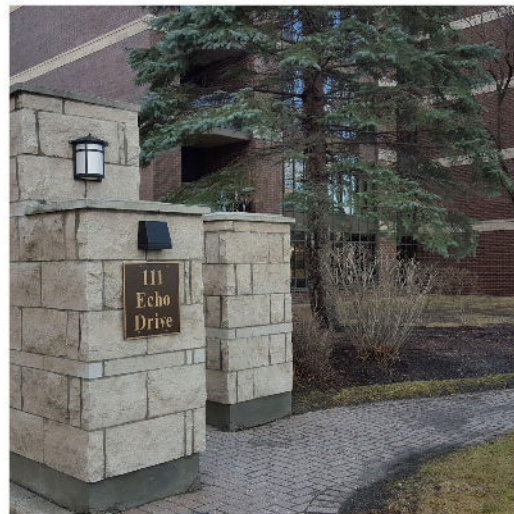


CANAL ONE ELEVEN

CARLETON CONDOMINIUM CORPORATION NO.256



OWNERS' AND OCCUPANTS' MANUAL

111 Echo Drive
Ottawa Ontario
K1S 5K8

Version 2.0 (2025.04.10)

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EMERGENCY TELEPHONE NUMBERS

FIRE DEPARTMENT	911
REGIONAL POLICE DEPARTMENT	911
OTTAWA AMBULANCE	911
POISON CONTROL	(613) 737-1100
OTTAWA DISTRESS CENTRE	(613) 238-3311
POLICE (non-life-threatening emergencies)	(613) 236-1222
CITY OF OTTAWA	311
OTTAWA HYDRO (POWER OUTAGES) text through Hydro Ottawa App or	(613) 738-0188

MANAGEMENT NUMBERS

Property Manager

APOLLO PROPERTY MANAGEMENT LTD. 1200 Prince of Wales, Suite D Ottawa, ON K2C 3Y4	
Apollo - Business Office (Hours 8:30 a.m.-5:00 p.m.)	(613) 225-7969
Apollo - After Hours Emergency Number	(613) 239-4805
On-site Office/Staff (after hours this number is forwarded to Apollo's On-call centre)	(613) 230-1754

CORPORATION WEBSITE

<https://canaloneeleven.com/>

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In case of emergency

We would like to remind all owners and residents that when an emergency occurs in your unit or when you are witness to an incident on our premises, you should contact:

Life-threatening emergency, crime in progress.

Call **9-1-1** since you are at the location of the emergency and police, or ambulance services can reach our complex more quickly when the call is made on location.

Possible intruder on the premises.

- (a) Contact staff at **613-230-1754** during normal on-site staff working hours;
- (b) Call police **613-230 6211** outside normal staff working hours.

Mechanical failures

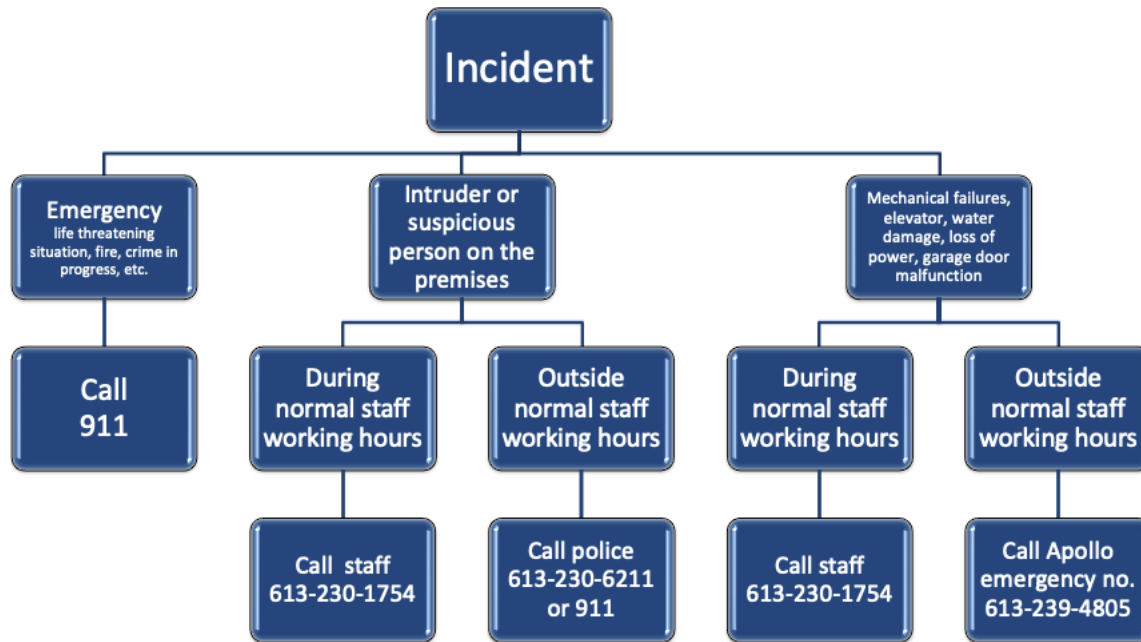
such as elevator malfunction, water damage, loss of power, garage door malfunction;

- (c) Contact staff at **613-230-1754** during normal staff working hours.
After hours this number is forwarded to the Apollo on-call centre.

The chart on the next page might be useful to you in identifying whom to call in case of an incident.

This chart can be downloaded from the website ([here](#))

Canal One Eleven – Who to call ...

