

aalto II

SUITES X ZIBI

RESIDENT  
MANUAL



# WELCOME TO YOUR NEW HOME IN THE ZIBI COMMUNITY

## PIJASHIG!

"Zibi" means "river" in the Algonquin Anishinabe language, and "kitchizibi" meaning "Great River" refers to the mighty Ottawa River. Your new community is named in recognition of the Indigenous traditional territory of the Ottawa-Gatineau area, and celebrates a new way to experience the beautiful riverfront of our region.

Aalto Suites is located on the shores of Terasini Park - meaning *flat rock* in Algonquin - which will feature exposed bedrock shelves and an armoured ground plane to provide a flood-resilient landscape.

# INDEX

- TELEPHONE DIRECTORY..... 3**
  
- PROPERTY MANAGEMENT ..... 5**
  
- ACCESS TO BUILDING..... 7**
  - Bicycle parking ..... 8
  - Storage units ..... 8
  - Elevator ..... 8
  - Moving hours..... 8
  - Mail room and mail delivery ..... 8
  - Internet, telephone, cable ..... 8
  - Garbage disposal ..... 9
  
- AMENITIES ..... 10**
  
- CLIMATE CONTROL..... 12**
  - HVAC..... 14
  - Thermostat user manual..... 15
  - Utilities..... 28

- GUIDELINES TO APARTMENT LIVING ..... 29**
  - Moving furniture ..... 30
  - What to do if something goes wrong..... 30
  - Water leakage ..... 30
  - Sprinkler information ..... 30
  - Tenant information forms ..... 30
  - Noise ..... 30
  - Vandalism ..... 30
  - Keys/suite locking mechanisms ..... 31
  - Safety..... 31
  - Pets..... 31
  - Balconies and patio areas..... 31
  
- TENANCY OCCUPATION ..... 32**
  - Fire safety ..... 33
  - Emergency procedures ..... 34

# TELEPHONE DIRECTORY

**EMERGENCY DIAL 9-1-1**

Please contact the Property Management Office for any emergency assistance.

## **AALTO II PROPERTY MANAGEMENT:**

Cogir Real Estate

Management Office (9am-5pm Mon-Fri).....819-208-9216  
Leasing Representative ..... 819-772-9077  
Leasing Representative .....aaltozibi@cogir.net

Please write to the Property Management Office email for assistance with items such as:

- Elevator bookings
- General in-suite or building inquiries/issues

## **GENERAL ZIBI INQUIRIES**

Email..... hello@zibi.ca  
Phone .....613-224-0134

## **AFTER HOURS SERVICE**

*Weekends, Statutory Holidays, Weekdays before 9am and after 5pm.*

Phone number .....438-354-5194

## **GATINEAU EMERGENCY SERVICES**

Ambulance/Fire/Police ..... Dial 9-1-1  
Gatineau Fire Department.....819-246-0222  
Non-Urgent Call Centre .....819-246-0222  
Poison Information Centre ..... 1-800-463-5060  
Distress Centre .....819-775-3223

## **HOSPITALS**

Hull Hospital (information).....819-966-6200  
Hôpital de Gatineau (information).....819-966-6100

# EXCEPTIONS IN CASE OF EMERGENCY

Certain conditions may warrant emergency access. An emergency situation involves a situation that, if not attended to immediately, could result in substantial damage to the dwelling or another dwelling or common elements or represents a substantial risk to the health and safety of the occupants if not attended to immediately.

## **EXAMPLES INCLUDE:**

- Complete loss of heat (particularly when exterior temperatures are below -15C).
- Lack of electricity.
- Loss of water service.
- Sewage disposal blockage.
- Water leak that requires building main water shutoff.
- Compromise to any part of the building structure.
- or any situation which, renders the home uninhabitable for health or safety reasons.

Note that emergency situations due to the failure of a municipality or utility to provide the service are not within the Property Management Office control. Please be advised non-functioning air conditioning is not considered an emergency item. During any emergency situation, it is important that you provide your Property Manager and their tradespeople access to your home.

In case of a plumbing emergency, every member of your household should know the location of these valves. Your suite is equipped with water shut off valves in the following areas:

- Kitchen: located below the sink.
- Laundry: located behind the washer and dryer.
- Bathroom: located below the sink in each bathroom.
- Master shut off: located in the main entry closet or bedroom closet based on unit type.

# PROPERTY MANAGEMENT



# PROPERTY MANAGEMENT OFFICE

The Property Manager is responsible for the administration and management of the building and its common element systems. The hours of operation are 9:00 A.M. to 5:00 P.M.

Mailing address: 30 rue Jos-Montferrand, Gatineau, QC J8X 0C1

## RESIDENT PARKING

Resident parking may be available for lease on a monthly basis. Please contact the Property Management Office for more information.

## VISITOR PARKING

There is no visitor parking within Aalto II. Public visitor parking can be found at the paid lots and underground garages within Vieux-Hull.

No motor vehicle or any other kind of vehicle or machinery except maintenance equipment may be driven on any part of the buildings parking areas. Idling or standing is strictly prohibited in the following areas:

1. Resident entrances
2. Designated pickup/delivery areas

Vehicles parked in these areas will be ticketed and/or towed away without prior notice at the resident's risk and expense.

## CAMERA SURVEILLANCE

All activities are recorded on a 24-hour basis at main entrances around the building.

