



# WELCOME LETTER

**Dear New Member(s):**

We offer you our warmest welcome to Lakeshore Gardens Co-operative Homes Inc. This letter will acquaint you with some summary details of your new Co-op residence and its operation. Later, you will receive a copy of the Co-op's by-laws which will provide more detailed information of policies & procedures.

## **1. MANAGEMENT**

**The office Tel # 416-255-6660**

**THE EMERGENCY ON-CALL PHONE NUMBER IS 416-904-8588**, for all after office hours, weekend and holiday emergencies.

## **2. POSTAL CODE**

The postal code for your building is: **M8V 3Z2** and the **mailboxes** are located on the ground floor in the front lobby

**Just a reminder:** Do notify all agencies of your new address (driver's license, credit cards and family)

## **3. MOVE – IN / MOVE - OUT**

Please contact the co-op office to reserve the elevator. **All moving** of possessions **must** be done through the back-entrance service elevator.

Normal hours for move-in/out are between the hours of **9:30 A.M. and 4:00 P.M., Monday to Saturday. There is no moving on Sundays or Holidays.**

## **4. GARBAGE DISPOSAL**

All trash and garbage must be securely wrapped, (bagged) and deposited down the chute located on each floor. Plastic bags and supermarket bags with handles tied are satisfactory garbage containers. For the recycle disposal, you can deliver it to the recycle bin located in the garbage room on your individual floor.

## **5. WATER**

Purely as a precautionary measure, we recommend that you familiarize yourself with the various water shut-off valves in your apartment. In event of an emergency, (i.e. flood), please turn the appropriate water valve off and notify the co-op office immediately.

## **6. DRAINS**

Never dispose of fats, grease, solids, kitty litter and fish tank pebbles in the kitchen sink drain and should be

disposed of as noted in #4 above. Charge backs to your rental account for contractor service will apply.

## **7. INSURANCE**

It is suggested that you obtain insurance coverage for your unit and contents. Your insurance broker should advise and provide you with an appropriate policy and coverage amount based on your belongings.

## **8. VISITOR PARKING**

Visitor parking is available on the **P1 Parking Level**. Visitor parking permits must be obtained from the Co-op office during working hours if the vehicle is to stay overnight between 2am – 7am. Vehicle owners who do not have this 9-day monthly parking permit/ or who do not have parking permit visible and or tampered dates on the dashboard will be issued a ticket.

## **9. SAFETY AND SECURITY**

Your intercom buzzer code is:

Dial (9) on your **LANDLINE** telephone to open the front lobby entrance door for your guest(s).

**Please Note:** The intercom system has been installed to provide security for the building and we ask you not to open the door for strangers.

## **10. HOUSING CHARGE PAYMENT–WE DO NOT ACCEPT CASH** **(includes keys/remotes/locks/rentals-deposits)**

The housing charge is due on or before the 5<sup>th</sup> of every month. A \$20.00 late fee charge will be applied if not received on time. Payments may be made via personal cheque, money order and or debit card transaction. If your cheque comes back as NSF (non-sufficient funds) from the bank a \$20.00 NSF charge will be applied.

## **11. LAUNDRY ROOM**

For your convenience the laundry room is open 24/hours and 7/days a week. Please do not leave your clothes **unattended**, although there is a camera we will **not be responsible** for any lost or stolen items.

## **12. NOISE MAKING**

Unreasonable disturbances are not permitted at: **(11pm-7am/Monday-Saturday)** & **(9pm-7am/Sunday)**