**Normal working hours for staff:**

Monday to Friday – 7:00 AM to 9:00 PM

Saturday and Sunday – 10:00AM to 6:00PM

Contents

CARLETON CONDOMINIUM CORPORATION NO.256.....	i
EMERGENCY TELEPHONE NUMBERS	iii
MANAGEMENT NUMBERS	iii
In case of emergency	v
Life-threatening emergency, crime in progress.	v
Possible intruder on the premises.	v
Mechanical failures.....	v
Foreword.....	10
Introduction	11
Condominium Living.....	11
Website.....	11
The Condominium Act	11
The Declaration	12
By-laws	13
Rules	14
Policies	15
Conflict between the Act and Condo Documents.....	15
Grievance and Violation Procedures.....	15
Other Important Documents	15
Annual General Meeting and Board Minutes	15
Budget	16
Reserve Fund Study.....	16
Status Certificate	16
Periodic Information Certificate (PIC)	16
Owners' and the Corporation's Responsibilities	17
Maintenance and Repairs.....	17
Within Your Unit	17
Insurance.....	17
Corporate Structure.....	18
Board of Directors	18
Meeting of Owners by Request	19

Property Management	19
On-Site Staff	20
Building Access	21
Visitor Access	21
Enterphone/Door Entry System	21
Unit Key	21
Common Element Key Fob	22
Mailbox Key	22
Storage Unit Key	22
Accessibility Lift Key (Key Fob)	22
Garage Door Opener Remotes/Keychain Remotes	22
Canal One Eleven Website	23
Website Structure	23
Password	24
Reaching Board Directors	24
Reaching On-site Staff	24
Suggestions for Improvement	24
Wi-Fi	24
Other Information	25
Auction Sales Prohibited	25
Barbecue Safety and Provincial Regulations	25
Bicycles	26
Call Boxes	26
Combustible/Offensive Materials	26
Common Elements Corridors	26
Defibrillator (AED)	27
Driveway (weight limit)	27
Electrical Overload	27
Emergency Pull Stations	27
Emergency Spa Shutoff Button	27
Fragrance-free and scent-free corridors, hallways and elevators	27
Garbage/Recycling/Composting Collection and Storage	28
Garburators	28

Heating and Cooling.....	29
Tower Units	29
Townhouses	29
Landscaping	29
Litter.....	29
Lockers/Storage Units	29
Main Exterior Doors - Alarm System	29
Notice Board / Elevator Notice Holders.....	30
Noise	30
Rollerblading/Skateboarding	30
Safety and Security.....	30
Water Consumption	31
Help us reduce our water consumption	31
Appendix A – C.C.C. No. 256 Forms.....	33
Owner Information Form	33
Request for Approval to Renovate Form	33
Move-in/Move-out Form	33
Pre-authorized Payment Form.....	33
Form 5 Summary of Lease or Renewal	33
Keyfob Form	33
Mail Holding Form	33
Agreement to Receive Notices Electronically.....	34
Index	35
Final Note.....	36
Version Control of Manual	36

Foreword

The Board of Directors would like to take this opportunity to welcome you to Canal One Eleven. We would be happy to meet you to introduce ourselves and answer any questions you may have. You can contact the Property Manager or the Board's secretary to arrange a date and time. The Board regularly holds an Owner's Forum (30 min.) at the beginning of every Board meeting where new owners are invited to introduce themselves and where current owners and occupants are invited to raise issues with the Board.

The purpose of this booklet is to inform you of the practices that have been adopted to ensure that Canal One Eleven is and remains a condominium community proud of and committed to its high standards.

You can find up-to-date information on our website www.canaloneeleven.com.

We welcome your comments and participation in maintaining and enhancing the quality of living found at Canal One Eleven.

As the owner of a unit in Canal One Eleven, you have undertaken to share ownership of all common property in our Condominium while retaining personal ownership of your own individual unit.

Owners who have amounts owing for common expenses (in arrears) for more than 30 days are not entitled to vote at Annual General Meetings and Special General Meetings. ([Sect 49 of the Condo Act](#))

If you plan to lease your unit, as a Landlord you are obligated to provide your tenants with a copy of all procedures, rules and regulations of the Condominium. Tenants, in turn, are obligated to be familiar and comply with the rules and regulations.

The Board of Directors

Introduction

Condominium Living

This handbook has been prepared to assist you, as resident and/or unit owner, in understanding the rules and regulations that govern the conduct and operation of Canal One Eleven, registered as Carleton Condominium Corporation (C.C.C.) No. 256.

In a condominium, you make use of three types of property.

Your **unit** is owned outright, and your rights and responsibilities here are very much like those you have when living in a house.

The **common elements** are owned collectively by the Corporation, and include such things as the main structure, heating and plumbing systems, halls, lobby, recreational facilities, etc. With respect to these, your rights and responsibilities are like those of a tenant.

Exclusive use common elements are owned by the Corporation but are reserved for the exclusive use of one unit owner, e.g. balconies, patio areas, underground garage parking spaces and storage lockers.

In thinking about who is responsible for what, it is important to keep in mind that the *Corporation* is a collective partnership of you and your fellow owners. The owners, either individually or collectively, are responsible for every aspect of the condominium property and assets. The *Corporation* is **you**.

Website

In addition to this handbook, you may want to visit the Corporation's website www.canaloneleven.com for more complete and up-to-date information about your new home.

The Condominium Act

The [Protecting Condominium Owners Act](#) or Bill 106 received Royal Assent December 3rd, 2015 and amends the Condominium Act, 1998, the Ontario New Home Warranties Plan Act and enacts the Condominium Management Services Act as well as makes amendments to other relevant Acts. The [Condominium Authority of Ontario](#) (CAO) an organization that aims to improve condominium living by providing services and resources for condo communities. You can access their website at <https://www.condoauthorityontario.ca/>.

Many aspects of the Act will be implemented through regulations. Many of the provisions of the Act are being implemented over time. In the meantime, the [1998 Ontario](#)

[Condominium Act](#) prevails. In this document, reference to the Act or any specific article of the Act refers to the [1998 Ontario Condominium Act](#).