## INTERCOM SYSTEM

Visitors at the front entrance can reach residents by telephone by dialing the coded security number associated with your suite, listed in the EnterPhone directory. Please note that the EnterPhone system can be connected to a landline or a cellphone.

To permit access, press 9 on your telephone. To deny access, simply hang up. A double tone will be heard if a visitor is trying to reach you while you are on the phone (providing you have call waiting service). To place the outside call on hold, press the flash button; this will connect you with the visitor. Press 9 to permit access and then press the flash button to return to your call. To deny access simply press the flash button to return to your call, do not press 9.

## POLICIES

Building staff and/or the Property Management Office will never accept of any parcels, registered and couriered mail and perishable items on the resident's behalf.

# ACCESS TO BUILDING



# ACCESS TO BUILDING

## BICYCLE PARKING

These spaces are for the temporary parking of bicycles on a first come first serve basis and subject to Building rules. No bicycle is to be stored other than in the designated bicycle areas in the underground level. Bicycle parking spaces are available for residents of the building. Bicycles are not permitted to be transported in the passenger elevators.

## STORAGE UNITS

Storage units are located on level 2 and the underground level P2 and are not climate controlled. These units may experience fluctuations in temperature and/or humidity. Residents are advised not to store any items that are sensitive to temperature or humidity in their Storage Unit. No food or other perishable items are permitted. Bicycles should be stored in the Bicycle Storage unit and personal items should be properly wrapped and protected from fluctuations in temperature. Resident storage may be available for lease on a monthly basis. Please contact the Property Management Office for more information.

## ELEVATOR

Access to the elevator is available from the 1st through 11th floors and underground level. Arrangement for use of the elevator both for before and after the initial move-in must be coordinated through the Property Management Office.

## MOVING HOURS

Reservations are to be made in writing by email to the Property Management Office at least forty-eight (48) hours in advance and are on a first-come, first-served basis. One-and-a-half-hour time slots are available weekday evenings and weekends.

## MAIL ROOM AND MAIL DELIVERY

Individual mailboxes have been installed in the main lobby mailroom. The key to your pre-assigned mailbox are provided in your completion package. Be sure to let Canada Post know that you are moving.

## INTERNET, TELEPHONE AND CABLE SERVICES

Internet, telephone and cable services have been pre-wired to the suites by Beanfield Metroconnect and/or Bell. Tenants will establish their own contracts with these providers as they wish.

- **BEANFIELD METROCONNECT** can be contacted at [info@beanfield.com](mailto:info@beanfield.com)
- **BELL** can be contacted at [https://www.bell.ca/Bell\\_Internet/Products/WiFi](https://www.bell.ca/Bell_Internet/Products/WiFi)

Within the main entry closet of your suite, you will find the telecommunications box to install your modem

## THE CIVIC ADDRESS FOR AALTO SUITES

Your Suite Number - 30 rue Jos-Montferrand  
Gatineau, QC  
J8X 0C1

# ACCESS TO BUILDING

## GARBAGE DISPOSAL, RECYCLING, AND COMPOSTING

Garbage disposal chutes are located towards the East corridor on each floor and the main waste sorting room is located on P1.

You are living in a One Planet Community, as such effective waste diversion is an essential part of everyday life. Waste at Aalto will be collected by la Ville de Gatineau.

La Ville de Gatineau collects organic residential waste, mixed recyclables, and garbage. It is your responsibility to separate your waste according to each stream. Large and bulky items cannot be placed in the chute and must be brought down to the waste room. The Property Management Office will be responsible for bringing the bins out of the building on collection day.



**DTRITUS**

### THE SORTING APP

- Get your personalized collection calendar.
- Look up an item to figure out how to dispose of it.
- Get collection reminders and alerts.

**With the app**  
Free downloads

**On the Web site**  
[gatineau.ca/dtritus](http://gatineau.ca/dtritus)

Download on the App Store | Google play

4.8 ★★★★★

The information in this brochure may be modified without notice. Go to [gatineau.ca](http://gatineau.ca) or download the DTRITUS app for updates.

Service des communications, 2021

ALREADY 35,000 DOWNLOADS

# AMENITIES



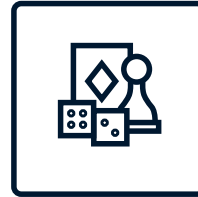
# AMENITIES



## FITNESS CENTRE

Operating hours are 7:00 A.M. to 9:00 P.M.

- Children under 14 are not permitted in the Fitness Facility.
- No alcohol, food or smoking inside the Fitness Facility.
- Gym equipment must not be removed from the Fitness Facility.
- Appropriate attire is required for access throughout the common areas of the building. Swimsuits, bare chest or feet are not permitted in the building's public areas.
- All equipment should be treated with care and respect and used accordance with the instructions.
- Use of equipment is at user's own risk. Neither the Developer nor Property Management Office assumes any responsibility or liability for injuries that may occur.
- Equipment must be wiped down after each use.



## LOUNGE

Operating hours are 7:00 A.M. to 10:00 P.M.

