



Welcome to your new home at
Skymark West, Phase II
PSCC661

Information for New Resident...

Del Property Management Inc. has been retained as your management professionals to oversee the building operations as well as the on-site staff including the superintendent and the cleaning and security personnel. If you require any assistance with these matters, please contact the Property Management Office located on the second floor.

Please see page 6, for details of Office Hours.

In your package you will find several Registration/Information Sheets that we request you read, complete where necessary and return to the Management Office as soon as possible. This is important for your safety and security and helps us to serve you efficiently. Rest assured that this information is held in the strictest confidence.

Please find below important telephone numbers to assist you in your new community.

Important Telephone Numbers

Management Office.....	905-568-3956
Management Office Fax	905-568-0415
E-mail	skymark2m@delcondo.com
Mailing address	25 Kingsbridge Garden Circle, Mississauga, ON L5R 4B1
Security/Concierge.....	905-502-9941
Skymark West Recreation Centre	905-502-8376

INFORMATION FOR NEW RESIDENTS

1. ACCESS

a) Building and Recreation Centre Access

You should have received from your Landlord/previous owner one or more FOBs (grey or black with buttons) which are for access to entrance doors and the recreation centre. You need only point this remote at the card readers mounted next to the designated doors. You may purchase additional FOBs from the Management Office at a cost of \$50.00 each. The cost covers the connection fees to the building security system. This is not a deposit, and the FOB remains the property of the Unit's owner. Please advise the Management Office immediately if any of your FOBs are lost or stolen to prevent unauthorized access to the building.

b) Call Stations (Intercom)

Emergency call stations are located on the walls in many locations including the underground garages. If you require emergency assistance, use this system. It is hooked up to the 24-hour Concierge. They are easily identified by the sign "Condoplex RPS" and indicated on the column with red paint. Two-way communication intercoms have generally been installed in areas where the closed circuit cameras have been installed. This allows anyone to communicate with the Concierge on a 24-hour basis.

c) Garage Door Clicker

One clicker has been provided to the unit owner of each parking stall. This device is used to gain entry to the resident parking garage. Please advise the Management Office immediately if your clicker is lost or stolen in order to prevent unauthorized access to the garage.

Replacement clickers may be purchased from the management office for \$75.00.

The garage door entrance is intended to allow only one vehicle entry at a time. Any driver entering behind another vehicle without using the clicker runs the risk of damaging their vehicle and/or the common elements. In order to avoid such damage, please use the clicker at all times even if the garage door is in the open position.

c) Locks

To comply with your Declaration you are not permitted to change locks and/or place any additional locks on your suite entry door, without first obtaining approval from the Corporation. By law, the Corporation must be able to access the unit in case of emergency, i.e. fire, flood, etc.

d) Mail Room Keys

You should have been provided with at least one mailbox key by your landlord or previous owner. Should these keys be lost or stolen, please

contact the Management Office to arrange for replacement of the cylinder. There will be a cost of \$20.00 for this service.

e) In-Suite Condoplex Panel

The in suite condoplex panel near your suite's entrance allows you to arm and disarm your suite's door. For more information, refer to the Condoplex Booklet found in this Welcome Package.

f) Suite Keys

You should have received suite entrance keys from your landlord or previous owner. These keys cannot be duplicated as they are part of a secure Master Key system. Extra keys may be issued at the discretion of Property Management, with the permission of the owner if you are a tenant. Please contact the Management Office. There is a charge of \$40.00 for each extra key made.

g) Lobby Viewing

If you have a Roger's cable, lobby viewing is on channel 59. Should you have a Roger's Digital box, lobby viewing is on channel 988.

2. BICYCLES

Bicycle racks are provided for residents in the bicycle storage areas located in the garage. Contact the Management Office for more information.

3. BY-LAWS & RULES

Your legal counsel should have provided you with your Corporation's Declaration, which outlines the current rules and regulations of the Corporation and the Skymark West Recreation Centre under Schedule A of By-law No. 1. A copy of the rules governing your Corporation and the Recreation Centre are enclosed for your convenience. The future Board of Directors may institute new rules from time to time and you will be informed in writing. The rules and regulations currently in place are to protect the treasured reputation of Skymark West and are in the best interests of the residents and owners. Some of our key rules include the following:

