



TENANT
HANDBOOK

20 Valleywood Drive

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ARMADALE PROPERTY MANAGEMENT INC.

KEY PERSONNEL NAMES AND PHONE NUMBERS

Business No: 905-477-8000

FAX: 905-477-6897

Mailing Address: Armadale Property Management Inc.
180 Renfrew Drive
Suite 100
Markham, Ontario L3R 9Z2

Website: www.armadalepm.ca

Senior Property Manager	Elizabeth Whitton	ext. 253
	905-943-8807	
	lwhitton@armadalepm.ca	
Corporate Controller	Blake Morrison	ext. 232
	905-943-8813	
	bmorrison@armadalepm.ca	
Property Manager	Peter Sestito	ext. 234
	905-943-8811	
	psestito@armadalepm.ca	
Assistant Property Manager	Hector Luna	ext. 251
	905-943-8808	
	hluna@armadalepm.ca	
Tenant Coordinator	Jean McCann	ext. 243
	905-943-8816	
	jmccann@armadalepm.ca	
Superintendent	David Bulhoes	ext. 251
	905-943-8815	
	dbulhoes@armadalepm.ca	

EMERGENCY NUMBERS

FIRE DEPARTMENT	911	MARKHAM
YORK REGIONAL POLICE	911	1-866-8POLICE (76-5423)
AMBULANCE	911	
ONTARIO POISON CENTRE	1-800-268-9017	
HOSPITALS		
MacKenzie Health (Richmond Hill)	905-883-1212	
Markham Stouffville (Markham)	905-472-7000	
HYDRO		
PowerStream	1-877-236-395	infor@powerstream.ca
WATER (service and repair)		
City of Markham Waterworks Maintenance (request line)	905-475-4862	
GAS		
Enbridge emergency	1-866-763-5427	
SECURITY	API Alarm Inc. 1-855-446-4159 (Please post this number in full view)	

BUILDING HOURS OF OPERATION AND HOLIDAY SCHEDULE

Office hours are Monday to Friday 8:00 am to 6:00 pm. The building will be closed weekends and all statutory holidays.

BUILDING TEMPERATURE

ASHRAE Standard 55-1992 Thermal Environmental Conditions for Human Occupancy, recommends the following acceptable temperature ranges

Table 1 Acceptable Temperatures		
Season	Clothing	Temperature
Winter	Heavy slacks, long sleeve shirt and/or sweater	20-23.5°C (68-75°F)
Summer	Light slacks and short sleeve shirt	23-26°C (73-79°F)

If you experience uncomfortable temperatures, check your thermostat before submitting a Service Request.

SUITE ACCESS

Each tenant shall be issued two keys to the door of their suite. Additional keys may be purchased from property management at a cost of \$50.00 for the first key and \$10.00 for any additional keys.

EMPLOYEE ACCESS

Property Management staff will not allow unauthorized employees into the suite. If they have forgotten or lost their keys they will have to make other arrangements.

VENDOR/CONTRACTOR ACCESS

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Property Management Office including:

Company name;
Names of all people who will be doing the work;
Date(s) the work will be performed;
Time the contractor will arrive and depart;
Description of the work being done.

Property Management staff will not admit your contractor into your suite. Please make arrangements to meet the vendor or provide them with keys.

MOVING AND DELIVERY GUIDELINES

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can better assist you with your move. We would be happy to answer any further questions you may have.

- Notify us as soon as possible as to the date and time of your scheduled move. All moving arrangements must be cleared by the Property Manager. All moves will be scheduled on a first come, first served, basis.
- The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
- Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
 - * Pad or otherwise protect all entrances, doorways, and walls affected by the move.
 - * Cover all floors traversed during the move with appropriate material.
- Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move, which may affect building operation. They are also responsible for removing all trash and bulky packing cartons.
- Our building has a strict “No Smoking” policy. Moving crews are not permitted to smoke in any area of the building.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park vehicles in marked Fire Route.

DIRECTORY LISTING AND SUITE SIGNAGE INFORMATION

Each tenant in 20 Valleywood Drive is allowed one space on the pylon directory and one on the unit.

Exceptions to the building standard suite signage must be approved by the property manager and be appropriate to the building’s professional image.

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors and lobby doors.

PARKING

Free surface parking, 3 spots for every 1,000 square feet of leased premises.