- Smoking will not be permitted.
- Theatre equipment must not to be removed from the space
- Appropriate attire is required for access throughout the common areas of the building.
- All equipment should be treated with care and respect and used accordance with the instructions.
- Usage of the appliances are at the tenant's risk. The tenant must stay on site while using (heating) the appliances.
- Users must clean the premises after use (equipment, flooring, furniture). If the cleaning has not been done properly, a cleaning fee may be charged.
- To book the lounge for exclusive access, please contact the Property Management Office



## OUTDOOR TERRACE

Operating hours are 10:00 A.M. to 9:00 P.M.

- Glass containers are not permitted
- Usage of the electric BBQ's are at the tenant's risk. The tenant must stay on site while using (heating) the appliances.
- All equipment should be treated with care and respect and used accordance with the instructions.
- Users must clean the premises after use (equipment, flooring, furniture). If the cleaning has not been done properly, a cleaning fee may be charged.
- Terrace furniture must not to be removed from the premises.
- Users must clean the premises after

The Property Management office may revise amenity rules at any time.

Tenants are required to follow amenity use rules set out in the lease agreement.

# CLIMATE CONTROL



# CLIMATE CONTROL

## HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)

Your suite is equipped with a Heat Pump unit. This unit has a compressor in which it allows you to heat or cool your suite at any time. The unit is operated by a wall mounted digital thermostat and/or a remote application for your phone or tablet. This thermostat has the following switches that allow you to manually adjust your settings to suit your needs.

Each suite has an Energy Recovery Ventilator (ERV)\* coupled to the heating and cooling air distribution system. The ERV exhausts air from the washroom and brings fresh air into the suite. Each suite has been constructed as its own compartment for air and does not rely on air infiltration from the corridor. In the washrooms, a booster switch turns the ERV to a higher flow rate for a set period of time, increasing the amount of both exhaust and supply air. Using this booster switch is an effective way to increase the ventilation rate in your suite.

Ventilation rates are highly correlated with humidity levels in the suite. Based on typical occupancy, the suites at Aaltoll have been constructed to not require dehumidification or humidification because the normal activities within the suite introduce enough moisture into the air and the ventilation rates are set to exhaust sufficiently. However, lifestyle differences may introduce higher or lower levels of humidity. Kitchen ventilation fans, dryers, and second washrooms are ducted directly to the exterior and do not go through the ERV. Using the kitchen fans or second washroom fans for periods of time when there is a lot of water vapour or odours is an effective way to remove excess moisture from the suite but will increase energy use.

\*An ERV is an energy savings device as it allows the heating energy from/to an outgoing stream of air to transfer to/from an incoming stream of air without mixing the actual air. In winter, this allows outgoing air to preheat incoming air, and in the summer, it allows outgoing air to pre-cool incoming air"

If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home.

- Use exhaust fans while cooking.
- Use bathroom exhaust fans while having a bath or shower.
- Open the blinds throughout the day to allow for air circulation on windows.
- Move furniture roughly 12-16 inches from windows and heaters.

Low humidity levels can also occur in the suites in winter when humidity levels outside are extremely low, especially during periods of low occupancy in the suite. If away for an extended period, it is best to program your thermostat to indicate that the suite is vacant. Programming within the ERV will ensure that it runs at lowest possible level, even switching off for periods of time in the winter if the suite becomes too dry. Other means of increasing humidity in winter are to limit the use of the kitchen exhaust or second bathroom exhaust or introduce a small portable humidifier. Careful attention should be paid to ensure the space is not over-humidified as evidenced by condensation or frost on the windows.

Residents are expected to take reasonable measures to control humidity levels in their suite as described above, and to raise any ongoing humidity issues to the Property Management Office before any damage occurs to the suite.



# HEAT PUMP CONTROLLER

## USER MANUAL

2021-10-26



Wall controller

**COMFORT MODE**

The system includes three automatic schedules (**Home, Away and Sleep**) based on the time of day.

It also includes an automatic **Vacation mode** based on the day of the year as well as a manual **Eco mode**.

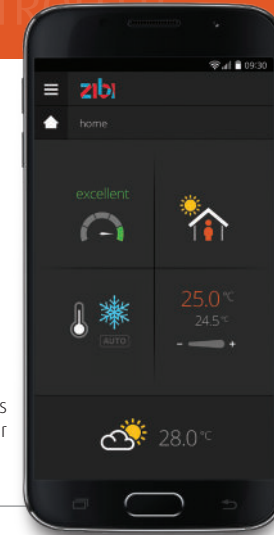
**GENERAL INFORMATION**

Your temperature control system is an automated device that will maintain your selected temperature setpoint.

The wall controller displays the system's main information and allows you to select the most common functions.

The controller application, on a mobile device or through an Internet browser gives you access to advanced features.

Mobile Apps controller



2

WALL	MOBILE	
		<b>HOME</b> Settings for when you are at home and awake
		<b>AWAY</b> Settings for when you are not at home
		<b>SLEEP</b> Settings for when you are sleeping
		<b>ECO / VACATION</b>   Settings for when you want to keep the temperature from falling below the minimum setting or exceeding the maximum setting. Generally used to save energy when you are away on vacation or if you want to open windows and prevent the system from operating unnecessarily.

## WALL CONTROLLER

## MOBILE APPS CONTROLLER

### CONTROLS



Press to switch the system to **Eco mode**.  
The system will stay in this mode until you release it.



Press to override the system in **Home mode**. The system will stay in this mode until the next schedule or if you press it again.



Press to select which information is shown at the bottom of the display:  
If applicable (Setpoint, humidity, outdoor temperature...)