- **NO PETS ARE ALLOWED.**
- **NO SATELLITE DISHES.**
- **NO CANNABIS ALLOWED.**
- **NO SMOKING IN SUITES, ON BALCONIES OR COMMON AREAS.**
- **NO REAL ESTATE OPEN HOUSES.**
- **RESPECT FOR OTHERS BY ENSURING EXCESS NOISE, RUDE AND INAPPROPRIATE BEHAVIOUR ARE NEVER EXHIBITED.**
- **PARKING SPOTS MUST BE KEPT OIL FREE AND CLEAR OF ANY OBJECTS.**
- **VEHICLES MUST NOT PROTRUDE INTO DRIVEWAYS.**
- **SHOPPING CARTS MUST BE RETURNED TO THE P1 AND P2 LEVELS IMMEDIATELY AFTER USE AND MUST NEVER BE LEFT IN HALLWAYS AS THIS IS AGAINST FIRE REGULATIONS WITH SEVERE**

PENALTIES AND AN INCONVENIENCE TO ALL OTHER RESIDENTS. WHEN USING SHOPPING CARTS PLEASE EXERCISE CAUTION TO ENSURE CARPETS, WALL COVERINGS, SUITE DOORS AND ELEVATORS DAMAGED.

- DO NOT CLEAN BALCONIES IN SUCH A MANNER THAT ALLOWS WATER AND OTHER MATTER TO FALL TO THE BALCONY BELOW.
- DO NOT SHAKE RUGS OR DISCARD ANY OTHER MATERIALS OVER YOUR BALCONY.
- ONLY DRAPES WITH WHITE BACKING VISIBLE FROM THE STREET ARE ALLOWED.

4. COMMON ELEMENT FEES

Common element fees are to be made payable to P.S.C.C. No. 661 by electronic mode with your financial institution. A “void cheque” to be provided.

5. COMMUNICATION

Newsletters and notices are issued periodically. Letters, suggestions, concerns or other correspondence can be given to Property Management located on the 2nd floor or may be deposited with the Concierge for forwarding to the management office on your behalf.

As well you can communicate with your Board of Directors by having your letter delivered to the Management Office or Security to the Board's attention.

Individual owners and tenants are not permitted to distribute any material door-to-door.

6. FIRE SAFETY

There are smoke detectors located in your home. Each suite is individually fire controlled.

Please note – Never paint over smoke detectors, carbon monoxide detectors or the security panel in your unit. Such action can affect the operation of the entire system and replacement costs will be paid by you.

In order to ensure your safety during an emergency situation at Skymark West, we are asking your cooperation in filling out the information requested on the enclosed Resident Information Form; pertaining to any persons residing in your suite who would require special assistance should an evacuation become necessary.

All information received will be kept strictly confidential and will enable us to be of assistance in the event of any emergency (i.e. FIRE). Please return the completed form to the Management Office as soon as possible.

7. GARBAGE/RECYCLING

- **Do not** deposit garbage through the CHUTES between **10:00 PM and 7:00 AM** out of respect for other residents.
- Garbage must be secured in "**Leak Proof**" bags to avoid any spillage enroute from your UNIT to the Garbage Room.
- Ensure the Bags are **pushed through** the CHUTES.
- Ensure the Door of the CHUTE is **closed** afterwards to comply with Fire Code Regulations and Hygiene Standards.
- Bottles of all sorts, Cardboard Boxes, Styrofoam, Tin Cans, and other **RECYCLABLE** items **MUST BE TAKEN** TO THE **RECYCLE/GARBAGE ROOM ON THE P1 LEVEL**. These types of items can easily clog the CHUTE which is costly to repair and a huge inconvenience to RESIDENTS.
- **NO** items of any kind are to be left on the floor of the Garbage Chute Room.
- Bulk garbage items are to be brought to the garage area just outside the **RECYCLE/GARBAGE ROOM ON THE P1 LEVEL**. Items accepted are: furniture, oversized recyclables, etc.
- Recycling of **Electronic Waste** can be left in the "Bulk" garbage area in the garage just outside the **RECYCLE/GARBAGE ROOM ON THE P1 LEVEL**. Items accepted are: computers, printers, monitors, phones, TVs, DVD players, small appliances (toasters, coffee makers, kettles, etc.), radios, etc.

8. INSURANCE

We would like to take the time to remind all residents of the importance in protecting your investment here at PSCC 661.

The Insurance Policy carried by the corporation only ensures coverage to the "common elements". Your Policy must be guided by the Corporation's Standard Unit By-Law, which is included in the documentation your lawyer provided you. In an event that you can't locate this in your documents you may obtain one from the Management Office.

By ensuring that you have a Comprehensive Insurance Policy on your Unit you will be able to include coverage in some or all of the following areas.

