

## THE ST. CLAIR WELCOME BOOKLET

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## WELCOME TO THE ST. CLAIR

On behalf of the residents and staff, we would like to welcome you to 10 Delisle. As a newcomer to our building and perhaps to condominium living, you may encounter procedures and terminologies with which you are unfamiliar. The purpose of this booklet is to familiarize you with the building and to provide you with the basic information. By necessity, some of the facts contained in this booklet may be subject to change. In order to avoid any misunderstandings, **you are encouraged to read your copy of the Declaration, By-laws, and Rules and Regulations.** If we may be of any assistance in providing further information or clarifying any item contained in the booklet, please do not hesitate to contact the Property Manager, Ms. Donna Black at 416-323-9161.

We wish you much happiness in your new home.

Board of Directors

Toronto Standard Condominium Corporation No. 1591 (aka The St. Clair)

## GENERAL INFORMATION

### THE MAILING ADDRESS OF YOUR RESIDENCE IS:

#### Owner's or Resident's Name

10 Delisle Avenue, **Suite number**  
Toronto, Ontario, M4V 3C6

### PHONE NUMBERS & E-MAIL:

#### Security/Concierge Desk:

416-323-1597

#### Condominium Manager's Office

Tel: 416-323-9161

Fax: 416-323-1057

Contact: Donna Black

Email: [condomgr@thestclair.ca](mailto:condomgr@thestclair.ca)

#### Building Manager's Office:

Tel: 416-323-3540

Fax: 416-323-1057

Contact: Mel Tyndall

Email: [buildingmgr@thestclair.ca](mailto:buildingmgr@thestclair.ca)

**THE ST CLAIR**— We are situated in the Deer Park/St. Clair area of Toronto and our building was built by Saddlebrook Construction Inc. It is connected to Delisle Court, a commercial building with various retail shops and restaurants. We have usage of one loading dock for moving in/out and for deliveries on the East side and a TPA Parking on the West side.

## GENERAL INFORMATION

**MANAGEMENT** – Toronto Standard Condominium Corporation No. 1591 (TSCC#1591) is the legal title of 10 Delisle. The property is managed by Del Property Management Inc. under the direction of the Board of Directors, elected by the owners and assisted by such advisory committees as the Board may constitute from time to time. The Board oversees and controls all financial, legal, structural and service matters. The Board employs a full-time Building Manager who is responsible for the physical operation of the building and a part-time Condominium Manager who is responsible for the administration aspects of the building while Del Head Office handles the accounting.

**ALTERATIONS TO SUITES** - *Owners must obtain the approval of the Board of Directors* by applying to the Condo Manager **before effecting** internal suite alterations. Please obtain "Request for Alteration Approval forms from Condo Manager or Security.

**BOARD OF DIRECTORS** - The Board is responsible for managing the business and affairs of the Corporation and enforcing the provisions of the Declaration, By-laws, Rules and Regulations all pursuant to the Condominium Act, 1998. Currently there are five (5) members on the Board. You may contact them via the Condo Manager or Security (leaving a message at the Front Desk).

Florene Shuber – President and Director

David Knight – Vice President and Treasurer (Board Liaison of Property Improvement Committee (PIC)

John Shaw - Director

Florence Silver – Director

Sarah Clarke–Secretary and Director (Communications Committee and Board Liaison of Social Committee)

**FLOOR REPRESENTATIVES** – There is a list of Floor Representatives at the Concierge Desk. Their purpose is to welcome you to the building and provide any information you might need.

**INSURANCE** - Fire and accident insurance for all common areas of the building and original internal finishing of the suite is provided by the Corporation. It is the responsibility of each owner to obtain Insurance for the contents of, and any improvements to, the suite. Since the owner of a suite can be held responsible for damages to the common elements and/or other suites (or even the deductible on the Corporation's insurance policy), it is wise to obtain condominium liability insurance. An insurance agent can assist you in determining adequate coverage.

