WELCOME HOME!

MenRes Property Management is pleased to present the following guide to assist you with a smooth transition to your new home at Sugar Wharf Condominiums West Tower.

IMPORTANT CONTACT INFORMATION

MenRes Property Management: sugarwharfwest@menres.com
Menkes Customer Care: sugarwharfcc@menkes.com
Concierge Desk: sugarwharfwestconcierge@outlook.com

CONDO CONTROL CENTRAL

Condo Control Central (CCC) is a web-based system that helps Property Managers, Board Members, Security and Residents to communicate quickly and easily. A Welcome Package containing your Resident Information Forms, information related to Rules and Regulations, insurance, visitor parking, parcel delivery, and checklists are available in the Library section on Condo Control Central.

You can book the elevator and amenities, make service requests, receive parcel notifications, view notices and more via CCC online or through the app. Your invitation to join CCC will be sent to you via e-mail, please follow the necessary registration steps. Please contact Property Management at sugarwharfwest@menres.com if you haven't received the invitation email to join CCC.

WELCOME PACKAGE

Once your suite has legally closed and you have received the keys please complete the MenRes Registration forms available in the "Library" section on Condo Control Central. Registration forms are required prior to elevator reservation approvals. If you plan on leasing your unit, please provide a copy of the lease or complete the 'Summary of Lease Form', confirming who the authorized tenants are. All owners must provide tenants with a copy of the Rules and Regulations for the building and ensure that they are familiar with them. All owners are responsible for managing their own tenant affairs and are responsible for their actions while residing in the building.

In order to activate your community access devices, all Registration Forms must be completed on or before your closing and moving date. Below is a list of the important resident information we will need:

- Owner and Resident profiles of all people living in your suite (identifying any special needs) and including compete contact info
- Copy of the Lease or Summary of Lease Form (if applicable)
- Insurance Information (owner and tenant policies)
- Pet Profiles (if applicable)
- License and Vehicle Information (if applicable)

MOVING PROTOCOL

In Condo Control Central, elevator bookings can be made under the "Amenities" section of the menu and should be scheduled well in advance to ensure availability. A $500 security deposit is required for all elevator bookings, payable by credit card and with an additional non-refundable nominal convenience fee. The Moving Protocol is available in the "Library" section on Condo Control Central. Also, note that all deliveries must be also be booked in advance through Condo Control Central with the applicable deposit required.

All Residents must be registered with Property Management before booking the service elevator. Residents are required to book the elevator in advance of their move.

CONCIERGE

For your convenience, the Concierge is available 24/7 and can be reached by phone at 416.214.9807. They have many responsibilities including access control, guest access, elevator bookings, deliveries and emergencies such as fire or a flood.

INSURANCE

As an owner or resident, it is essential that you protect your home and personal belongings from your very first day of occupancy with homeowner's or tenant's insurance. The appropriate amount of insurance coverage must be purchased and a copy of your insurance certificate, provided to your Property Manager. The necessary insurance includes Contents, Liability, Improvements and Betterments, Sewer Back-Up, Insurance Deductible and Additional Living Expenses (optional). If you have any questions about the necessary insurance coverage, please contact your Insurance Broker.

VISITORS PARKING

There is a limited number of public, paid visitor parking spots at Sugar Wharf Condominiums and they are available on a first come, first served basis.

LOCKER

If you purchased a locker, a padlock should be installed on the locker on your occupancy date.

UTILITIES

Cable/Telephone/Internet Service Installation

Your condo comes with bulk internet provided by Bell, call 1.888.988.0818 to set up internet services for your suite. Television services can be purchased from Bell or other providers, contact the service provider of your choice for availability.

Electricity, Thermal and Water Consumption

Your unit is individually metered for electricity, thermal and water consumption through Provident Energy Management. Forms are available in the "Library" section on Condo Control Central.

BOARD OF DIRECTORS

An elected group of homeowners, chosen by owners at the Turnover Meeting, whose function is to serve the interests of the members of the Condominium Corporation. If you have an interest in running for the Board of Directors, please email the Property Management office for more information.

MENKES CUSTOMER CARE & SUITE WARRANTY

While your home is under warranty, Menkes Customer Care provides after-sales service and are your primary contact for all in-suite service requests. Issues that occur once the Tarion warranty has expired, are the responsibility of the homeowner such as maintenance and repairs. Once the warranty has expired MenRes Property Managers will be happy to provide you with advice should you need it.

Residents are encouraged to submit their **service requests** through Condo Control Central. Any non-emergency service requests submitted outside of regular business hours will be responded to and reviewed the next business day.

If you have an urgent request or an emergency that requires attention immediately, please contact the Property Management Office. If the emergency occurs after hours, please contact the Security desk at 416.214.9807.

SUGAR WHARF CONDOMINIUMS
Proudly managed by:

MENRES
PROPERTY MANAGEMENT