Press to change the **Heating/Cooling mode**.  
OFF - HEAT - COOL



Press to select the automatic mode or one of the preset speeds of the fan.  
The number of speeds depends on the model.



Press the **-** to decrease the desired temperature setpoint by increments of 0.5°C or the **+** to increase it.

3

# WALL CONTROLLER

# MOBILE APPS CONTROLLER

## HOME SCREEN



### A COMFORT MODE

	HOME
	AWAY
	SLEEP
	ECO / VACATION

4

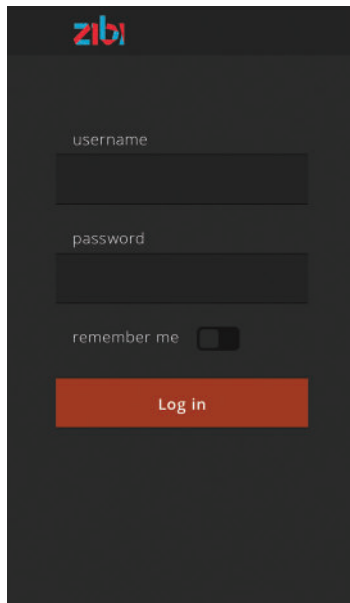
### B HEATING OR COOLING MODE

	<b>HEATING</b>   A heating icon indicates that your system is operating in <b>Heating mode</b> .
	<b>AUXILIARY HEATING (System malfunction)</b>   The AUX icon indicates a system malfunction. This means the auxiliary heating system is operating in order to prevent freezing. (Contact your building manager if applicable.)
	<b>COOLING</b>   A cooling icon indicates that your system is operating in <b>Cooling mode</b> .

### C FAN MODE

	<b>AUTOMATIC MODE</b>   The AUTO icon beside the fan indicates that the fan is configured in <b>Automatic mode</b> . The fan will run only when heating or cooling is required
	<b>CONTINUOUS MODE</b>   When the AUTO icon is not displayed, this indicates that the fan is configured in <b>Continuous mode</b> . When neither heating or cooling is required, the fan will still run at a minimum speed (preset choices) to maintain air circulation in the room. The number of speeds depends on the model.  The waves to the right of the fan icon indicate the chosen speed of the fan.

## LOGIN



Go to the Apple App Store or Google Play on your mobile device, and search for the ZIBISTAT app to download.

To begin using the mobile application, enter your personal information.

Select **Remember me** to log in automatically the next time you use the application.

You can access the application by mobile or on the Web site.

To obtain your personal information required for the login, contact your building manager.

5



To begin using the Web application, access to the Web page at

<https://zcu.zibi.ca/enteliweb>

and enter your personal information.

HOME PAGE

**A ENERGY SAVING EFFICIENCY**

**INFORMATION DISPLAYED**  
Your energy performance compared to the average performance of the building

**FUNCTION**  
Tap to view more information about your energy consumption

**B HEATING OR COOLING**

**INFORMATION DISPLAYED**  
Current Heating or Cooling mode

**FUNCTION**  
Tap to select the desired mode or turn off the system.

**C SCHEDULE MODE OVERRIDE**

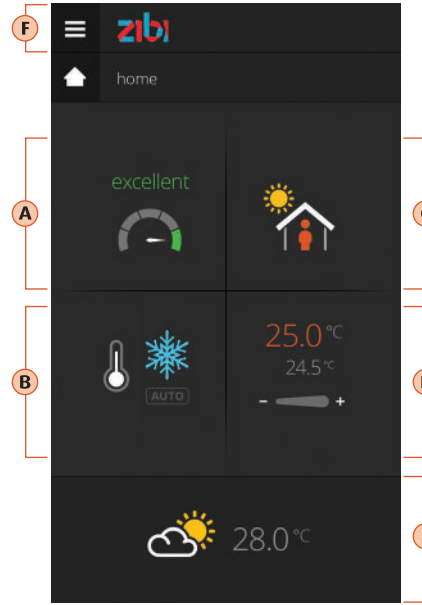
**INFORMATION DISPLAYED**  
Current **comfort mode**

**FUNCTION**  
Tap to select the desired **Comfort mode** override.

**D ROOM TEMPERATURE**

**INFORMATION DISPLAYED**  
Room temperature and current setpoint

**FUNCTION**  
Tap to modify the current setpoint (will be reinitialized at the next schedule change).



**E OUTSIDE TEMPERATURE**

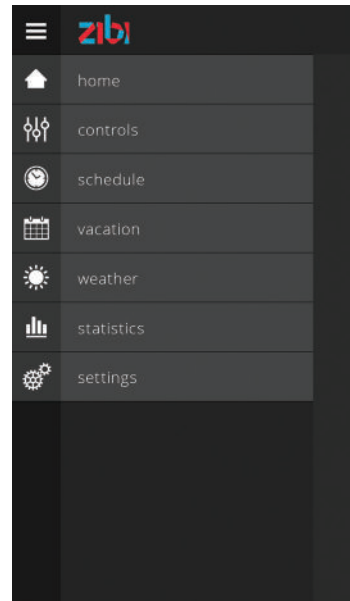
**INFORMATION DISPLAYED**  
Current weather conditions

**FUNCTION**  
Tap to view more weather information.

**F MENU**

Tap to select more options.

