

**Mayland Terrace Condominiums**  
Owner's condominium plan # 9912606



30 McHugh Court N.E. Calgary, AB T2E 7X3

**Owner's Handbook**

The Board of Directors of Mayland Terrace has compiled this booklet for the owners and residents. It contains useful information to help keep the community happy and safe. Hopefully you find its contents beneficial and informative. Please take the time to read through it and have on hand if needed.

## **Board of Directors**

Mayland Terrace has a seven member elected Board of Directors. These members are elected at the Annual General Meeting held every twelve to fifteen months by a quorum of eligible owners attending the meeting. Your Board of Directors look after the business of the corporation and different programs as outlined in the pages that follow.

If you are interested in volunteering, we are interested in hearing from you. Please let ACMS know or drop a note in the office drop slot in a sealed envelope addressed to the Board of Directors.

## **Important Phone Numbers**

Police and Fire Emergencies: **911**  
Accredited Condominium Management Services (ACMS): **253 7525**  
(Building equipment and building deficiencies, condominium assessment fees, condominium documents, etc...)

**All comments, suggestions and problems should be  
forwarded To ACMS in writing or call  
Monday to Friday between 9:00 am and 4:00 pm**

<p><b>Evenings and Weekends- Emergencies Only 253-7525</b></p>
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Calgary Parking Authority (for illegally parked vehicles): **537 7100**  
Pet Control: Weekdays 8 am – 7 pm, Sat./Sun. 8:30 am-4 pm **268-1160**

## **What is a Condominium?**

A condominium is a form of real property ownership. This type of property ownership has two parts: owning your own property to which you get a title, and jointly owning property with other unit owners in the same complex.

Every condominium corporation contains both condominium units and any common property identified in the condominium plan.

Owning a condominium is not the same as renting an apartment where all the duties and responsibilities of running the building are handled by the landlord and a caretaker. In a condominium complex, ownership responsibilities belong to you and all other owners in your condominium corporation.

## **What is a Unit Factor?**

A unit factor identifies the portion each unit has of the joint ownership of the condominium property. It is important to know the unit factor assigned to your unit as it will affect your condominium contributions.

## **Building Security**

Building security is only as effective as you, the residents, make it.

To ensure that you and all other residents at Mayland Terrace are kept safe, we ask for your co-operation in the following areas:

- Please do not hold open or prop open the entrance doors. Please do not let in anyone that you do not know.
- Keep your suite door locked at all times.
- Report to the police any suspicious activities or anyone causing damage to the property.
- Cancel newspapers when going on vacation. Ensure that you lock all doors and windows.
- For your convenience and security, you may view the main entrances through your television. Shaw digital cable channel 81 and satellite channel 10.

## **Residential Unit Lock Policy**

All owners/residents should be aware that if they have changed the locks on their suite doors since their purchase, in the event of an emergency (fire or flood), entry to your suite and any resulting damage to your door will be the owner's expense. We advise that you leave a spare key in the office. All keys are kept in a locked key box, locked in a fire proof cabinet. Keys are coded and not marked with a suite number to protect you.

Each year a fire inspection is required by law. The inspection company must gain access to each unit to check the heat detectors. Residents will be notified in advance as to time and dates of such inspections. If access cannot be gained to a suite and the inspector has to return, the resulting charges will be billed back to you.

**FYI** All entrance door locks and laundry room door locks were changed in November, 2002. The Board of Directors felt that this was necessary because this building had been a rental property for approximately 18 years prior to the beginning of the condominium conversion.

## **Fire Emergencies**

**In case of fire.....**

**To stay??? or To go ???**

### **Reporting a Fire in your unit:**

#### **Small Fire in Your Unit:**

1. If you have a proper fire extinguisher handy and the fire is really small, contain the fire.
2. Once extinguished, CALL THE FIRE DEPARTMENT @ 911.
3. Give the building name, address, your unit number and floor.
4. Tell them that the fire is contained but they should come out to ensure it is completely extinguished.
5. If the fire becomes unmanageable, follow the instructions below.