If you are leaving your car overnight, please notify property management.

MAIL

Postal Code: 20 Valleywood Drive **L3R 6G1**

The nearest postal stations:

- West Beaver Creek Post Office
135 West Beaver Creek Rd, Richmond Hill
- Shoppers Drug Mart
9255 Woodbine Avenue
(Woodbine & 16th Avenue)
Markham

REQUEST FOR SERVICE

All tenants are setup automatically on the Request for Service. To submit a Request for Service, go to our web site www.armadalepm.ca

Click on the icon



It will bring you to a login box. You will then be prompted to sign-in with your username and password:

Username: {email address}

Password: {welcome} This is a temporary password and you may change it at any time.

If you have any questions please contact our Tenant Coordinator, Jean McCann
jmccann@armadalepm.ca or (905) 477-8000 ext 243.

For The Mobile Service

Download and install the app today by following these simple steps on your mobile device:

1. **For iOS:** Open the Apple App store. **For Android:** open Google Play.
2. Search for "Mobile Service by Angus Systems".
3. Select the application from the search results, then select "Install".

The first time you run the Mobile Service app, you will need to log in.

NOTE: Please do not create a new request if it concerns a request already in progress. Simply open that request and post a new response. To do this, double click on the Request # and on the left side, click on New Note fill-in required information and Save Note.

The request is received immediately and monitored closely; a process for resolving the matter is initiated, and will provide the tenant with feedback. Also, we are then able to track and document the request until it is successfully completed. Keep in mind that there is a 4 hour response time, depending on the urgency.

Tenants requesting to have work performed in their unit may follow the request for service procedure after which a quote for the work will be provided. The quote must be signed before work can begin.

RENTAL REMITTANCE

Rent and tenant charges are due and payable on the first day of the month. All cheques should be made payable to 2449666 Ontario Inc. and mailed or delivered to 180 Renfrew Drive, Suite 100, Markham, Ontario L3R 9Z2. Direct deposit is now available, please see **FORMS** Pre-authorized Debit (PAD) agreement; or contact the property management office.

OFFICE FURNITURE AND CONSTRUCTION MATERIAL

Habitat for Humanity -1-800.667.5737
Salvation Army – 416.425.2111
1.800.310-DUMP(3867)
1.800.got-junk

THEFT

1. Notify the Armadale Properties Management Office at (905) 477-8000 (after hours contact API Alarm Inc., 1-855-446-4159 and give the following information:
 - a. Company name and location;
 - b. Floor number where theft has occurred;
 - c. Details of theft (just occurred, just discovered);
 - d. Your name and telephone number.
2. Notify your receptionist.
3. Notify your supervisor.
1. Notify your company Security Officer (if applicable)

Security Measures

- Video surveillance 24/7 by API Alarm Inc.
- Please notify property management when your offices will be operating after hours or during the weekends.
- Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.
- When you secure your premises at the end of the business day, lock all doors and verify that they are properly locked. We recommend locking your suite every day after 5:00 p.m. even if people are working late.
- Do not leave attachés or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles left in plain view are easy targets for thieves.
- Notify the property manager or security guard immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during the lunch hour and right before closing. At these times there is often a lot of movement and people are frequently away from their desks.
- Occasionally examine your wastebasket contents to see if any equipment or other valuables have been segregated for removal later.

- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with and canceling security access codes.
- Keys kept on an eye ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect mail or papers.
- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.

Consider having routine background checks done on prospective employees as an additional security precaution.

POWER FAILURE

Notify the Armadale Property Management Office at (905) 477-8000 (after hours API Alarm Inc., 1-855-446-4159 and give the following information:

- a. Company name and location;
- b. Floor number where power failure has occurred;
- c. Details of power failure;
- d. Your name and telephone number.

FIRE SAFETY

Fire on Your Floor

1. Operate the nearest fire alarm pull station.
2. Notify the Markham Fire Department (only if safe to do so) at 911 and give the following information:
 - a. Building name and address;
 - b. Floor number where fire is occurring;
 - c. Details of fire;
 - d. Your name and telephone number.
3. Close each door of your office as you leave.
4. Proceed to ground level and EXIT the building.

If You Encounter Smoke

1. In heavy smoke, take short breaths through your nose, stay low, and crawl if necessary.
2. DO NOT STOP. There is less smoke at floor level.
3. If you encounter smoke in the stairway, use an alternate exit.