The Declaration

When a condominium is registered, the builder must file a declaration and by-laws, which describe the project and set out in detail the technicalities and the boundaries between units and common elements. They also prescribe the way the Corporation is to be managed, the share of common expenses to be borne by each unit owner, and the rules necessary to protect the collective interests of all owners. At the time of purchase, owners should receive a copy of the governing documents ([The Declaration](#), [By-laws](#) and [Rules](#)) from their lawyer. The Declaration, [By-laws](#) and [Rules](#) are available on our website.

[The Declaration](#) is organized as follows:

Article 1 INTRODUCTION (Schedule A, C, D)

Article 2 COMMON EXPENSES (Schedule E)

- 2.1 Specifications of common expenses
- 2.2 Payment of common expenses

Article 3 UNIT

- 3.1 Meaning of a unit
- 3.2 Occupation of a unit
- 3.3 Right of entry by the corporation
- 3.4 Requirement for leasing a unit

Article 4 COMMON ELEMENTS

- 4.1 Use of common elements
- 4.2 Alterations, additions, improvements to common elements
- 4.3 Signage
- 4.4 Parking
- 4.5 Exclusive use of common elements
- 4.6 Corporate office
- 4.7 Restricted access (Schedule F)
- 4.8 Pets

Article 5 MAINTENANCE AND REPAIR IN UNITS AND COMMON ELEMENTS

- 5.1 Owner's responsibility
- 5.2 Common elements
- 5.3 Corporation right to repair and chargeback
- 5.4 Corporation's responsibility for exterior of door to unit and exterior windows

Article 6 EXPROPRIATION

Article 7 SALE OR MORTGAGING OF A UNIT

Article 8 1st OWNERS' MEETING

Article 9 MISCELLANEOUS

- 9.1 Units are subject to the Declaration and Bylaws, Common Element Rules and Rules and Regulations

- 9.2 Noise from the street
- 9.3 Invalidity
- 9.4 Waiver
- 9.5 Conflict between the Act and Declaration, By-laws and Rules
- 9.6 Construction of the Declaration
- 9.7 Headings

Schedules

- Schedule A Land description
- Schedule B Agreement with Central Trust and Bank of Montreal to consent to register C.C.C. No.256
- Schedule C Unit boundary
- Schedule D Percentage interest/contribution in common elements/expenses
- Schedule E Common expenses
- Schedule F Exclusive use of parts of common elements (lockers, parking and patio)

By-laws

The Board may not pass By-laws that are contrary to the Condominium Act or the Condominium Declaration. A By-law is not effective until it is confirmed, with or without variation, by owners who own not less than 51% of the units at a meeting duly called for the purpose. Once a By-law is confirmed, it is registered on title.

The current By-laws are:

- a) **By-law 1** (1984-Oct-19) deals with the owner register, annual meetings, special meetings and notices.
- b) **By-law 2** (1984-Oct-19) confirms agreements affecting common elements entered into by the C.C.C. No. 256 (cable, Hydro Ottawa and Bell Canada).
- c) **By-law 3** (1984-Oct-19) Special by-law confirms agreements between Royal Trust and C.C.C. No. 256, Teron and C.C.C. No. 256 and Teron and the municipality.
- d) **By-law 4** (1986-Jun-23) deals with borrowing by C.C.C. No. 256.
- e) **By-law 5** (1986-Oct-15) confirms an agreement between the Corporation and the owners of Unit 1 Level 6 for the installation and maintenance of chimney and fireplace as well as gas stove vent and stack.
- f) **By-law 6** (2002-Apr-11) sets insurance deductibles.
- g) **By-law 7** (2002-Apr-11) defines the standard unit and the unit features (Schedule B). (Replaced by By-law 12 – February 8, 2024).

- (d) **By-law 8** (2005-08-22) lease of one parking space.
- (e) **By-law 9** (2006-Feb-09) concerns the calling of meetings, regular meetings and teleconferencing.
- (f) **By-law 10** (2011-Jun-29) changes the year end of the Corporation.
- (g) **By-law 11** (2021-Jan-26) authorizes electronic meetings, electronic voting and mail-in ballots.
- (h) **By-law 12** (2024-Feb-08) defines the Standard Unit.

Rules

The Board is responsible to draft rules or to propose to eliminate a rule. After the Board has approved a new rule, it is posted or sent in a notice to all owners. This notice states the new rule, gives its purposes, and explains that, if owners object, they can request a meeting. If meeting is not requested, the rule is considered accepted by owners 30 days after the notice was posted.

Pursuant to the Condominium Act of Ontario:

Section 58(6): Upon making, amending or repealing a rule, the Board shall give a notice of it to the owners that includes,

- a) a copy of the rule as made, amended or repealed as the case may be;
- b) a statement of the date that the board proposes that the rule will become effective; and
- c) a statement that the owners have the right to request a meeting under Section 46 and that the rule will become effective at the time determined by Section 58 subsection (7) and (8).

Section 58(7): A rule is not effective until,

- a) the owners approve it at a meeting of owners, if the Board receives a request for the meeting under Section 46 within 30 days after the Board has given notice of the rule to the owners; or
- b) 30 days after the Board has given notice of the rule to the owners, if the Board does not receive a request for the meeting under Section 46 within those 30 days.

Rules and/or policies are not registered on title. The current rules/policies in place include:

- a) Recreational Centre Rule (August 2020)
- b) Motor Vehicle Rule (August 2020)
- c) Move In/Out and Major Deliveries Rule (August 2020)
- d) Unit Renovation Rule (January 2021)
- e) Pet Rule (August 2020)
- f) Smoking Rule (January 2020)

Policies

Policies are outside of the governing documents. They are created and amended by the Board to bring consistency and transparency to operational processes. .

- a) Video Camera System Policy (June 2014)
- b) Allocation of Storage Units Policy (April 2013)

Conflict between the Act and Condo Documents

In case of conflict between any provisions of the Declaration and the Condominium Act, the Act governs.

In case of conflict between any provisions of the By-laws and rules/policies, and the Condominium Act and Declaration, the Condominium Act or the Declaration, as the case may be, governs.