## MENU PAGE



**HOME** | For current information on Comfort mode, room temperature, energy saving efficiency and weather conditions



**CONTROLS** | To modify the temperature setpoint in each Comfort mode



**SCHEDULE** | To adapt your system to your lifestyle



**VACATION** | To set a time period during which you will be away from your home



**WEATHER** | For a quick overview of short-term weather forecasts.



**STATISTICS** | To view more information about your energy consumption



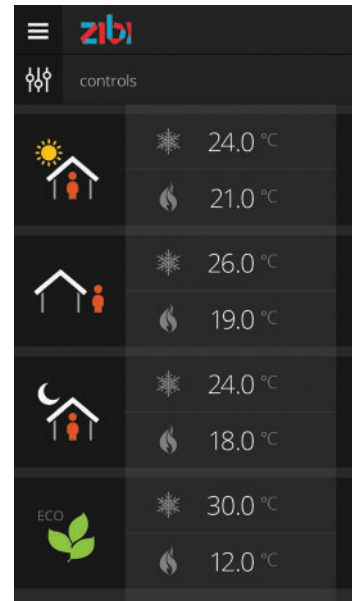
**SETTINGS** | To change some settings

7

## CONTROLS PAGE

Your heating and cooling needs change depending on the time of day or the day of the week. For instance, when you are away from your home in the summer, you don't need to maintain a rigid temperature control. To boost your energy savings, you can modify your desired cooling setpoint and let the temperature rise to a maximum value.

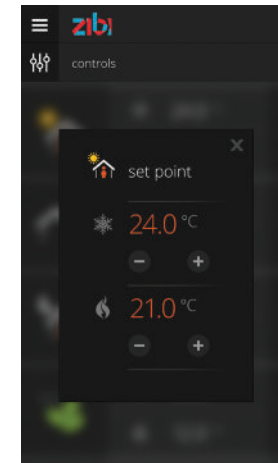
The **Eco mode** is generally used for energy savings when you go away on vacation or if you want to open the windows and prevent the system from operating unnecessarily. The setting is generally either very low or very high in order to prevent freezing or overheating.



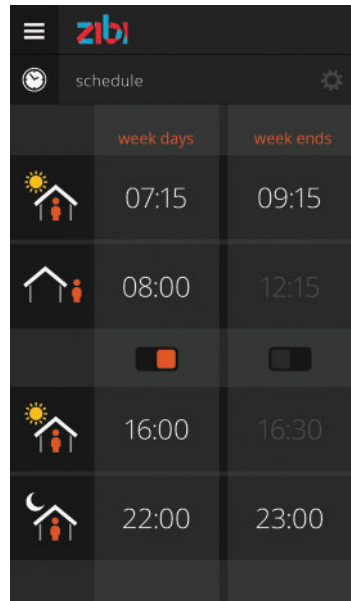
## TEMPERATURE SETTING PAGE

8

- 1 Tap the ❄️ or 🔥 in the desired **Comfort mode** to enter the **Temperature setting page**.
- 2 Tap the **-** to decrease the desired temperature setpoint or the **+** to increase it.
- 3 Tap the **X** to return to the **Controls page**.



## SCHEDULE PAGE



This versatile system can be adapted to your lifestyle in that it allows you to choose between two types of days of the week (by default: weekday and weekend day).

Each can be set for either two or four periods during the day. For instance, if you normally stay home on the weekend, you can disable the four-period schedule and maintain the **Home comfort** setpoint until you go to bed.

Toggle between the desired period configurations

#### 4 PERIOD SCHEDULE

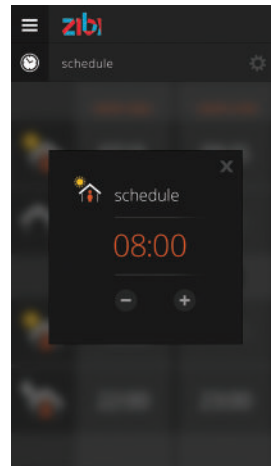
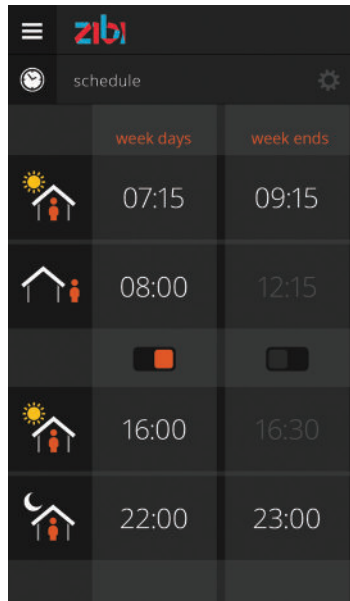
- ▶ Wake up
- ▶ Leave
- ▶ Return
- ▶ Sleep

#### 2 PERIOD SCHEDULE

- ▶ Wake up
- ▶ Sleep

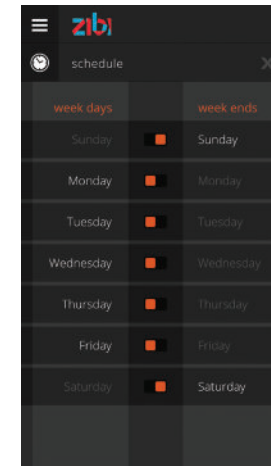
9

## SCHEDULE PAGE



## TIME SETTING PAGE

- 1 For each **Comfort mode**, tap the time to modify the start time.
- 2 Tap the **-** or the **+** to set the start time.
- 3 Tap the **X** to return to the Schedule page.