Suggested Fire Plan for Your Office

1. Determine the required personnel to be assigned as *supervisory staff*, to be given duties as Fire Wardens for your office
2. Schedule regular meetings review emergency procedures.
3. Pertinent emergency information must be supplied for each occupancy.
4. Failure to participate in this Plan may result in unnecessary injuries or damages occurring.
5. The Checklist forms should be copied for use by the Wardens and assistants, and kept in a convenient location, known to all involved persons.
6. The instructions for Tenants Employees are to be copied by the Wardens and distributed to each person in their occupancy.
7. In keeping with the Ontario Fire Code and the Fire Safety Plan, your cooperation is required in all aspects. Please refer to the Fire Code definitions of:
8. *Owner* means any person, firm, or corporation having control over any portion of the building or property under consideration, and includes the persons in the building or property;
9. *Supervisory staff* means those occupants of a building who have some delegated responsibility for the fire safety of other occupants under the fire safety plan.
10. The Fire Drill frequency required for this building is one drill per year.

Tenant Responsibility

1. Your responsibility for emergency situations is to know and understand your Fire Safety procedures, developed for this building.
2. Know the audible fire alarm signals and the procedures established to implement safe evacuation;
3. For Tenants with a population of 20 employees or more over it is recommended to appoint a Fire Marshal.
4. Know where designated as temporary safe area of refuge; (Assembly Area)

5. Report any fire hazards.
6. Your area Fire Warden and/or a member of an outside Emergency Services Agency is in charge of your personal safety. Your cooperation may save your life.
7. During an emergency, or an evacuation, stay calm and follow the Plan. As circumstances dictate, the Plan may have to be altered, and the directions of the Fire Wardens or Fire Department should be followed. They have been trained to assist you, but they need your cooperation to do so.
8. No one is expected to, or should consider becoming a hero. If you cannot stay at your post, LEAVE. You, as a person, cannot be replaced, in whole or part. Any other type of loss is recoverable. Do not attempt to remove personal belongings, files, or other items. Take coats ONLY if immediately available.
9. To effectively coordinate efficient procedures, please notify the Operations Manager and your Fire Warden if special assistance is required for any persons in the event of an emergency. This information must be relayed before an emergency occurs to allow pre-planning inclusion, and be updated as often as necessary.

Fire Hazards and Recommended Housekeeping

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

1. Not put burning materials, such as cigarettes and ashes into waste baskets.
2. Ensure that electrically powered equipment; especially coffee-makers, hot-plates, etc. are shut off when not in use.
3. Refrain from using unsafe electrical appliances, frayed extension cords, over-loaded outlets, and lamp wire for permanent wiring.
4. Avoid careless smoking. Use ashtrays.
5. Keep doors to stairways and corridors closed at all times; keep stairways, landings, hallways, passageways and exits clear of obstructions and combustible refuse at all times (e.g. mats, overshoes, boxes etc.)
6. Do not store paints, cleaning supplies, or corrosive materials in storage areas.
7. REPORT any known fire hazards.
8. In general, occupants are advised to:
 - a. Know where the alarm pull stations and exits are located;
 - b. Call the Markham Fire Department at 911 immediately when you need assistance, giving your name, building address, floor number and situation
 - c. Know the correct building address.

Reporting Procedures

It is essential that any and all emergency occurrences and situations pertinent to this building be reported to the Property Manager as follows:

1. At the time of the occurrence, a verbal report shall be made to the Property Manager Office or his designate.
2. A written report shall be submitted, within 24 hours, to the Property Manager concerning:
 - a. Fire.
 - b. Systems malfunction.
 - c. Any problems identified during evacuation drills.
 - d. Any other incident or condition, which could prove hazardous to occupants or property anywhere in the building.

A written note describing the occurrence, the cause, if defined, and any actions taken to remedy the situation is requested. Names of those taking actions, including names and/or identification numbers of Fire Department Personnel, if called, should be noted.

If the incident involves a person being transported to hospital or other facility, note time transported and intended destination. If a vehicle or other property is removed, note time of removal, removed by, and the intended destination, where possible.

