish the fire with a portable fire extinguisher
- In the event a small fire cannot be extinguished, the door to the area should be closed to confine and contain the fire
- Pull the nearest manual fire alarm station
- Leave the fire area immediately
- Call the Fire Department at **9-1-1**

IN ORDER TO AVOID FIRE HAZARDS IN THE BUILDING, RESIDENTS ARE ADVISED TO:

- Ensure that electrically powered equipment, especially coffee makers and stoves are turned off immediately after use
- Refrain from using unsafe electrical appliances, frayed extension cords and overloaded outlets
- Avoid unsafe cooking practices (deep fat frying, too much heat, stove on unattended, loosely hanging sleeves)
- Do not put burning materials such as cigarettes and ashes in the garbage chute
- Do not dispose of flammable liquids and aerosol cans in the garbage chutes
- Do not force cartons, coat hangers, bundles of papers into the chute because it may become blocked
- Avoid careless smoking – never smoke in bed

IN GENERAL, RESIDENTS ARE ADVISED TO:

- Know where the manual fire alarm pull stations, exits, and portable fire extinguishers are located
- Know the Supervisory staff assigned to the building
- Call your fire department immediately whenever you need assistance. Dial **9-1-1** and ask for Fire Department
- Notify the building Management if special assistance is required for disabled persons in the event of an emergency
- Report any condition which may be a fire hazard to Supervisory staff
- Regularly clean, test and maintain your smoke alarm. Your life may depend on them

The actions to be taken by occupants in emergency situations will be posted on each floor near the elevator.

SMOKE ALARMS

Your residence has been equipped with a smoke alarm(s) that is:

BATTERY OPERATED(TENANTS ARE RESPONSIBLE TO REPLACE THE BATTERY WHEN NEEDED)

For your protection, you are encouraged to take part in ensuring that the smoke alarms are operational and to co-operate with the management in carrying out the necessary testing and maintenance.

Here are some steps that you can take:

- Notify management if the smoke alarm is damaged and make arrangements for the repair or replacement of the unit
- When you have been absent for seven or more days (such as vacation), arrange for the smoke alarms to be tested by a friend or family member to ensure that the smoke alarms are operable.

The Fire Code specifies that “**no person shall intentionally disable a smoke alarm so as to make it inoperable**” A resident or any other person who intentionally disables a smoke alarm is guilty of a provincial offence and may be subject to a fine.

Our maintenance people, along with the Fire Department periodically test the fire alarms. The tests are announced in advance. During the testing, the alarms sound intermittently, and in a genuine fire they sound continuously.

DISCLAIMER

THE INFORMATION OUTLINED IN THIS DOCUMENT HAS BEEN GATHERED BY THE MANAGEMENT IN ORDER TO BE HELPFUL BUT SHOULD IN NO WAY AFFECT YOUR PERSONAL DECISION IN THE EVENT OF A FIRE. REMEMBER THE DECISION TO LEAVE OR STAY IS ALWAYS YOURS!!!

CRIME PREVENTION TIPS FOR RESIDENTS

- Ensure visitors are screened before allowing entry.
- When answering the Entry system, be sure you know who is there, and allow entry only when you are certain of their identity.
- Do not permit others to enter with you at the lobby door unless you know they are residents.
- If in doubt about entering an elevator with someone, don't.
- If in doubt about someone in an elevator, get out and go to the nearest apartment door.
- On leaving the elevator, make sure you are not followed to your apartment.
- Ensure good control of apartment keys.
- When out, secure doors and windows.
- Advise Management of all suspicious activity around the building.
- Advise the Management Office of any burnt out lights.
- Be aware of unauthorized persons loitering in parking areas. If in doubt, lock your doors and drive back out. Please notify Management immediately.
- Do not permit others to follow you into the underground garage unless you know for a fact that they are residents of the building.
- When leaving your vehicle in an underground parking garage, lock all doors and windows, keep valuables out of sight, have your keys ready to enter building, and report any suspicious activity immediately to both Management and Police.
- This is by no means an exhaustive list of tips it is merely meant to help reduce your chances of becoming involved as a victim. Always use good common sense, be alert.

LE MANOIR
RESIDENT INFORMATION SHEET

Physically challenged persons who require assistance if evacuation becomes necessary should advise the Management Office. We are required to keep a current list available.

The Fire Department requires that all Managers have readily available a list of physically challenged Residents or any Resident requiring assistance to evacuate the building. This list enables Fire Fighters to attend to physically challenged people without delay in the event of an emergency.

It is crucial to keep this list accurate and up-to-date. Therefore, if there are any physically challenged occupants within your suite, please complete the section below and return it to the Management Office without delay. Should anyone become physically challenged at a later date, please bring this form to the Management Office in a timely manner.

RESIDENTIAL MANAGEMENT DIVISION

BUILDING: _____

SUITE: _____

PHONE NO: _____

NAME(S): _____

NATURE OF CHALLENGE:

SPECIAL INSTRUCTIONS:

IN CASE OF EMERGENCY CONTACT:

LE MANOIR

SUBJECT: ENTRY PHONE SYSTEM REGISTRATION

Welcome to your new home. As you may well be aware, your suite is equipped with an entry phone system, which enables you to admit your guest(s) into the building by the touch of your phone. In order to permit your guest(s) into the building, simply press **6** on your phone to unlock the entrance door.

In order to activate your code, we require your new telephone number. If you have not yet been informed of your particular suite code number, please contact the Management Office for assistance.

Please complete and return the bottom portion of this notice as soon as possible, so that we can register your access code and telephone number into the enter phone system.

PLEASE RETURN BOTTOM PORTION TO OFFICE

Do you wish your name to appear on the display board?

Yes _____ No _____

If yes, please print your name clearly: _____

Suite number: _____ Phone number: _____