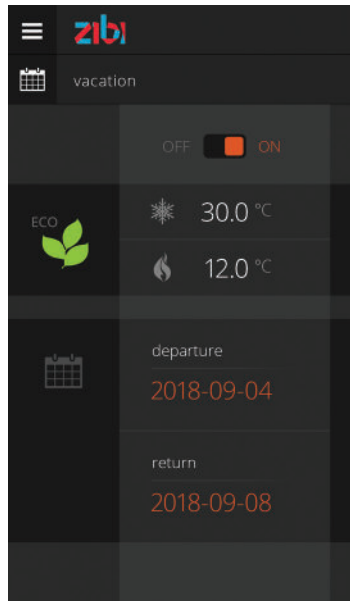
## DAY SETTING PAGE

- 1 Tap the **gear** to enter the Day setting page.
- 2 Toggle each day between week and week-end to adapt the type of day to your lifestyle.
- 3 Tap the **X** to return to the Schedule page.

Some people work on weekends and are at home during the week.



10

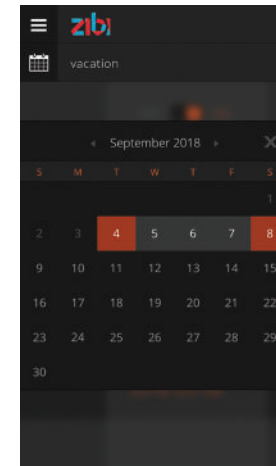
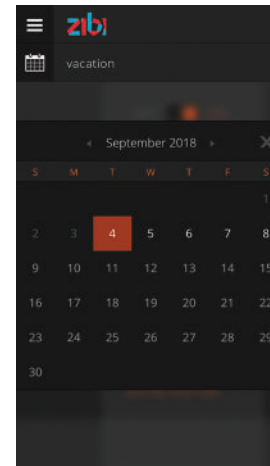
## VACATION PAGE



The Vacation page allows you to pre-set a schedule for a period of time when you will be away from your home. By activating this feature, the system will automatically switch to Eco/Vacation mode on your departure date and return to the normal schedule when you return home. This will help you save energy.

## VACATION PAGE

- 1 Toggle ON, to activate the Vacation mode.
- 2 Tap the  or  field to change temperature in Eco mode.
- 3 Tap a date to set the days of the vacation period.

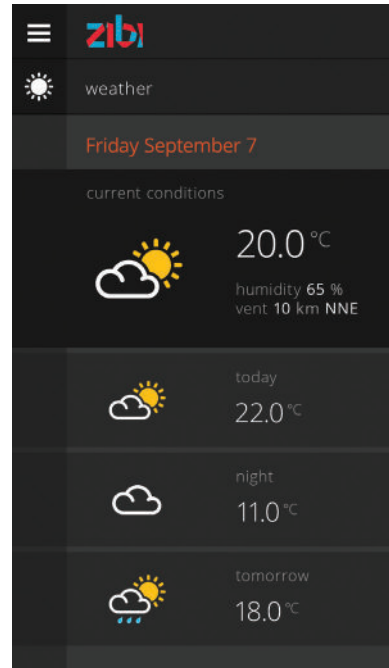


11

## CALENDAR PAGE

- 1 Choose your departure day and your return day on calendar. The entire vacation period will be selected.
- 2 Tap the **X** to return to the Vacation page.
- 3 On Vacation page, the departure and return days will be displayed.

## WEATHER PAGE



The Weather page provides a quick overview of short-term weather forecasts.

12

## STATISTICS PAGE



The **Statistics** page provides your energy performance compared to the average performance of the building.

13

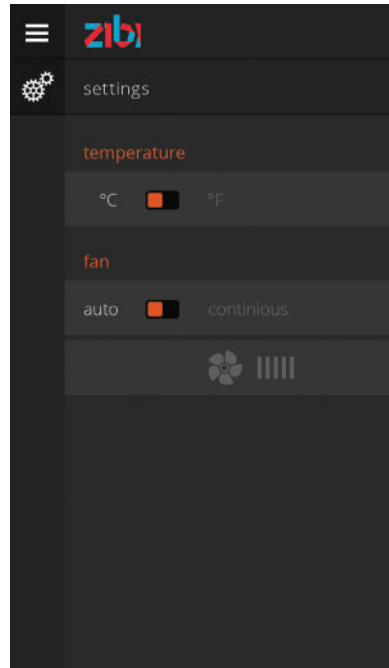
**It shows:**

Your **energy saving efficiency** among the following 5 levels : poor, bad, ok, good and excellent.

Your **energy performance in  $W/m^2$**  compared to the average of the other units of the building, for the last 4 hours, 12 hours and 24 hours.

Your **consumption in kWh** of the current month.

## SETTINGS PAGE



The **Setting page** allows you to make some changes to the settings.

14

---

**TEMPERATURE**

---

Toggle between °C or °F.

---

---

**FAN MODE**

---

Toggle between **Automatic mode** or **Continuous mode**.

---

In **Automatic mode**, the fan will operate only when heating or cooling is requested.

---

In **Continuous mode**, when neither heating or cooling is required, the fan will still run at a minimum speed (preset choices) to maintain air circulation in the room. The number of speeds depends on the model.