Grievance and Violation Procedures

In case of a violation of the Condominium Act, the Declaration and its By-laws and Rules, complaints and grievances are to be forwarded in writing to the Board of Directors. It should be noted that subsections 1.36 (1) and (2) of the Act provide for owners and/or the corporation to apply to the Condominium Authority Tribunal for the resolution of a prescribed dispute.

Other Important Documents

Annual General Meeting and Board Minutes

Minutes are available on the Corporation's website once approved.

Budget

The annual budget is usually prepared by the Property Manager and after being reviewed by the Treasurer is presented to the Board for approval. It is the Board's responsibility to approve the budget. The annual budget does not require approval by the owners.

Reserve Fund Study

In Ontario, a condo has to carry out a Reserve Fund Study as per Section 94 of the *Condominium Act*. A comprehensive study with site inspection is done every six years and an update without site inspection done between the comprehensive studies.

This study must be undertaken by qualified experts who hold a special designation. The purpose of the study is to examine all the systems (i.e., heating) and other physical aspects (garage, balconies, windows) of the condominium complex and to provide a reasonable schedule for their replacement or repairs together with an estimate of the costs involved.

The engineers present the results of this study to the Board along with a funding plan. The directors must decide how to implement this plan or put forth another reasonable plan. Once approved by the Board, a summary of the reserve fund study and how the Board intends to implement it is sent to all owners.

This information is then used to update the status certificate known as *Form 15 Notice of Future Funding of the Reserve Fund* (Subsection 94(9) of the *Condominium Act* 1998).

Status Certificate

The status certificate is a document, as per Section 76 of the *Ontario Condominium Act*, which provides basic and **essential information** concerning the financial status of a unit and of the condo corporation. Its purpose is to inform a prospective seller or buyer of the fees, of any large increase that is going to come into effect, of any special assessment that is being contemplated by the Board, and any arrears or lien that a particular unit may have.

The status certificate allows potential sellers and buyers of condo units to have as much information as possible about their unit as well as the physical and fiscal situation of a building.

The status certificate is the responsibility of the Board.

Periodic Information Certificate (PIC)

The condo corporation must issue a Periodic Information Certificate at least twice per year to provide information to owners about finances, insurance, reserve fund, legal proceedings, etc. It also provides a list of your Board members

The PIC is the responsibility of the Board.

Owners' and the Corporation's Responsibilities

Owners and occupants have an obligation to abide by the Condominium Act (Bill 106, Protecting Condominium Owners Act, 2015), the Declaration, the By-laws and the Rules. Owners are also entitled to require that others comply with them. The Corporation must take all reasonable steps to ensure such compliance.

The Board manages the Corporation on behalf of the owners. The Board is responsible for making all the major decisions on the proper functioning of the corporation including upholding and enforcing the Condominium Act, the Declaration, the By-laws and the Rules. The Board must ensure that these are applied uniformly, fairly and consistently. The Board may hire a property management company to manage the day-to-day operations of the corporation including enforcement of the provisions contained in the Condominium Act, the Declaration, the By-laws and the Rules.

Maintenance and Repairs

Within Your Unit

Owner's Responsibility

Within your unit you are fully responsible for all repairs and upkeep. This includes drain cleaning, repairs to faucets and other plumbing fixtures, and repairs to electrical outlets and switches and air conditioning. You are also responsible for maintaining your exclusive use common elements in good order.

Corporation's Responsibility

The Corporation looks after the upkeep of non-exclusive use common elements and is responsible for major repairs of all common elements.

For more information, please refer to ["Who is responsible for what?"](#) document on our website.

Insurance

Owner's Responsibility

Each resident is responsible for insuring the contents of his or her unit including "betterments" for all liabilities and damages as well as for third party liability.

Corporation's Responsibility

The Corporation is responsible for ensuring that the common elements and the whole property are adequately covered for public liability and property damage, as well as for fire.

Corporate Structure

Board of Directors

All condominiums are subject to the regulations of the Condominium Act 1998 of Ontario. Our Condominium is registered as a corporation and is governed by a Board of Directors elected on a rotational basis for terms of three years by secret ballot at the annual general meeting at a time set by a Board decision.

The Board of C.C.C. No. 256 consists of five Directors of whom three constitute a quorum. The officers of the Corporation consist of a President, a Vice-President, a Treasurer, and a Secretary appointed by the Board.

The Directors may meet, adjourn or otherwise regulate their meetings as they see fit. Board meetings are held, generally speaking, once a month. Special meetings may be called as required.

To conduct the business of the Corporation, at least three Directors are required at a Board meeting. Meetings are chaired by the President, or in the absence of the President, the Vice-President. All the affairs of the Corporation are handled at meetings of the Board of Directors, and the agenda of any meetings may contain such items as routine maintenance, finances of the Corporation or other items brought forward by a member of the Board. If a resident wishes to make representation to the Board, the request must be submitted in writing ten (10) days before a Board or General Meeting to allow for proper study.

An Owner's forum is scheduled at the beginning of each board meeting. After the owners' matters have been presented and discussed with the Board, non-board members are required to leave so the formal board meeting can begin. A board meeting is attended only by the elected board members, the Property Manager and persons the Board invites to address specific items on the agenda.

The Board manages the Corporation on behalf of the owners. It represents the owners. As a Board it is responsible for making all the major decisions regarding the maintenance of the building and grounds and Corporation finances, and must uphold and enforce the Condominium Act, the Declaration, the By-laws and the Rules. The Board must ensure that these are applied uniformly, fairly and consistently.

The Board plans and oversees the fiscal health of the Corporation and is responsible for hiring a property management company to carry out the tasks associated with their duties and day-to-day operations.

The position of the Director is a voluntary one, subject to election by owners. Directors are not remunerated in any way.