**NEWSLETTER** - Known as The St. Clair Beacon. It will be sent out several times per year to all owner/residents of the building keeping them informed on building operations and maintenance as well as what's going on in the neighbourhood. We strive to be a "Green" Community so if you can receive the newsletter via Email instead of paper copy, we would ask that you supply us with your email address by sending it to: [thestclair.pm@delcondo.com](mailto:thestclair.pm@delcondo.com)

**OWNERS' MEETINGS** - An annual general meeting (AGM) of owners is held to elect members to the Board of Directors and to present the previous year's audited financial statements. Owners should attend in person or by proxy. The Board also holds information meetings from time to time.

**SUITE OWNERSHIP** - All services and areas within your suite (including the interior wall surfaces) are your property and are your responsibility to repair and maintain. In addition, it is the owner's responsibility to repair and maintain all specific optional upgrades, appliances, flooring and other mechanical equipment such as heating, air-conditioning, and optional gas fireplaces included in some residential units. See note under "Insurance".

## WHERE TO FIND IT

**Condominium Manager**—Located on the second floor across from Suite 212  
Hours are Mondays 9:00am-12:00pm; Tuesdays 9:00am-5:00pm and Thursdays 11:00am-7:00pm. \*Handling Administration, Resident Relations and day-to-day queries.

**Building Manager**—Located on Ground floor just North of the elevators. Open from 9:00 am to 5:00 pm on weekdays. \*Handling mechanical operations and maintenance of our building.

**SECURITY/CONCIERGE** – A uniformed Security Office/Concierge is located on the street level to the west side of the entrance vestibule and will be on duty 24 hours a day, seven days a week.

- The Concierge reports to the Condo Manager and Common Element concerns should be brought to her attention. If she is not available, then please advise the Building Manager and if he is not available, then one should speak to the Concierge.
- The Concierge should be notified immediately of any accidents or emergencies within the Common Elements/Areas.
- When at the desk, the Concierge will greet your guests, notify the resident before allowing them entry into the building and ask them to sign in.

The Concierge's primary duty is to maintain the security of the building however they are available to assist residents who need some extra help.

**BANKS** – located at every corner of Yonge and St. Clair

- TD Bank at northeast corner of the St. Clair Centre
- ScotiaBank at southeast corner
- CIBC at southwest corner
- Royal Bank at northwest corner

**BICYCLE STORAGE** – There are secure bicycle racks in the parking garage on Levels P3 and P4. We would appreciate it if residents would **not** store their bicycles in their suites or lockers and encourage them to obtain a bicycle rack space (at no charge) so that we can maintain the good condition of our corridors. Please contact the Building Manager for more details. Enter/Exit on **M** Level or in P2 via elevator near Bruno's.

**BUSINESS CENTRES** - There are various locations in the St. Clair area. One of them is in the St. Clair Centre (located at Subway level). It's called Colour Copy Centre. Alternatively, there is a Kinko's located at St. Clair East.

**DEER PARK ROOM** (Social Functions) - Located on the Ground Floor, near the Lobby Stairs, this party room is available for the use of any resident for a fee. It contains an gas fireplace, kitchen facilities and a seated area with a view of the courtyard. For more information on its use, refer to your Rules and Regulations and/or contact the Management Office. The Deer Park room can be booked through the Security/Concierge Desk and a rental deposit (non-refundable) and cleaning fee are both required.

**DRY CLEANING** - Dove Cleaners is located at 1560 Yonge Street near Pet Valu (at front of Delisle Court). TLC is near Pizza Pizza and Hollywood Cleaners is located in the St. Clair Centre subway level just below the TD Bank.



## WHERE TO FIND IT



**EMERGENCY/PANIC BUTTONS** - These buttons are located in all elevator vestibules and throughout the parking garage and may be used to call for assistance at any time.

**FIRE ALARM PULL-STATIONS** - These are located throughout the building and may be used if a fire is thought to exist and should be used only in an emergency.

**GARAGE** - Main entry into 10 Delisle Parking is through the Green Parking which has entrances/exits from both Delisle and Heath Street. An entrance/exit passcard is required to lift the barrier. It can be obtained from the Management Office for a **\$50.00** fee. Please use only the parking space that was designated for your suite's use. Should you discover an unauthorized vehicle parked in your space, please contact Security. Residents are reminded that there are height restrictions (2.10 m or 6'8") and a 10 km per hour speed limit. Please follow the signs that show the ONE WAY direction for entering and exiting the garage. Garage spaces are not to be used for bicycles or general storage.