**Unmanageable Fire in Your Unit:**

1. Leave your suite immediately and close the door behind you. (you may have to crawl if the smoke is already in the air).
2. Go to the hallway and pull the fire alarm lever.
3. Leave the building via the stairway.
4. Do Not take the elevator and Do Not return to your unit.

**OR**

1. If your way to your suite door is blocked and you can get to the balcony, open the door carefully and get out onto the balcony.
2. Close the balcony door behind you.
3. Raise the alarm by shouting.

**LEAVE AS SOON AS POSSIBLE. THE EARLIER YOU LEAVE THE SAFER YOU ARE. DO NOT HESITATE.**

If you have physical limitations, **PLAN AHEAD** to ensure you can get the assistance you need to evacuate quickly. We suggest you drop a note in the office drop slot indicating your suite number, name and limitation: **ATTENTION Fire Department**. All information will remain confidential and in the fire panel for fire department use only.

**What to Do When You Hear the Fire Alarm:**

Feel your suite door to see if it is warm or hot.

If it is not hot and it's safe to leave your suite, do so immediately.

1. Leave the floor and the building via the safest stairwell.
2. DO NOT take the elevator and DO NOT return to your suite.
3. If possible get to a phone and call 911.

**If the Door is Hot...IT IS NOT SAFE TO LEAVE**

1. Stay in your suite.
2. Use masking tape to seal the crack around the suite door and put wet towels at the bottom.
3. Seal air ducts, fans etc. where smoke could enter your suite.
4. IF the smoke is worse in one room (i.e. the bathroom), close the door.
5. Call 911 and give details.

**If Your Suite Fills With Smoke; keep low to the floor where air is cleaner.**

1. Move to your balcony and close the door behind you.
2. Take a cordless or cellular phone with you, if available, and once outside call 911.
3. Take warm clothes or blankets if the weather is cold.

### **What to Do If You Discover a Fire/Smoke in a Common Area:**

1. Warn residents on the floor immediately.
2. Activate the nearest, safe fire alarm.
3. Leave the floor and the building via the safest stairwell. DO NOT take the elevator.
4. If possible, get to a phone and call 911.

### **WHAT ELSE YOU SHOULD THINK ABOUT:**

- √ Becoming familiar with the fire safety features provided in this handbook and in the building.
- √ Keep this handbook in a prominent place and review periodically with all members of the family.
- √ Learn the location of fire exits and stairwells.
- √ Identify the location of the fire alarms and fire extinguishers and read the instructions on how to operate them.
- √ Keep a roll of masking or duct tape readily available.
- √ IF you are physically unable to use the stairs, be sure to know what to do to protect yourself from smoke.
- √ Note that stairwells and corridors can fill with smoke in as little as 10 minutes after the start of a fire.
- √ If you encounter smoke during evacuation, look for an alternate route (e.g. the stairwell at the opposite end of the building), return to your suite or seek refuge with other residents on the nearest floor.

**REMEMBER- your safety is your responsibility!**

**REMEMBER- Never use the elevator and Never go to the Roof.**

**To stay or to go is YOUR decision.** Your choice will depend on the circumstances at the time of the emergency. You should understand the consequences of your decision. Most of the time, the best thing to do is to leave the building. The longer you wait to evacuate, the more risk there is that heavy smoke and heat will have spread to the hallways and stairwells, making conditions extremely risky and even life threatening. If you let the opportunity to leave the building pass, you must be prepared to protect yourself from smoke and other effects of fire until you are rescued or told by the fire department it is safe to leave. This could take a long time.

### **FINAL REMINDER: Smoke and Heat Detectors**

**Ensure that your in-suite smoke detector is functioning properly.**

In order to ensure your own safety, it is advisable to maintain your smoke detector as follows:

1. Press the test button once a week to check the audible signal.
2. Once per month, test the smoke alarm with smoke. Take a candle and light it. Blow the candle out and let the smoke from the extinguished candle go into the smoke alarm. To turn the alarm off, simply wave with a newspaper to get the smoke out of the chamber.
3. Once a year vacuum the smoke detector to clear it of any accumulated dust.

## **Heat Detectors:**

Each suite is equipped with a heat detector. This is the silver metal object located in the hallway near your smoke detector. These heat detectors are connected to the fire department and are very sensitive. Please be careful to not touch them when cleaning the ceiling or moving furniture.