Meeting of Owners by Request

The Board, upon receipt of a written request for a meeting from owners who together own at least 15% of the units, shall call and hold a meeting of the owners. If the meeting is not called and held within thirty days of the receipt of the requisition, any of the requisitioners may call the meeting. In such a case, the meeting shall be held within sixty days of receipt of the requisition. The requisition shall state the nature of the business to be presented at the meeting and shall be signed by the requisitioner and deposited at the address for service of the Corporation.

Property Management

The members of the Board do not manage the day-to-day business of the Corporation such as personnel, maintenance, contracting, accounting, etc. The Corporation hires a professional Property Manager (usually a property management company) that either specializes in, or has expertise in, condominium management.

Under the direction of the Board, the Property Manager assumes the responsibility for ensuring that all the necessary duties are carried out. This may include managing the Corporation's personnel, organizing the annual meeting and preparing monthly financial statements. A representative of the property management company attends board meetings to report on the ongoing activities and projects, answer questions, make recommendations and take directives from the Board.

The Property Manager reviews the needs of the Corporation in all areas in advance and presents them to the Board for decision. As an example, the Board may call for the manager to tender on various contracts, prepare a long-term reserve fund budget and investigate the costs and/or feasibility of various common element charges.

Any complaints or requests concerning maintenance that fall within the responsibility of the Condominium Corporation should be directed to the Property Manager. Please contact our Property Manager or property management company, preferably by email or letter, to discuss concerns you may have about our condominium.

The Property Manager provides full management services, including but not limited to the management of contractors providing services for

- maintaining and repairing common elements
- weekly site visits
- 24-hour emergency service
- management of C.C.C. No. 256 personnel

- providing any and all other services to meet the requirements of the Condominium Act
- enforcement of the C.C.C. No. 256 rules and regulations
- issuing notices to owners as required
- managing various issues raised by the owners and responding within a reasonable timeframe
- issuance of governing documents required by sellers of units and for other purposes as deemed by the Board
- timely assistance in the preparation of the yearly budget
- preparation of monthly financial reports for board meetings
- coordinating the annual audit with the auditors
- preparation and issuance of payments to service providers
- attending and providing assistance to the Secretary in recording the minutes of the Board meetings
- providing assistance to officers and directors of the Board with regards to specific fiduciary duties
- managing and maintaining C.C.C. No. 256 information using current information technology systems.

On-Site Staff

The on-site staff are employed by the Corporation and are responsible for the day-to-day operations of the property. Their duties include responsibility for routine repair, maintenance, cleaning, and general upkeep of the common elements and enforcing the Rules and Regulations of the Corporation.

Staff may, if they are willing, do work in the units for residents, but only on their own time, at resident's expense and after a waiver absolving the Corporation of all liability has been signed.

A staff member may be reached anytime by calling (613) 230-1754 between the hours of

- a) 7:00 a.m. and 6:00 p.m. Monday to Friday,
- b) 10:00 a.m. to 6:00 p.m. Saturday and Sunday.

Note that statutory holidays are treated as Sunday service.

Please note that there are a few “dead zones” on the property which prevent the cellular telephone from receiving any calls, such as in certain areas of the garage and the elevators. Should the cell phone be unavailable, please keep trying until staff is within range.

Building Access

Visitor Access

Enterphone/Door Entry System

Operation

The tower's lobby entrance has an Enterphone system that lists resident identification numbers. A visitor can reach you by entering the resident's number on the numerical touchpad. Your phone will ring. When you answer the call on your phone, you are connected to your visitor and may talk. Should you wish to release the door lock and let the visitor in, simply press “6”. Should you not wish to let your visitor in, simply hang up.

If you are already on the phone when a visitor tries to reach you by Enterphone, you will hear a muted double ring. Should you wish to speak to your visitor and keep your outside call on hold, press “3”. After you have finished talking to your visitor, press “6” for entry or “3” for non-entry after which you will be automatically reconnected to your outside call.

Similarly, when you are talking to a visitor on the Enterphone and an outside call comes in, you will hear a muted ring. On completion of the lobby call, press “6” for entry, or a “3” for non-entry, after which you will be automatically connected to your outside call.

Should you hang up with an outside call on hold, the telephone will ring back.

Unit Key

Unit keys should be provided by the seller of your unit. It is your responsibility to purchase additional unit keys should you require them.

To facilitate emergency entrance to their units, owners or tenants are required to provide the property manager with a duplicate of their unit key(s). The key(s) will be placed in a locked safe and can be obtained in an emergency.

Landlords must also keep a separate spare set of unit keys to use in their landlord duties.

If a duplicate key has not been provided and entry has to be forced in an emergency, the owner will be responsible for the repair of any consequent damage to his/her unit and/or to the common elements.

Residents who have misplaced the key to their unit key can contact the staff person on duty (during regular hours) if they wish to gain access in non-emergencies. They will have to sign a form stating that they were given a key to their unit and will be asked to re-sign the form when they return the key. Owners may also purchase a lockbox from the property management company to store a key to their unit; the lockbox can be programmed with a personal code. If you are locked out after office hours you will have to hire, at your expense, a locksmith to access your unit.

Common Element Key Fob

Common element key fobs should be provided by the seller of your unit. If additional common element key fobs are required, they can be purchased from the Property Manager. Owners are referred to the "Key Fob Memo" issued to owners on July 7, 2017 (memo, FAQs, Key Fob Form).

The replacement of lost common element key fobs is at the resident's expense.

Mailbox Key

A mailbox key should be provided by the seller of your unit. It is your responsibility to purchase additional mailbox keys, should you require them. If you need to have the lock mechanism repaired, please contact the Property Manager.

Storage Unit Key

A storage unit key should be provided by the seller of your unit. Storage unit locks and storage unit keys are your responsibility.

Accessibility Lift Key (Key Fob)

The accessibility lift is accessible with your common element key fob. Once the black box light is green you have to continuously press the up or down arrow button to reach your destination then release.