Fire Extinguishment, Control or Confinement

This is primarily the responsibility of the Fire Services as the production of noxious fumes in modern buildings makes any attempt at firefighting extremely dangerous to untrained or unprotected personnel, particularly if a large amount of smoke is being generated.

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the persons in the area, then the door to the area should be closed to confine and wait outside for the Fire Services.

If a fire is small, BETWEEN YOU AND THE EXIT and you are not alone, you may consider extinguishments if you have accessibility to the proper portable extinguisher and you are trained and/or feel confident in doing so, and the fire alarm has been sounded.

This is an option, and not the recommended procedure.

BOMB THREAT

All bomb threats must be taken seriously.

Telephone Bomb Threat

1. Be calm and courteous.
2. Keep the caller on the line as long as possible.

3. Enlist the aid of fellow employees to notify York Regional Police, 1-866-8POLICE(76-5423) or 911 and the Armadale Property Management Office, (905) 477-8000 (after hours API Alarm Inc. 1-855-446-4159) giving the following information:
 - a. Company name and location;
 - b. Floor number where call is being/has been received;
 - c. Your name and telephone number.
4. Obtain as much information as possible (refer to BOMB THREAT REPORT FORM on following page).

If You Discover a Suspicious Looking Package

1. DO NOT TOUCH THE PACKAGE;
2. Clear the immediate area where the package has been discovered;
3. Notify York Regional Police, (905) 895-1221 or 911 and the Armadale Property Management Office, (905) 477-8000 (after hours API Alarm Inc. 1-855-446-4159) giving the following information:
 - a. Company name and location;
 - b. Floor number where suspicious looking package has been discovered;
 - c. Details of suspicious looking package;
 - d. Your name and telephone number.
4. Notify and the Property Management Office (after hours API Alarm Inc. 1-855-446-4159)
5. Notify Supervisor or Floor Warden to declare a standby alert.
6. Remain calm and await the arrival of Emergency Personnel.

If Ordered to Evacuate

1. Gather up purses, briefcases and bags that belong to you.
2. Evacuate floor as directed by Emergency Personnel.
3. Proceed to ground level and EXIT the building.

BOMB THREAT REPORT FORM

QUESTIONS TO ASK:

WHAT TIME WILL THE BOMB EXPLODE? _____

WHERE IS IT? _____

WHY DID YOU PLACE THE BOMB? _____

WHAT DOES IT LOOK LIKE? _____

WHY DID YOU PLACE THE CALL? _____

WHERE ARE YOU CALLING FROM? _____

DO YOU REPRESENT A POLITICAL GROUP? _____

WHAT IS YOUR NAME? _____

PERTINENT DATA:

DATE: _____

TIME CALL RECEIVED: _____

EXACT WORDS SAID: _____

BACKGROUND NOISES: _____

DURATION OF CALL: _____

LINE CALL RECEIVED ON: _____

LOCATION OF TELEPHONE: _____

RECEIVER OF CALL: _____

POSITION OF RECEIVER: _____

WHOM NOTIFIED: _____

TIME NOTIFIED: _____

IDENTIFYING CHARACTERISTICS:

SEX OF CALLER: _____

ESTIMATED AGE: _____

ACCENT (ENGLISH, FRENCH, ETC.): _____

VOICE (LOUD, SOFT, ETC.) _____

SPEECH (FAST, SLOW, ETC.) _____

DICTION (GOOD, NASAL, LISP, ETC.) _____

MANNER (CALM, EMOTIONAL, VULGAR, ETC.) _____

WAS CALLER'S VOICE FAMILIAR? (SPECIFY) _____

WAS CALLER FAMILIAR WITH AREA? _____

EXPLOSION

Explosion on Your Floor

1. Notify the York Regional Police Department at 1-866-8POLICE(76-5423) or 911 and give the following information:
 - a. Building name and address;
 - b. Floor number where explosion occurred;
 - c. Details of number of people injured and extent of injuries;
 - d. Your name and telephone number.
2. Notify the Armadale Property Management Office at (905) 477-8000 (after hours API Alarm Inc. 1-855-446-4159).
3. If there is a fire, follow FIRE PROCEDURES

If there is NO fire:
 - a. Remain calm;
 - b. Remain on your floor;
 - c. Await the arrival of emergency personnel and follow their instructions;
 - d. Assist the injured.

