

Dear New Residents:

### **Welcome to Crème**

On behalf of the Board of Directors of OCSCCC1008 we would like to extend to you a very warm welcome to the beautiful Crème Community. We are so pleased that you have chosen our Community as your new home and we look forward to meeting you once you have settled in.

Our Crème Community is comprised of two condominium corporations. Our condominium corporation, OCSCCC1008, encompasses six, 3-story buildings with underground parking and each of the 72 individual units is identified as a Flat with these units located on Elizabeth Cosgrove Private. We share our Crème Community with OCSCCC1005 which is comprised of 24 individual units identified as 12 bungalows and 12 lofts that are located on Mullin Private.

OCSCCC1008 has a community website is an excellent resource that serves as a central place for information about our community, notices, updates and important happenings specifically related to the maintenance and management of our buildings and community. Please check it out at "[theflatsatcreme.ca](http://theflatsatcreme.ca)".

I am sure you are aware; Condominium living is a different life style that embraces the best of private home ownership plus the convenience of managed apartment-type units. While there are advantages, there are also restrictions that we attempt to minimize as much as possible. With this in mind, kindly, familiarize yourself with the Condominium rules which should have been provided as part of your purchase package.

We are both proud and pleased that our entire Crème property is a smoke free community. As such, it is your responsibility to notify any visitors or contractors who may be attending at your Flat, that smoking is prohibited on any and all locations on the property. This includes inside and outside your Flat, as well as inside a motor vehicle that is parked on the premises. Anyone wishing to smoke must be completely off Crème property before lighting up. Thank you for helping us maintain a healthy and welcoming environment for all residents.

As new owners/residents of our Crème Community, we hope that the following information will facilitate your transition into the community and help you settle into your new home:

## **Codes and Combinations**

You will need the following three codes/combinations unique to your building:

- 1: Front Door Code: #\_\_\_\_\_ (Enter pound sign # then the door code)
- 2: Garage Door Code: \_\_\_\_\_ (Enter pound sign # then the door code)
- 3: Garage Lockbox: \_\_\_\_\_ (Contains key to put elevator on service)

Your guests will use the keypad at the front door to advise you of their arrival by keying in your condo number and then pressing the bell key. Please do not share the front door or garage door codes with anyone as these codes are only for individuals residing in your building.

The previous owner should have provided you with a fob to open the garage door.

The garage lockbox is attached to the green wire fence adjacent to the garage door. This lockbox contains a key to the elevator which must be used when the elevator doors need to remain open for ANY extended period of time.

It is important to note that our elevators are quite sensitive. Experience has shown that manually holding elevator doors open for even the shortest period of time, may put the elevator out of service until a technician is called to fix the problem. Such services calls are charged to the corporation and can be costly.

## **Reporting issues/problems in Common Elements**

While we endeavor to make your life at Crème problem free, sometimes problems do arise. As owners we are responsible for the maintenance and upkeep of the interior of our units. The exterior, that is everything outside the boundaries of each unit, is defined as common elements.

Responsibility for our common elements is shouldered by our property management company, Condominium Management Group (CMG). Our CMG property manager is Troy Hughes who is your first point of contact for any and all issues/problems related to common elements. Such problems/issues must first be reported by Email to Mr. Hughes for resolution with an Email copy to your Board of Directors.

Contact information for Mr. Hughes and your Board of Directors is as follows:

**Condominium Management Group**  
**434 Queen Street, Ottawa, ON K1R 7V7**  
**Property Manager: Troy Hughes**  
**Email: [thughes@condogroup.ca](mailto:thughes@condogroup.ca)**  
**Telephone: 613-237-9519 Ext 243**  
**Emergency: 613-762-5704**

**OCSCCC1008 Board of Directors**  
**Email: [ecpcondos@gmail.com](mailto:ecpcondos@gmail.com)**

### **Garbage Enclosures**

- **Green** bins are for trash/garbage which must be placed **INSIDE** the large green bin. Garbage collectors will **NOT** pick up **any item** on the ground outside the bin. For disposal of large objects (bed frames, mattresses, dressers, etc.), please first call the City of Ottawa at 311 to arrange for pick-up.
- **Yellow** bins are for paper and cardboard. All boxes must be fully broken down before being placed in the bins.
- **Blue** bins are for recyclable plastic and glass only.
- **Green Compost** bins. The City of Ottawa will not collect compost green bins in the garbage enclosures for the Flats. There are Green compost bins in the garbage enclosure opposite the bungalows along Mullin Private which can be used for compost by all owners/residents of Crème.

## **Parking**

There are numerous visitor parking spots located around the center courtyard. Please note that all overnight visitors must register with the parking authority or risk being ticketed. Please note that the outdoor parking spots in front of the mail box and buildings belong to Flat owners or OCSCCC1008 and are NOT visitor parking. Our parking authority is Carleton Parking Management. Overnight visitors must register with Carleton Parking Management either electronically at <https://www.carletonparking.com> or by phone at (613) 720-5021. Please ensure any visitors are parked in a visitor parking space which are located around the garden area and are marked visitor parking.

Please note that if at any time you wish to rent out your underground parking spot, it can only be rented to someone who resides in your own building.

## **Bulletin Board**

A bulletin board is mounted in your garage elevator lobby. A full list of the Board of Directors of OCSCCC1008 and the Email address is also posted there along with the contact information for our property manager Troy Hughes. This is a community bulletin board and owners are welcome to post community related notices.

## **Fire Alarm Testing**

Please note that on the morning of the last Tuesday of each month the fire alarms are tested in each building. Testing starts at approximately 9:00 a.m. and should last for approximately 5 – 10 minutes.

## **Community Gardens**

There are community garden plots available in the center court yard for all Flat owners or residents. Invitations are sent out annually in April to residents offering garden plots. If you wish to have a garden plot, or would like to be a member of the garden committee, please contact Elaine Courtney of the Crème Garden Committee at [elaine.courtney@yahoo.com](mailto:elaine.courtney@yahoo.com).

## **Emergency Flat Access**

In case of an emergency, it may be necessary for first responders, a Board member, or the property manager to gain access to your Flat. If you decide to change your entry door lock, kindly provide the property manager with a key or access code to your Flat. Although access to your Flat will only occur with your permission or in an emergency situation, without access, breaking down the door may be warranted.

In closing we would like to extend an invitation for you to join our informal gatherings under the gazebo in our beautiful center courtyard. This is one of the few opportunities to meet and socialize with our neighbours and friends. Please join us and we looking forward to meeting you and personally welcome you to our beautiful Crème Community.

Sincerely;  
Your Board of Directors

Lois Larade – President  
Raylene Baker – Vice President  
Darlene Benson – Secretary  
Gordon Pavey – Treasurer  
Lisa Rudyk – Director, Tarion Representative