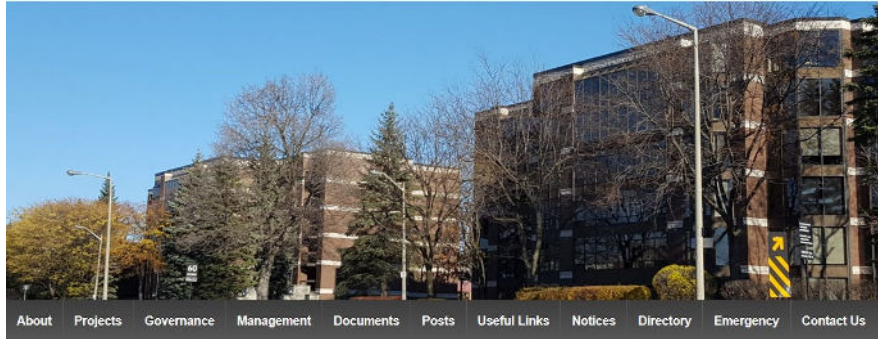
Garage Door Opener Remotes/Keychain Remotes

A garage door opener or keychain remote opener should be provided to you by the seller of your unit. If additional remotes are required, they can be purchased from the Property Manager.

Canal One Eleven Website



The Board of Directors runs a website for the benefit of owners and residents – <http://www.CanalOneEleven.com> . The website has been designed so that it can be viewed on a variety of devices, including computers, tablets and smart phones.



Website Structure

The website is designed as a content management system (CMS) to provide a comprehensive source of information to C.C.C. No. 256 owners and residents. The website is structured as follows (subject to change over time):

- About Us
- Projects
- Governance
 - Directors
 - Declaration
 - By-laws
 - Rules
 - Annual General Meetings
 - Board meeting minutes
 - Financial matters
 - Budgets
 - Financial statements
- Management
 - Operations manual
 - Staff
 - Staff hours*
- Documents
- Posts
- Useful links
- Notices
 - Notices
 - Calendar of Meetings
 - Photos
- Directory*
- Emergency
- Contact

* Password protected section

The **Documents** section of the website is of particular interest as it provides access to current and archived material relevant to the activities of C.C.C. No. 256, including the Declaration, By-laws, Rules, Board meeting minutes, budgets, financial statements, engineering reports, etc.

Password

For security reasons, certain parts of the website (e.g., the directory of residents and staff hours) are password protected. To register and set your username and password please visit <https://canaloneleven.com/registration/>. Should you have any problems, please send an email to web_admin@CanalOneEleven.com with your name and unit number. Please note that the password will only be provided to owners and residents of Canal One Eleven.

Reaching Board Directors

Owners and residents wanting to reach all board directors can send an email to Board@CanalOneEleven.com.

Reaching On-site Staff

Owners and residents wanting to reach the on-site office can send an email to Canal111@CanalOneEleven.com.

Suggestions for Improvement

The Canal One Eleven website should be viewed as a *work in progress*. Owners and residents are encouraged to forward any suggestions for improvement to web_admin@CanalOneEleven.com.

Wi-Fi

Wi-Fi is available in the sports complex area only.

The Wi-Fi network name is: **Bell 563**

The password is: 1E7A745F

Other Information

Auction Sales Prohibited

Auction sales are not permitted on the property. Virtual (online) auctions are permitted but arrangements must be made with the Property Manager for the pick-up of items in order to ensure security of the property.

Barbecue Safety and Provincial Regulations

Barbecues are not to be used on the common elements except on common element areas attributed to the exclusive use of residents of units 101, 103, 104 and 106, the townhouses and the balconies of units in each of the two towers (x01, x03, x04, x06)

While there are no By-laws in Ottawa regarding barbecues on balconies, provincial legislation, regulated by the Technical Standards and Safety Authority (TSSA) and the Propane Storage and Handling Code (B149) prohibits the use and storage of propane inside a building.

The Fire Protection and Prevention Act looks at activities for which the building was not designed and that could lead to a fire and/or an explosion.

Electric, briquette and small propane (less than 19 pounds (8.6 kg) propane tanks) barbecues can be used on an apartment balcony under the following guidelines:

- General safety requirements are to keep the barbecue one meter away from any combustibles (wood railings, siding, etc.) and three meters from any combustible overhang, such as a porch roof;
- The balcony is open (no enclosures or walls have been erected);
- Propane cylinders (under 19 pounds (8.6 kg)) may be transported on the passenger elevator, provided there are no other passengers;
- Cylinders are kept outdoors;
- The barbecue is kept clear of combustible material as listed on the barbecue's rating plate or in the certified instructions;
- The propane cylinder relief valve is at least one meter horizontally from any building opening below it and 3 meters from a building air intake;

- No combustibles are within one meter of the sides of the barbecue and three meters from the top; and, propane cannot be stored inside any structure; and
- Under no circumstances are propane barbecue cylinders that use POL 20-pound cylinders to be used or stored inside a building, storage lockers, attached garage or on a balcony of a high-rise apartment building as the balconies in these buildings are considered a part of the structure.

Barbecues must be kept in the alcove area of the balcony, so as not to be visible from the roadway.

Bicycles

Bicycles should be stored on the rack provided on the wall of the owner's parking spot in the garage or in their lockers. Owners may not leave bicycles at their front doors or in the backyard of townhouses.

Bicycles must never be taken through the lobby and the main entrance or in the elevator or halls. Cycling in the garage is not permitted in the garage.

Call Boxes

Silver Call boxes can be used to call staff during office hours. At all other times, the call boxes are forwarded to the on-call service. Three call boxes are located in the garage. There is also an exterior call box at the main entrance of the recreation centre.

The **RED** call box located near the main door in the pool/spa is for emergencies. By pressing the **red** call box button, you will be connected to our security service provider who will dispatch police/ambulance.