Tap the fan icon to choose one of the preset speeds available.

---

# UTILITIES

Each suite in the building has its own Hydro Quebec electricity meter that measures the use of all electricity within their suite. Tenants will have an account with Hydro Quebec and will receive and pay invoices for this metered energy use directly.

Aalto II is connected to a District Thermal Energy System (DT) that provides heating and cooling energy to all buildings at Zibi via a hydronic network, meaning heat is carried by water within pipes that interconnect the buildings to a heat source and means of heat rejection. The DT system is operated as a stand-alone company – Zibi Community Utility (ZCU). Each suite will receive an invoice for their portion of the bulk invoice from ZCU for heating and cooling energy used within their suite, based on the meter readings in the fan-coil unit and a proportionate share of fixed DT charges.

## WHAT ZCU MEANS FOR AALTO RESIDENTS



Zibi Community Utility District Energy System

### The benefits of living in a Net Zero Zibi Community.

You are making a difference in lowering the carbon footprint by living at Zibi in a net-zero community. Zibi is proudly part of One Planet Living (OPL) the sustainability framework that follows the 10 principles of building, working and living within our fair share of the earth's resources.

### Why am I getting a Quebec Hydro bill and a Zibi Community Utility bill?

Zibi Community Utility is responsible for heating and cooling your unit while Quebec Hydro charges you for the electricity you consume (i.e., lighting, outlets, etc.).

### How can I control my heating and cooling costs?

Residents are able to control the temperature in their unit via the wall-mounted digital thermostat and/or the mobile ZibiStat app which you can change at anytime. Instructions to use these systems are located in your resident manual.

### What is ZCU?

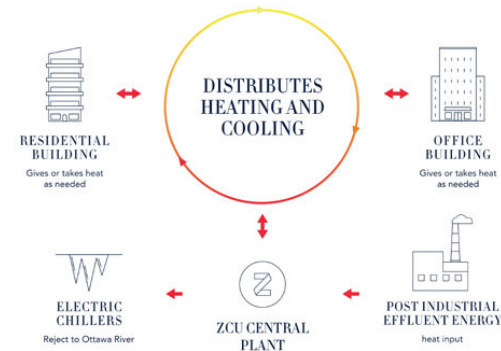
ZCU is a partnership between Zibi and Hydro Ottawa which provides net-zero carbon heating and cooling for all Zibi residents and is the first of its kind in North America!

### What does net-zero mean?

Net-zero means that you are not contributing additional greenhouse gases into the atmosphere and helping to fight global warming. We do this by using our district thermal energy plant.

### What is the district thermal energy plant?

The district thermal plant is a self-contained energy plant located in the lower level of Aalto Suites. It takes hot wastewater from Kruger, a nearby paper products factory, to heat and uses river water to cool all buildings.



Learn more by visiting the One Planet Living Centre on the first floor of Aalto or emailing [oneplanet@zibi.ca](mailto:oneplanet@zibi.ca) to connect with our One Planet Ambassador.

# GUIDELINES TO APARTMENT LIVING



# GUIDELINES TO APARTMENT LIVING

## **MOVING FURNITURE**

Be careful when moving heavy furniture. Use a dolly or lay other protection for the flooring maybe helpful to avoid damage of the flooring.

## **WHAT TO DO IF SOMETHING GOES WRONG IN YOUR UNIT**

Please contact the Property Management Office or after-hours line.

## **WATER LEAKAGE**

In the event of water penetration inside your suite from the exterior, above or surrounding areas outside your unit, contact the Property Management Office immediately, so that the source can be investigated. Repair of damaged areas may be the responsibility of another resident, in which case, the appropriate responsible parties involved will make the necessary repair arrangements through their insurers. Property Management will arrange for repairs, etc., if damage is a result of a common element issue.

## **SPRINKLER INFORMATION**

Please do not hang anything from or cover sprinkler heads. Even lightweight items can damage sprinklers. Keep paint away from sprinklers and sprinkler covers.

## **TENANT INFORMATION FORMS**

For your convenience and protection, please notify the Property Management Office of any changes in your "tenant information", such as new telephone numbers.

## **NOISE**

Please respect your neighbours' right to peaceful enjoyment of the property and refrain from any loud noise or vibration particularly before 7:00am, in the evenings and on weekends.

## **VANDALISM**

All residents should be concerned about acts of vandalism, i.e., instances where the property is willfully damaged, destroyed, stolen or misused. Report all incidents to the Property Management providing as much information as possible, including a description of the offender(s). Such reports will be held in the strictest confidence and will be used by Property Management in conjunction with the Police Department and our solicitors if necessary, to initiate appropriate action.

# GUIDELINES TO APARTMENT LIVING

## **KEYS/SUIT LOCKING MECHANISMS**

No additional locks or alternate locks may be installed on any suite door. Contact Property Management during regular business hours in the event you need to replace your current lock on your suite door. All keys must be keyed to the building master keys and must remain this way for safety. Under no circumstances shall building access or common element keys be made available to anyone other than an owner or authorized resident.

## **SAFETY**

No storage of any fuels or any other combustible material is to be kept in the suite or bicycle/storage unit. Smoking is prohibited in all interior common areas (including stairwells). No propane or natural gas tank shall be kept in the units or exclusive use common element, balcony or terrace area.