We suggest that you deal with an Insurance Company or Agent that has some level of expertise in Condominium Insurance. The policy doesn't have to be inclusive of these items for coverage, but you should personally address those with the Insurance Company or Agent of choice.

- PROTECTION FOR IMPROVEMENTS AND UPGRADES
- CONTENTS

- ADDITIONAL LIVING EXPENSES IN THE EVENT YOUR UNIT IS RENDERED UNLIVABLE
- PERSONAL LIABILITY
- LOSS ASSESSMENT COVERAGE
- COVERAGE FOR THE CHARGEBACK OF THE CORPORATION DEDUCTIBLE

We would like to stress the importance of taking the time to inquire about this matter.

9. MANAGEMENT OFFICE

The Management Office is located on the second floor, just inside the entrance from the Recreation Centre. The following are the office hours:

**Monday to Friday
9:00 am – 5:00 pm
Tuesdays only
9am – 7pm**

**CLOSED FOR LUNCH DAILY
1:00 pm - 2:00 pm**

**In case of an emergency after office hours, contact the Concierge at
905-502-9941**

Medical Emergencies: Dial 911

10. RECREATION FACILITIES

These facilities are available for the use of residents and for their guests when accompanied by the residents. Owners leasing their units to tenants give up their right to the use of the recreational facilities. Residents must sign in at the Recreation Centre prior to using any facilities. Please ensure that you have your identification cards available for inspection when signing in and using the facilities.

The hours for residents and their guests are 6:00 a.m. to 11:00 p.m.
(with exceptions to specific areas, please check with the Recreation Centre Coordinator for specific times)

Note: the pool is closed daily from 3:00 p.m. to 4:00 p.m. for cleaning and maintenance.

Not all facilities, e.g. whirlpool and saunas, are available to children under the age of 13 years.

(Refer to **Rules and Regulations in your Condominium Documents**)

11. RESIDENT PARKING UNITS

Parking units are for parking of motor vehicles only. Nothing is to be stored in these areas, nor shall any repairs or servicing be done within the parking areas.

12. SUPERINTENDENT

We are pleased to introduce Cornel Bilan as your Superintendent. Cornel will be on duty daily and on call for emergencies after hours, (on his days off a substitute Superintendent will be on site). The Superintendent's duties include all common element areas. They do not include in-suite repairs. In case of an emergency, please contact Security who will know how to contact the Superintendent.

13. VISITOR'S PARKING

Guests must obtain a "Visitors Parking Pass". Please ensure that you inform your guests. Failure to do so will result in your guest's vehicle being tagged.

Each Suite is allowed a maximum of 7 overnight days in a calendar month that can be issued by the Concierge.

The Management Office can approve a further 7 overnight days in a calendar month given the circumstances.

For any additional permits beyond these 14 days, a request must be made in writing to the Management Office giving the extenuating circumstances that require the additional days.

14. RENOVATIONS

If you are planning to make any renovations to your suite, you will need the approval of the Board of Directors.

You will need to fill out and submit the Renovation Information Package to the Board, allowing at least 3 weeks for approval. A copy of the package can be obtained from the Management Office.

Some key points:

- Installation of hardwood or laminate flooring requires special underlayment.
- Resident must be present during renovations, or must pay for a security guard to be present during the renovations.
- The Management and Board of Directors, or their representatives, have the right to inspect the material used and the installation during and after completion.



HELPING YOU WITH YOUR MOVE

Dear Resident:

Moving is a stressful time for all and we wish you a successful, smooth move.

Skymark West has a moving inspection/supervision procedure designed to help take some of the hassle out of the process.

It is vitally important that you arrange an elevator booking with the management office at least one week in advance of your move. At the time of your booking you will be required to pay a \$500 damage deposit and also a \$150 for a security guard by certified cheque or money order, payable to PSCC661 (the Corporation).

A dedicated security guard will be brought in whose sole responsibility is to oversee your move. The security guard will be arranged, at a cost to you of \$150.00 and will be on site the day of your move, before your move starts, to inspect the readiness of the moving room, elevator, assist with the arrival of the movers, and any other requirements of the move.

You will accompany the security guard for the building inspection before you start your move. This way, you won't be charged for any damages that were not of your or your movers' doing. Your post move inspection will allow the security guard to verify that you or your movers caused no chargeable damages.

Since all damage repairs must be paid by you, this procedure provides you with peace of mind because you will have the evidence you need in case you need to have damages brought to your movers' attention for their payment back to you.

We strongly recommend you make your mover aware of this entire process during your making of the arrangements with them. This way, you can discuss any issues before moving day.

If you are joining our community, a warm welcome from all of us!

Regards,

Property Management