Combustible/Offensive Materials

No stores of coal or any toxic, combustible, or offensive goods, provisions, or materials shall be kept on the property including in your individual units, balconies, storage rooms, lockers or underground garage parking spaces.

Common Elements Corridors

Pursuant to the Fire Code, residents are not permitted to leave boots, skates, doormats, etc., in the corridor in front of their units.

No resident shall place or permit to be placed upon the common elements any goods, debris, or refuse.

Defibrillator (AED)

Call 911 before using the AED.

An automated external defibrillator is located in the lobby of the Recreation Centre. This AED will provide step-by-step voice instructions to guide you. An alarm will sound when the door is opened to access the defibrillator. It does not automatically call emergency services.

Driveway (weight limit)

The upper driveway, which is the roof of the indoor parking has a maximum weight capacity limit of 6000 kg or 6T. Overweight vehicles must not drive up to this level but may park on the side of the Echo Drive garage entrance.

Electrical Overload

Owners or tenants shall not overload existing electrical circuits. Only licensed electricians should be used to upgrade your electrical circuits in your units.

Emergency Pull Stations

Wall mounted Emergency pull stations are located in various locations on the property.

The **RED** Fire emergency pull stations are to alert owners and the security service provider who will dispatch the fire department. The fire alarm will ring continuously on the property but not in the townhomes. Once activated, only the fire department can stop the alarm.

The **BLUE** emergency pull stations are for all other types of emergencies. Once activated, a silent alarm is sent to our security service provider and the police is dispatched.

Emergency Spa Shutoff Button

You will find an emergency shutoff on the wall near the spa. It is a safety feature designed to instantly cut power to the spa's equipment in case of an emergency. An alarm will sound but will not automatically call emergency services. You must use the **RED** call box located near the main pool door to reach the security service provider who will dispatch police/ambulance.

You can re-set the shutoff button which will stop the alarm by pulling it out.

Fragrance-free and scent-free corridors, hallways and elevators

Out of respect for those that have fragrance sensitivities, asthma, allergies and other medical conditions, we ask that owners and residents be careful with their use of perfume, cologne and other fragrances.

Garbage/Recycling/Composting Collection and Storage

Non-organic garbage is to be placed in plastic bags secured with a tie and dropped in the garbage chute situated in the garbage/recycling room on every floor of the towers or in the garbage bins near the door of your townhouse.

Broken glass should not be put in the garbage chute. It should be wrapped and clearly marked to prevent injury and deposited in the garbage/recycling room.

Residents are encouraged to recycle paper products (Black Box) and glass/metal/plastic (Blue Box). Bins are provided in the garbage/recycling rooms. Two large containers located near the Echo Drive garage entrance can be used by owners to drop off their recycling.

Detailed information of what is acceptable recycling material is posted above the bins in the garbage/recycling room as well as on the front panel of the large recycling containers.

All containers should be emptied and rinsed. All boxes should be broken down. Only items on the accepted City list are recyclable. All other items are garbage.

The City of Ottawa also has a mandatory organics diversion program for multi-residential properties, which requires them to participate in the Green Bin program in order to receive waste collection services.

Organic waste can be placed in any type of plastic or paper bag and deposited in the green recycling bins located in the garage near the Echo Drive garage door. There is a graphic of the type material to be disposed of in the green bin on the lid of the bin. Organic waste must be deposited in the bins. Leaving it on the floor of the garage will attract animals and other pests.

Failure to comply with city regulations on organic waste diversion could result in increased costs for garbage removal and/or chargeback to the individual concerned.

Large items (furniture, appliances, etc.) require special disposal. Owners needing to dispose of such items should contact the city or staff for more information.

For the latest information on [recycling/composting](http://www.ottawa.ca) check the city of Ottawa website (www.ottawa.ca).

Garburators

Garburators are not permitted in the City of Ottawa ([City of Ottawa by-law No. 2003-514](#)). If your unit has a garburator and it is confirmed as the source of damage to common elements or other units, you will be responsible for all costs to repair the property.

Heating and Cooling

Tower Units

Heat is emitted from the electric baseboard heaters in front of your windows. Cooling air is emitted from the fan coil units. You can use the fan only option of your fan coil year round. The cooling option on your fan coil is available from Mid-April when the Rooftop HVAC equipment is started up to the end of October when the rooftop HVAC equipment is turned off for the fall and winter seasons.

The fan coils are part of the unit and owners should have them serviced regularly or at a minimum every 2 years by an HVAC service company to ensure proper operation. Fan coil filters should be changed every season. On-site staff will provide filters on request.

Townhouses

The entire heating/cooling is part of the unit and we recommend that you engage a qualified heating and cooling company to inspect and maintain the heating/cooling unit at every change of heating/cooling season. It is the town house unit owner's responsibility to make sure that their outside heating/air conditioning unit is protected from falling ice/snow during the winter months.

Townhomes owners should change their furnace filter every season.

Landscaping

No one shall harm, destroy, alter or litter any of the landscaping work on the property, including grass, trees, shrubs, flowers or flower beds.

Litter

No matter how hard the cleaning staff tries, some areas usually seem to have litter. If you want to have clean and tidy common areas, you can help!

Lockers/Storage Units

Located on the lower level of the Recreation Centre, storage units provide limited storage space for each tower unit. A key to your locker should be included with your unit keys.

No combustible or toxic materials may be stored in your storage room.

Main Exterior Doors - Alarm System

All exterior doors are armed when the on-site office is closed. These doors should not be left opened or propped open for more than 60 seconds or a silent alarm will be sent to our

security service provider and security personnel will be dispatched to our property. There is a charge for false alarm.

Notice Board / Elevator Notice Holders

Any and all notices placed on the notice-boards/holders, except on the owners' notice-board in the Recreation Centre, must be approved by the Property Manager. All unauthorized notices will be removed.

Noise

One of the most common causes of complaints in any condominium, no matter how well designed and constructed, is noise.