**\*Please note:** It's wise to keep your vehicle locked when it is parked in the garage and be vigilant. If you see anyone acting suspiciously in the parking area, report it immediately to the Concierge/Security using the **Panic** button or calling from your cellphone (when outside the building) Tel: 416-323-1597

**GARBAGE DISPOSAL ROOMS** - These rooms are located near the elevators and are marked Garbage Chute. Press the Garbage Button, wait for the white light to show in use and **PUSH** all small bagged household garbage down the chute. For designated recyclables, please press the blue CONTAINERS Button (wait for the orange light) and throw down paper, plastic, and glass items. Large items (and batteries) must not go down the chute. Take them to **Level M (Mezzanine)** and put in the bins or large Garbage storage area. If you have extra large objects, construction materials or flammable/toxic materials, or flammable/toxic materials, please contact the Building Manager for instructions on disposal.

**GUEST/VISITOR PARKING** – Unfortunately, we do not have any FREE underground Visitor Parking. Sometimes there are spaces along Heath Street that are available for parking. Please check the posted parking rates in the garage.



**KEYS AND PROXIMITY CARDS** – Each unit should have one or more entry keys, common area keys, mail box keys, and proximity cards or fobs for access to the building. If a locker is owned, a key is required for entry. If a space in the parking garage is owned, a proximity card or fob is required to enter and exit the parking garage. Owners may purchase additional keys and proximity cards from the Building Management Office. The Building Manager has a master key which will allow him access into any area (Including individual units) should there be an emergency. The Suite entry door and lock are common elements and as such cannot be changed without Board approval.

**LOADING DOCK** – The laneway is located just east of the building and is owned by Delisle Court. There is a door which is located on the west side in the laneway area with access to elevators at Level M. This door is for the use of movers, deliverymen and tradesmen and may not be 'propped' open unless a security guard is present. This is an extremely vulnerable area for entry by strangers.

**\*Please note:** This is not meant to be used as an entrance/exit to the building on a daily basis. Delivery trucks may not see you in the dark service corridor of the driveway.

## WHERE TO FIND IT

**LOCKER ROOMS** - Storage lockers are located on the first, second and third floors to the north or south hall past each elevator. You will need a common area key and locker key to access your locker. Additional lockers may be available for purchase or rent from other residents. Please check with the Building Manager with any queries. You may wish to post a notice in the mailroom indicating that you have a space available for rent.

**MAIL BOXES** - Your mailbox is located off the Main Lobby (street level) to the right of the front doors.

**PARCELS/DELIVERIES** – The Concierge/Security can accept deliveries on your behalf of parcels smaller than 24" X 24" and pieces of dry cleaning and laundry. The Concierge staff cannot accept registered mail, COD packages and larger items that require someone to be home to receive them (unless authorized by you in writing). Also, the Concierge cannot leave his/her desk to deliver a parcel to you. You will be advised by phone that a parcel/envelope is available for pick-up at the Front Desk.

**PASSERELLE** - Our building is connected to Delisle Court via P2 Parking area by walking towards the North parking area and follow the signs/walkway to Bruno's OR walk up the stairs into the walkway of Delisle Court.

### RESTAURANTS IN THE NEIGHBOURHOOD

(\*Disclaimer note: We provide this information as a courtesy and cannot accept responsibility for the quality of their goods and services)

- Cava – Located in Delisle Court on Ground floor just past the Second Cup
- Didier – 1496 Yonge Street
- Capoccaccia – Yonge/Balmoral – just south of St. Clair on the West side
- Il Fornello – 1560 Yonge/Delisle
- Swiss Chalet – Delisle Court on west side of Yonge Street
- Hero Burger/Lettieri – 21 St. Clair West
- Circle Thai – 1521 Yonge on East side
- Fig's – near Home Hardware on Yonge Street
- Fox and Fiddle – 1535 Yonge Street
- Takari Sushi – 1502 Yonge Street
- Terroni – I Balmoral Avenue/Yonge Street
- Tim Hortons – 1521 Yonge Street on East side
- Starbucks – 1495 Yonge Street on East side
- Second Cup – Delisle Court
- Timothy's – St Clair Centre (Ground floor near St. Clair Market)
- Senior's Steak House –Diner at 1397 Yonge St. (near Pleasant Blvd.)
- Druxy's – St. Clair Centre subway level
- Wendy's – St. Clair Centre – Ground Level
- McDonald's – St. Clair Subway on south side/East of Yonge Street