EVACUATION

Do's

1. Begin evacuation procedures IMMEDIATELY.
2. Keep calm.
3. Close each door of your office as you leave.
4. Use the enclosed stairwell for evacuation to ground level.
5. Form an evacuation line, two abreast to the stairwell.
6. Remove high heel shoes.
7. Listen for instruction from Emergency Personnel and follow them.
8. Assist anyone having difficulties walking down the stairs.
9. If necessary, clear the way for the Fire Department coming up the stairwell.
10. Be ready to merge with other people evacuating the building.
11. Once out of the building, go to a reasonable and safe distance away from the emergency.

Don't

1. DO NOT stop to gather personal affects (in case of bomb threat gather up purse, brief cases and bags that belong to you).
2. DO NOT use an elevator under alarm conditions.

3. DO NOT smoke.
4. DO NOT run in stairwells.
5. DO NOT congregate by the stairwell exit (ground level).
6. DO NOT return to your premises until an "ALL CLEAR" is given by the authority in charge.

In the event that evacuation is required, special provision must be made for non-ambulatory or other occupants who might require assistance. Wardens will use the evacuation assistance list as a reference and will assign at least TWO capable persons to each person requiring assistance. Persons being assisted need not be evacuated from the building, but must be taken from the evacuation floor to a place of safety. The Warden will monitor all such movement and will notify emergency personnel of the location and status of said evacuees. Persons assisting will remain at the refuge point until emergency personnel have responded. The refuge point is in front of the Service elevator door.

FORMS

Signage Request Form

Please fax to: 905-477-6897
Attention: Tenant Coordinator
Scan to: jmccann@armadalepm.ca

Company Name: _____

Move-In Date: _____

Please print how the following signs are to read:

Outside Pylon: _____

Unit: _____

Authorized Signature: _____

Move-in Form

Please fax to: 905-477-6897
Attention: Tenant Coordinator
Scan to: jmccann@armadalepm.ca

Company Name:	New Address:
Move-In Date:	
New Phone No.:	New Fax No.:
Email:	
EMERGENCY NUMBERS:	
Name:	Title:
Emergency Telephone No.:	Cell No.:
Name:	Title:
Emergency Telephone No.:	Cell No.:
OTHER NUMBERS:	
Administrative Contact: (regarding office matters)	Title:
Telephone No.:	Cell No.:
Finance Contact: (regarding financial matters)	Title:
Telephone No.:	Cell No.:

After Hours Access Cards

Please fax to: 905-477-6897
Attention: Tenant Coordinator
Scan to: jmccann@armadalepm.ca

Company Name: _____

Address: _____

Suite: _____

Contact: _____

List of Employees (requiring after hour access).

Pre-authorized Debit Agreement

ARMADALE PROPERTY MANAGEMENT INC.
180 Renfrew Drive, Suite 100
Markham, ON L3R 9Z2
Tel: 905-477-8000 or 416-969-8199 Fax: 905-477-6897

PLEASE COMPLETE THE PRE-AUTHORIZED DEBIT (PAD) PLAN AGREEMENT BELOW.

We authorize **2449666 ONTARIO INC.**, and the financial institution designated (or any other financial institution we may authorize at any time) to begin deductions as per our instructions for monthly regular recurring payments and/or one time payments from time to time, for payment of all charges arising under our lease agreement for 20 Valleywood Drive, Unit ____, dated _____. Regular monthly payments for rent will be debited to our account on the 1st day of each month. **2449666 ONTARIO INC.** will obtain your authorization for any other one-time or sporadic debits.

This authority is to remain in effect until **2449666 ONTARIO INC.** has received written notification from us of its termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. We may obtain a sample cancellation form, or more information on our right to cancel a PAD Agreement at our financial institution or by visiting www.cdnpay.ca.

2449666 ONTARIO INC. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least ten (10) days prior written notice to us.

We have certain recourse rights if any debit does not comply with this agreement. For example, we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for Reimbursement Claim, or for more information on our recourse rights, we may contact our financial institution or visit www.cdnpay.ca.

PLEASE PRINT

Company Name: _____

Address: _____

Telephone: _____ Email: _____

Please provide a VOID cheque or the following information:

Bank Name: _____

Bank Institution #: _____ Bank Transit #: _____ Acct. #: _____

Bank address: _____

Dated this ____ day of _____, 2015

Signature: _____

Print Name: _____