## **Heating**

Due to the rapid and extreme fluctuations in the outside temperatures that we experience, together with the fact that the building is heated by means of hot water and convection, water line freeze-ups and pipe ruptures may be experienced in the winter. This could cause serious damage, to both the structure and personal property, and inconvenience many people should this occur.

The majority of such occurrences can be avoided by the use of proper precautionary measures. We ask your co-operation in the following:

- Never leave your patio door or windows open during the winter months, **especially when you are not at home.**
- Set your thermostat to your desired temperature, but not below 15 deg. C.
- Periodically check your zone valve and surrounding floor area for any signs of water leaks. If there are any indications of moisture in the area, notify ACMS to arrange to have a plumber sent in.

The corporation cannot assume any responsibility for damage to your personal effects and furniture, therefore, please arrange for your own insurance coverage.

## **Balconies and Patios**

Patios and balconies are not for storage. Bicycles, barbeques and patio furniture are allowed along with plants. Christmas lights are allowed, although we ask that they be removed by February 15<sup>th</sup>.

Balconies in the building have been treated with a waterproofing membrane. No carpeting can be installed (either glued or loose) on the balconies as water can become trapped under the carpet and will deteriorate the waterproofing membrane and the concrete. If carpet has been installed and damage is done to the balcony deck, you will be charged for the damages.

## **Facilities**

Your building is equipped with several facilities that are for your use and enjoyment. Please keep in mind that they are here for all residents to enjoy. Please clean up after using these facilities and always close windows and turn out the lights.

## **Games Room:**

The games room is located on the southwest side of the 5<sup>th</sup> floor. For your enjoyment there is a pool table, shuffleboard and dartboard. Pool cues and shuffleboard rocks are available for your use. There is also a table and chairs for playing cards or perhaps a Board game. Also, there is the beginning of a library. If you have any books to donate, please leave on the shelves in the games room. Please be mindful of neighbouring residents when using the games room, noise levels should be kept to a minimum. Keep in mind that there is NO SMOKING allowed inside the games room. An ashtray is provided, on the balcony, for your convenience.

## **Exercise Room:**

The Exercise Room is located on the 1<sup>st</sup> floor near the office. There is a treadmill, stationary bike, and a universal gym for your use. Also a dry sauna and washrooms with showers are there for your usage. Please keep in mind that there are suites adjoining the exercise room, so keep the noise to a minimum.

**Be advised that the Exercise Room, Sauna and all equipment are to be used at your own risk.**

## **Laundry Rooms:**

Each floor (3,4 & 6 has a laundry room on the South side), (2,5 has a laundry room on the North side) near the elevators. The 1<sup>st</sup> floor has one laundry room near the south entrance. Cost is \$1.75 per wash and \$1.50 per dryer. The machines take only quarters and loonies (exact change). No change machines are on site. Please be courteous to others and clean the washing machines and lint screens in the dryers after use. **Please do not wash or dry pet blankets in the machines**, as pet hair is left in the machines and it is not pleasant for the next user.

A garbage container is located in each laundry room for disposal of soap boxes, bleach and fabric softener bottles, dryer sheets and dryer lint. **PLEASE NO HOUSEHOLD GARBAGE!** Please ensure that you shut the laundry room doors. They are kept locked because of past break-ins and vandalism to the machines.

## **Car Wash and Repair Bays:**

For your convenience, a car wash bay and mechanical repair bay are located in the underground parkade. If you do not have access to the parkade, please arrange to sign out a key with the building operator. Please remember that these bays are for all resident's use. It is advisable to purchase your own nozzle for the car wash hose as the corporation will not be purchasing any more (they keep disappearing). Clean up when you are done and NO PARKING please.

You may find the buildings operation manager vehicle parked in the repair bay. There will always be a sign posted, so please give them a call and they will gladly move their vehicle so you can access the repair bay. As you are all aware parking is scarce in our area so please ensure that you only park in your assigned stall.