## WHERE TO FIND IT

### **RECREATIONAL FACILITIES:**

**GAMES AND TV ROOM (BILLIARDS)** - The games room is located on the Ground floor off the internal corridor near the Front Lobby. \*Please reserve at Concierge Desk.

**FITNESS FACILITY** - This facility on the 2<sup>nd</sup> Floor contains fitness equipment for the use of residents and is accessed from the Ground floor off the internal corridor and up the stairs or via elevator to the 2<sup>nd</sup> Floor .

**DEER PARK ROOM** - previously mentioned.

**READING ROOM/LIBRARY** – A small library is located next to the Billiards Room and is available to all residents who would like a quiet place to read. It is accessible using your common area key. No reservation needed.

## SAFETY AND SECURITY

**SECURITY STAFF** - The Corporation employs a Security/Concierge staff which is on duty at all times and may be contacted by phoning 416-323-1597

### **IN CASE OF EMERGENCY:**

**ALARMS** - In a building emergency, the alarm in your suite and corridors will sound. As soon as possible the front desk Security Officer will advise residents of the situation and give further instructions over the internal communications system. Elevators are shut off at this time.

**ALL CLEAR** - The intercom system will be used to inform residents when the danger is over.

**FIRE IN SUITE** - If a fire breaks out in your suite, leave your suite, closing but not locking the door behind you and pull the fire alarm.

**ACCIDENT** - If anyone experiences a severe accident or needs medical help, dial 911 and then contact our Security personnel at 416-323-1597 if possible. If a similar accident occurs in a common area, use the nearest emergency phone for this purpose.

**CRIMINAL ACTS** - If you observe a criminal act being committed within the building, or you have reason to suspect one may be in progress, contact Security.

**EMERGENCY**—After hours 24-hour Del Emergency line is 416-495-8866

**POLICE** – If your situation is a non-emergency, please call 416-808-2222 for anything that is not an immediate threat to life or property.

**SECURITY SUITE ALARMS** – Each unit is provided with an in-suite panel which is monitored at the Security/Concierge Desk. The in-suite security panel monitors the suite entry door contact and ground floor unit patio door contacts. Once the panel is activated, entry through the contacted doors will set off an alarm in the suite and at the Concierge Desk. You can expect a prompt phone call from Security to your alarm and possibly a visit to your front door if you are not reachable. \*Please note: We highly recommend that you keep the unit activated when you're not home as an extra security measure. **[Refer to the Security Manual or contact the Building Manager for details on how to set up and operate security alarm.]**

**VIDEO CAMERAS** – Located in the parking garage and entrance ways. These cameras are recording and are being monitored by the Security/Concierge



## THINGS YOU NEED TO KNOW

**ABSENCE FROM SUITE (longer period)** - If you intend to be away from your suite for a number of days, please inform Security/Concierge. Arrange to have any newspaper deliveries put on "vacation stop" so that they don't collect in front of your door. As a reminder, be sure that all taps, appliances, and utilities are turned off. It is wise to notify your insurance agent if you're going to be away for a longer period of time. Have someone check your suite and flush your toilet.

**CHILDREN** - Children under 14 should be accompanied at all times. Our building is not "child-proof" and young people should be supervised for their own safety.

**ELECTRICAL** - The St Clair building was built with **208 Volts** of power available. Some of your appliances will be 240V therefore it may take longer for units to operate.

**ELEVATORS** - If you are in an elevator which malfunctions (stops between floors, door jams, etc.), press the emergency button and use the telephone in the elevator.