## **PETS**

No animal, livestock or fowl shall be kept upon the common elements. When on the common elements, all pets must be under leash.

## **BALCONIES AND PATIO AREAS**

Gas, electric, and charcoal grills are not permitted on any terrace, patio or balcony. No resident shall grow any type of plant, shrubbery, flower, vine or grass, on any common element of which he/she has exclusive use. Only seasonal furniture that is safely secured is permitted on balconies, terraces and exclusive use common areas.

# TENANCY OCCUPATION



# TENANCY OCCUPATION

## FIRE SAFETY

As per the Fire Safety Act Quebec regulation, the tenants must make sure, in particular:

- To maintain the good and safe operating condition of the sprinkler systems, alarm systems, door closers and emergency equipment.
- To use, in the lobby or the exits of any building and everywhere inside health care occupancies, draperies, curtains and decorative materials that are compliant with the standard referred to in the Regulation.
- To prepare an evacuation plan and procedure.
- To provide for the personnel required to evacuate the building in the case of a fire or a situation of panic or any other danger; the size of such personnel being determined according to the evacuation procedure in case of fire, the occupant load, the use of the premises (occupancy), and the age and fire resistance (class) of the building.
- To inform the occupants as well as the personnel, where relevant, with regard to the safety measures and evacuation methods set out.
- To give the emergency evacuation personnel, where relevant, the necessary instructions with regard to the use of fire extinguishers, the alarm systems and the means of egress for the occupants.
- To see to it that, at least once a year, the appropriate fire evacuation and rescue drills are being conducted.

### IF YOU DISCOVER FIRE

- Leave the fire area.
- Close all doors behind you.
- Activate the Fire Alarm, by using pull stations.
- Use exit stairwells to go down to the ground floor level and leave the building immediately.
- Telephone the City of Gatineau Fire Department from a safe place by dialing 911 (never assume this has been done). Know the correct address of the building and location of the fire in the building.
- Do NOT use elevators.
- Do NOT return until it is declared safe to do so by a Fire Dept. Official.

# TENANCY OCCUPATION

## FIRE SAFETY

### IF YOU HEAR THE BUILDING FIRE ALARM

- Before opening the exit stair door, feel knob for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close door quickly.
- If you find no fire or smoke in the corridor, close door behind you and leave by nearest exit.
- If you encounter smoke in the corridor or stairwell, consider taking an alternative exit where it may be clear, or return to your suite.
- Listen for further instructions.
- If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite.
- Close the door.
- Unlock door for possible entry of fire fighters.
- Dial 911 and tell the City of Gatineau Fire Service where you are, then signal to fire fighters by waving a sheet from a window, balcony or terrace.
- Seal all cracks where smoke may get in by using wet towels or sheets or masking tape.
- Crouch low to the floor if smoke comes into the room.
- Move to the most protected room and partially open a window for air (close window if smoke comes in).
- Wait to be rescued. Remain calm. Do not jump.
- Listen for instructions or information, which may be given by authorized personnel over voice communication system.

### FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

This is primarily the responsibility of the Fire Department. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated. Only after ensuring that the alarm has been raised and the Fire Department notified, should an experienced person (familiar with extinguisher operation) attempt to extinguish a small fire. This must be a voluntary act. If it cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door.

### EMERGENCY PROCEDURES

The actions to be taken by occupants in emergency situations are posted on each floor at: Pull Stations/elevator lobby, or exit locations.

#### In case of fire/upon discovery of fire

- Leave fire area immediately and close doors.
- Sound fire alarm.
- Leave building via nearest exit.
- Call the Gatineau fire services by dialing 911.

#### Do not use elevators upon hearing fire alarm

- Leave building via nearest exit
- Close door behind you

# TENANCY OCCUPATION

## FIRE SAFETY

### CAUTION

If smoke is heavy in the corridor it may be safer to stay in your area. Close door and place a wet towel at the base of the door. If you encounter smoke in the stairway, use alternate exit remain calm.

### COMBUSTIBLE MATERIALS

A high standard of housekeeping and building maintenance is probably the most important single factor in the prevention of fire. For example:

1. Combustible waste materials in buildings shall not be permitted to accumulate in quantities or locations which will constitute a fire hazard, such as elevator shafts, ventilation shafts, stairwells, or any other means of egress.
2. Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
3. Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
4. Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
5. Flammable liquids shall not be used for cleaning purposes.
6. Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

### FIRE HAZARDS

In order to avoid fire hazards in the building, occupants are advised:

1. Do not put burning material such as cigarettes and ashes into the garbage rooms.
2. Do not dispose of flammable liquids or aerosol cans in the garbage rooms.
3. To avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loose hanging clothing).
4. Do Not Use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
5. To avoid careless smoking, use ashtrays. Never smoke in bed.

### In general, occupants are advised to:

1. Know where the alarm pull stations and exits are located.
2. Call the Gatineau Fire Services immediately whenever you need emergency assistance.
3. Know the correct building address.
4. Know the audible alarm signals and the procedures established to implement safe evacuation of the building.
5. No person shall intentionally disable a smoke alarm and heat alarm so as to make it inoperable.
6. Do not tamper, disconnect or cover the in-suite audible device or heat detector.
7. Notify property management if special assistance is required in the event of an emergency.
8. Report any fire hazards to supervisory staff.

zibi

dream 