## **Garbage Disposal:**

Garbage chutes are located on each floor (2 thru 6) approximately in the center of the building. The main floor has a large garbage room for larger items. Please follow these general guidelines for disposing of garbage:

- Please ensure that your garbage is tied securely before dropping down the chute. Kitty litter must be double bagged and securely tied closed.
- Please do not drop jars down the garbage chutes. This can cause damage to the compactor as well as be dangerous to the person moving the bins.
- Do Not place loose or unwrapped garbage down the chutes.
- Do Not leave items such as boxes, bottles etc. in the garbage chute rooms. These rooms are small and it causes extra work for the cleaning staff.
- Do Not force anything down the chutes as they can plug up the garbage chute.
- Please break down all boxes before disposing of them.
- Please do not dispose of large furniture items in the garbage room or garbage bins. These items are not part of our garbage disposal contract and will cost your corporation money to have them disposed of. Please arrange to have them hauled away on your own.
- Please do not dispose of household waste in any garbage container, other than the garbage areas or chutes. These containers (located in laundry rooms, parkade etc.) are not emptied daily and are not intended for household garbage.

## **Pets**

Having a pet reside in your unit is a privilege, not a right. To comply with your condominium by-laws please remember that all pets must be approved by the Board of Directors. Please see attached Pet Approval Forms.

Please be reminded of the following:

- All dogs must be licensed by the City of Calgary.
- Pets must be kept on a leash and in their owners control at all times. Pets must not be allowed to run in hallways or other areas of the common property.
- Dogs must be taken off of the corporation property for walks. Droppings must be picked up immediately, not left until later. This also applies to your patio/balcony area as well. Please remember that odors travel and may be offensive to your neighbours.
- Pets are not to be left tied or loose on patios or balconies for long periods of time, or when their owner is not at home.
- Please dispose of cat litter in a double plastic bag which is securely tied closed.
- Pet owners will be held responsible for any and all damage caused by their pets, whether it is condominium or other private property.
- Be reminded that the city-owned park area to the west of the building is a NO DOG area.

## **Move In and Out Procedures**

Effective immediately, the following procedures will be followed for all residents moving IN or OUT at Mayland Terrace:

1. Notify (ACMS) @ 253-7525 of the date and time of your move.
2. A \$50.00 refundable key and damage deposit made payable to MaylandTerrace through ACMS will be required.
3. The Building Operator will make the elevator key and elevator pads available and conduct a before and after inspection to ensure that no damage have occurred to the common property.
4. In the event there are no damages, the \$50.00 deposit will be returned.

In order to make your move in/out process as efficient as possible, all residents will advise the Management Company of all moves at least 48 hours in advance of the actual moving date.

## **Other Items for Your Information**

- √ For your convenience, a pop machine is located in the South 1<sup>st</sup> floor laundry room.
- √ Satellite dishes are allowed as long as they are not attached to the building or balcony railing. They must be installed on a post or telepost inside the confines of your patio or balcony.
- √ Window mounted air conditioners are not allowed in the building. The condensation produced by such units will deteriorate the brick veneer on the building and may cause thousands of dollars damage.
- √ All security and exterior doors must be kept shut and locked at all times.
- √ Please remember that we all are neighbours. Do not throw anything off of or sweep dirt off your balconies. Be mindful of your neighbours beneath you.
- √ Please do not throw cigarette butts off of balconies or over fences. This makes the grounds unsightly and causes more work and extra costs for cleaning. It can also be dangerous, starting a fire if grass is dry or burning someone below.
- √ Please be courteous to other residents and do not smoke in common areas of the building i.e. hallways, stairwells, games room, exercise room, laundry room and underground parkade. Remember that it is against the law to smoke in any of the common areas.
- √ Please remember that this building is your home. Treat it all as you would your own home.
- √ Keep your eyes open for vandals. Let's be our own community blockwatch. Vandalism costs each one of us money. Repairs and replacement comes from your condominium fees.
- √ It is advised for your own safety not to use the sauna in the exercise room unless there is another person present.



**Owner/Resident Information**

**NAME:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Parking Stall Information:**                      U#    O#

**Storage Locker #:** \_\_\_\_\_

**Emergency Information:** In case of an emergency, contact Information other than owner:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

All information provided will be kept in the office for use in an emergency situation only.

**Games Room Key:**    Yes                      No

**Exercise Room Key:**    Yes                      No