**FIRE PREVENTION** - It is illegal to store any highly flammable or volatile materials (such as gasoline, turpentine or propane) in your unit or your locker. These substances should never be used in the presence of an open flame or in a closed-in area. Barbeques are not allowed on balconies however they are allowed on Terraces. Speak to the Building Manager regarding the transfer of propane tanks to your unit.

**FRONT DRIVEWAY** - The driveway in the front of our building is for pick-ups and drop offs only and it is essential that this route be kept clear of vehicles. Violators are liable to ticketing and/or towing.

**INTERCOM UNITS** - These units exist for emergency broadcast purposes only. They must not be tampered with or painted over as this is illegal and could jeopardize your safety.

**LOCK DOORS** - For security purposes keep your door locked at all times. It is also advisable to keep your sliding glass doors closed and locked when you leave your suite.

**MEDICAL EMERGENCIES** - Please call 911 and report the emergency to the Security Desk.

**REAL ESTATE** - 10 Delisle does not allow suites to host an "Open House". Please refer to our Condo By-Laws.

**REPAIRS** - Owners may use whichever company they choose. The following are only suggestions and there is no obligation to use these service companies

**PLUMBING:** Contact Ross at Right Angle Plumbing Office: 905-712-4216 / Cell: 416-716-4638 or (\*24-hour emergency Service 416-541-1103)

**ELECTRICAL:** Contact Frank at Checker Electrical Office: 416-560-3439

**SMOKE DETECTORS** - It is a fire code requirement that smoke detector(s) in your suite are operational at all times. They must not be tampered with or moved as this could not only jeopardize your safety but could also adversely affect several other suites.

**STRANGERS** - When entering the building, do not allow any obvious stranger to accompany you. If you are not sure whether the person is a resident, ask them to show you their access card or fob. If they claim to be visiting a resident, direct them to the Concierge or *Telephone Entry* system. This is for your own protection! Likewise, do not open your suite door to strangers but let Security know that they are at your door.

**TELEPHONE ENTRY SYSTEM** (Front Lobby) - When Security is on patrol, guests visiting residents may contact them by entering a *four-digit code* using the entry system that contacts owners via telephone. Owners will need to press "9" on their phone and hold for 3 seconds to permit front door entry. In addition, residents that have Rogers Cable may view the lobby vestibule on their TV set.

**VISITORS** - If unexpected visitors arrive in the Front Lobby, they will be requested to give the Concierge the name and suite number of the resident that they are visiting. The resident will then be telephoned by the Security Officer for permission to allow entry. All guests must sign-in at the Front Desk.

## MAINTENANCE PROTECTS YOUR INVESTMENT

The Corporation prides itself on the appearance of its building - both exterior and interior - and on the efficiency of the services it provides. Over the years, a routine maintenance program has been followed and continues. Please assist us and protect your investment by co-operating with the following:

**CARPETS & CLEANING** - The Condominium is responsible for all common area carpets and cleaning. Please report any problems to the Building Management Office for attention.

**ELEVATORS** - There is one elevator that can be put into service mode and is available for the delivery of large items, construction materials or moving. This elevator must be pre-booked through the Condo Management Office or Security. Such items must be delivered via the loading dock and not through the lobbies. A booking fee and refundable damage deposit applies.

**HEAT PUMP** – Owners may use whichever company they choose. One contact that we have on file is Andrea at Margell Mechanical Office: 416-749-1717

**LOCKSMITH** – Contact Norm at Safe-Guard Locksmiths Office: 416-789-7889 so that the Building Manager will receive a copy for his master key requirement.

**PESTS** - If you observe any insects or rodents in your suite or common elements, please report this to the Condo Management Office immediately. Professional exterminators will deal with the situation.

**PETS** - Pets are allowed in the building as stipulated in the Declaration. Any complaints about animals should be reported to the Condo Management Office.

**REQUEST FOR APPROVAL FORMS** – for any work being done in your unit, please fill out this form available at the Condo Management Office.

**WATER VALVE SHUT-OFF** – Usually located at the back of the cabinet under the bathroom sink. To the left of the pipes, you will need to insert the metal “allenkey” into the top valve and turn to shut it off. If you have any questions, please contact the Building Manager or the Front Desk.

