

YORK CONDOMINIUM CORPORATION No. 529

October 2016

Re: Communicating with Northcan Property Management
and
YCC#529

Dear Homeowner,

York Condominium Corporation #529 (YCC#529) consists of 41 Units with two styles of apartments 1) at the front - Old House and 2) at the back - Annex. We are pleased to have you as part of our community. As you are aware, YCC#529 has a volunteer Board of Directors made up of 5 homeowners, elected for 3 year terms by the unit owners. The YCC#529 Board of Directors in turn, contracts with Northcan Property Management to provide part-time, independent, property management services including day-to-day operations and business affairs support for the Corporation.

In general, communication between homeowners, the Board, and the Property Management Company occurs at the Annual General Meeting each year and through special notices and newsletters from time to time. In addition, individual homeowners contact Northcan throughout the year as needed with questions and issues related to their specific units. Homeowners have asked the Board to clarify the best method(s) for such communications and to establish a best policy for communication expectations by homeowners.

The purpose of this letter is to clarify how requests and questions should be communicated, and to provide some general reminders about areas of responsibility so that we can continue to maintain our high standard of care for our shared property.

Methods of Communication

Email: Email is the preferred method of communication with Northcan Property Management. Using email will help to reduce misunderstandings and will ensure that there is a clear tracking of initial requests and any follow-up communications.

Questions or requests related to individual units and/or common elements should be emailed to propertymanagement@northcan.ca. Please note that the Board is not responsible for passing on requests from homeowners to Northcan.

Northcan will make all reasonable efforts to respond to emails within three business days. If your request is an emergency (fire, flood or life threatening situation) please telephone Northcan first and express that this is an emergency. You may also wish to follow-up with an email. Non-emergency requests may need answers that require approval of the Board of Directors and make take additional time for discussion at the next Board meeting.

Telephone: Questions or requests related to individual units and/or common elements can also be communicated to Northcan by phone at **905-669-8850**. Homeowners may wish to follow-up phone calls with an email at the email address above.

Northcan will make all reasonable efforts to respond to phone calls within three business days. If you are calling after regular business hours or on the weekend and the situation is an emergency (fire, flood or life threatening situation), please advise the answering service so that emergency communication protocols can be activated.

If appropriate, in life-threatening situations, please call 911 before calling Northcan.

Written/Letter: Communication with Northcan is also possible by traditional letter and mail to the address on this letterhead. Written communication is best for less time-sensitive matters or common element change requests where drawings or design proposals are attached for the Board's consideration. Some answers require approval of the Board of Directors and make take additional time for discussion at the next Board meeting.

General Responsibilities

Common Elements: Common Elements refers to all areas outside your home such as corridors front lobby, underground garage, elevator, roof terrace, exercise room, laundry room, etc. Common Elements also includes areas such as the balconies/patios and external structures such as brick, windows, doors, and fences.

Changes to Common Elements, structural changes, and changes to the exterior of units must be approved in writing by the Board in advance of any work commencing. These changes include the removal of walls and plumbing or electrical changes inside of your suite. Please refer to the Condominium's By-laws and Rules. Homeowners wishing to make any changes are asked to submit the change request in writing (see Communication options above). As a general rule, the Board meets monthly and will consider change requests at the next scheduled meeting. No changes will be permitted which attach to the exterior structure of the unit. Since the Board considers issues collectively and makes decisions at board meetings, an individual board member cannot respond to your issue. It will be more effective to send your request by email to the property manager to facilitate efficiency in having your issue or concern addressed.

Insurance: The Corporation maintains insurance coverage for both general and exclusive use common elements and property damage for the replacement value of the original construction/design. Changes or improvements made by individual homeowners (even if it was an owner before you) are not covered by this insurance and are the homeowner's responsibility. For instance, the standard unit by-law defines what is and/or is not covered by the Corporation's insurance and may be the homeowner's responsibility. Homeowners are responsible to maintain insurance on their unit for the replacement of contents and all improvements above the original construction standard. Most insurance providers offer a "condominium package" which reflects this shared responsibility.

Homeowners should refer to the Condominium Act, the YCC#529's Declaration, and/or the applicable By-Laws for detailed information and clarity. Homeowners must also comply with the City of Toronto's By-Laws such as building permits, where appropriate.

We hope that this information is helpful to homeowners. We appreciate your commitment to maintaining our property as a well-functioning, attractive, and safe space for everyone, providing owners with a solid base for their investment

The YCC #529 Board of Directors are:	Almut Vogel:	President
	Tim Hughes:	Vice-President
	Georgina Veldhorst:	Treasurer
	Miro Klement:	Secretary
	Julie Haynes:	Director

Website: www.212stgeorge.ca

Property Manager: Richard Pearlstein, Northcan Property Management
Telephone: 905-669-8850

Regards,
YCC #529 Board of Directors