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## OTHER SERVICES

**BUS AND SUBWAY SERVICE** – The Yonge Street bus picks up at the NW corner of Heath Street and the NW corner of St. Clair approximately every ½ hour (going southbound). The Bus stops on the SE corner of Yonge/St. Clair going northbound. Please check the posted schedule. In addition, there are 3 entrances/exits to the St. Clair Subway (one is across the street in the St. Clair Centre, the other is at St. Clair East near Yonge and the other is on Pleasant Boulevard. Streetcars are available at the St. Clair East subway location as well as near Deer Park and Yonge and St. Clair.

**CABLE TELEVISION** – Both Rogers and Bell are able to provide television service to the suites. Please contact Rogers 1-877-215-2316 or Bell Expressvu for Condos at 1-888-759-3474.

**GROCERY STORES** – St. Clair Market (is part of the Weston/Loblaws Group of Stores); Sobeys is located at 81 St. Clair Avenue East and the Loblaws Superstore is located at Bathurst and St. Clair (the streetcar can take you to/from if you don't have a car. In addition, Bruno's Fine Foods is located in Delisle Court.

**LUGGAGE CART AND DOLLY**- A Luggage cart and dolly are available (on loan) to transport groceries, luggage etc. to your suites. Please *check with Concierge to sign it in and out and return it promptly to the Front Desk area.*

**IN-SUITE MAINTENANCE** – is the responsibility of the individual owner. The Management Office can supply the names of qualified contractors.

**NEWSPAPER DELIVERY** - It is up to residents to arrange and pay for delivery directly with the newspaper. If convenient, you may arrange to have carrier pick up your cheque at the Concierge Desk. Please cancel delivery/vacation stop if you are going to be away to avoid making it obvious that your suite is unoccupied. Security/cleaning staff will pick up any newspaper left out in the hallways longer than 24 hours.

**PHARMACY** - Shoppers Drug Mart is located across the street and is open until Midnight and the Rexall PharmaPlus is located in the St. Clair Centre

**POST OFFICE** – Located in the St. Clair Centre in the Greeting Card store at Subway level and at Shoppers Drug Mart.

**STAFF GRATUITIES** - **TSCC #1591** employs cleaning, maintenance and security staff who are friendly and helpful. At the end of the year, residents may (and are not obligated) voluntarily contribute to a gratuity fund that is distributed annually to staff through the Board.

### WEBSITE

Is currently not operating until the Board finds a user-friendly, multi-functional system. If you have requests for information and require forms, please contact the Condo Manager and/or Building Manager.



## BE A GOOD NEIGHBOUR

The St Clair/10 Delisle is a very pleasant place to live but this would not be the case without our residents' co-operation.

**FEEDING BIRDS** - Please do not throw food out of your windows or feed birds from your unit! The mess left by the food and birds is unhealthy and detracts from the appearance of the building.

**GARBAGE ROOM ETIQUETTE** – We have a tri-sorter garbage chute. Garbage and recyclable materials should be put down the applicable chute. Small garbage bags should be securely tied and **pushed** down the garbage chutes. Please do not leave large cartons or other items in these rooms but check with Security or the Management Office on how to dispose of them. All boxes should be broken down and placed in the recycle room.

**KITCHEN FANS** - Please use your kitchen fan when cooking. The fan and filter will help keep cooking smells out of the corridors.

**NOISE** - Please be considerate of your neighbours. Our building is reasonably well sound proofed but loud voices, musical instruments, shoes and audio/video equipment can sometimes be heard in the corridors and by neighbours located beside, below or above you.

**SMOKING** - City By-laws prohibit smoking in all common areas of the building. This includes elevators, corridors and stairwells.

**THROWING ITEMS** - For obvious safety reasons, please do not dispose of your cigarette ashes or butts from your window, balcony or terrace. It is against the condominium rules to throw anything or to shake dusters, mops etc. from the windows. Anything thrown can fall on the balconies below and even enter open windows of lower floors causing damage or injury.

*Thank you for your consideration and we hope you enjoy your condominium lifestyle at The St. Clair.*



*"A man travels the world over in search of what he needs and returns home to find it."*

George Moore  
(1852-1933),  
Irish novelist