Instruct your trades to start only at or after 7:30 a.m. and no later than 6:00 p.m. Please note that work by trades is not permitted during weekends and statutory holidays.

If noise becomes a nuisance to you, first call the resident concerned and ask him or her to reduce the noise level. If this isn't successful, launch a complaint with the City of Ottawa By-Law Services.

The Condominium Authority of Ontario's website addresses how to handle noise complaints.

Rollerblading/Skateboarding

No rollerblading or skateboarding is allowed anywhere on the property.

Safety and Security

The safety and security of all residents is the responsibility of every individual resident.

The following points are important to remember at all times:

- a) Do not let anyone into the building unless you know them personally and know the purpose of their request to enter.
- b) Ensure all emergency exit and entrance doors are locked when not in use. If you find a door blocked open, please close it and report the incident to the staff or management.
- c) Lock the door of your unit.

- d) Do not give your common element key fob to anyone unless absolutely necessary. If you lose a key fob, you are required to advise the property manager immediately so that it can be disabled.
- e) Keep your car locked at all times and the windows closed. Do not leave any valuables inside.
- f) Cancel newspaper deliveries and notify the post office when you are going away. Also notify the property manager and staff of extended absences.
- g) Notify the staff if you are aware of any suspicious happenings.
- h) Please notify the staff and the Property Manager about residents who may need help in an emergency and ensure that they are provided with relevant, up-to-date information in writing so that we can update our fire plan. This is critically important in an emergency.

Water Consumption

Water for the entire complex including your unit is paid through your condo fees and is approximately 6% of our annual operating budget. The cost of water is now at \$5.60 per m³ (2025) and has been increasing at 5% to 6% per year for the past 7 years. It is important to ensure that water is not running unless in use.

Help us reduce our water consumption

The average leaky toilet can waste up to 600 cubic metres per month or 20 cubic metres a day. This translates to more than \$ 2,500 per month on average per leaky toilet for our corporation.

We are asking for your help by checking all your faucets, showers, baths and toilets for leaks or seepage.

You can check for a toilet leak/seep by doing these 2 tests:

The Sound Check

Simply walk up to your toilet and listen. If you hear an odd hiss-like noise, you may have a leak and will want to check further.

The Dye Test

Lift the lid off of the water tank, drop in some food colouring or brewed tea or coffee, and come back in 20 minutes. If colour appears in the toilet bowl the rod-and-ball assembly or flapper need adjustment or replacement (Don't flush the toilet while you are waiting).

Leaky faucet fixtures are another all-too-common cause of high water bills¹.

A simple visual check of your faucets, shower heads, and other fixtures is all it takes to identify a leak at the fixture. The most common cause of a faucet leak is a faulty rubber washer in the faucet handle.

Unit owners are responsible for all plumbing repairs and maintenance. The Condominium Corporation is not responsible for internal unit plumbing leaks.

Low-flush / Dual-flush toilets

When replacing your toilets please consider installing low-flush or dual flush toilets to minimize water consumption.

¹ <https://www.toronto.ca/services-payments/property-taxes-utilities/utility-bill/utility-bill-information/water-leaks-costs-how-to-spot-a-leak/>

Appendix A – C.C.C. No. 256 Forms

All forms are available on the Canal One Eleven website ([here](#)).

Owner Information Form

This form must be completed by owners of a unit to provide updated contact information to the Property Manager ([Owner Information Form](#)).

Request for Approval to Renovate Form

The completed form with the attached rule that has been signed by the owner and contractor must be submitted to the Property Manager for review and approval by the Board ([Request for Approval to Renovate](#)).

Move-in/Move-out Form

This form is to be completed when planning a move in or out of your unit ([Move-in/Move-out Form](#)).

Pre-authorized Payment Form

This form is completed by owners to allow the Property Manager on behalf of the corporation to collect the monthly condominium fees directly through the banking system ([Pre-authorized Payment Form](#)).

Form 5 Summary of Lease or Renewal

This form must be completed to inform the Corporation, through the Property Manager, if a unit is leased or a lease has been renewed ([Summary of Lease or Renewal](#)).

Keyfob Form

This form must be completed by owners wishing to purchase additional keyfobs at a cost of \$30 per keyfob ([Keyfob Form](#)).

Mail Holding Form

This form must be completed by owners and residents wishing to authorize staff to accept parcels and hold mail on their behalf ([Mail Holding Form](#)).

Agreement to Receive Notices Electronically

This form must be completed by the owner or mortgagee to receive notices from the corporation by electronic delivery ([Electronic Notices Form](#)).

Index

AED, 27
Barbecue, 25
Bicycles, 26
Board Minutes, 16
Board of Directors, 10, 15, 18, 23
Budget, 16
By-laws, 13
Call Boxes, 27
Combustible, 27
Common elements, 11, 12, 13, 17, 18, 20, 21, 22, 25, 27, 29
Condominium Act, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
Corporation, 12, 14, 16, 17, 18, 19
Declaration, 12, 13
Defibrillator, 27
Emergency, v, 20, 22, 31
Emergency Pull Stations, 28
Emergency Spa Shutoff, 28
Forms, 34
Fragrance-free, 28
Garage, 23
Garbage, 28
Garburators, 29
Heating and Cooling, 29
Insurance, 14, 18
Key, 22, 23
Landscaping, 30
Lockers, 30
Moving, 15
Parking, 13, 27
Periodic Information Certificate, 17
Pets, 12
Policies, 15
Property Manager, iii, 10, 16, 19, 20, 22, 23, 25, 30, 31, 34
Renovation, 15
Rollerblading, 31
Rules, 13, 14, 15
Scent-free, 28
Skateboarding, 31
Staff, 30
Status Certificate, 16
Superintendent, 21
Visitor, 21
Water Consumption, 32
Website, 11
Wi-Fi, 25

Final Note

The facts contained in this booklet have been compiled by the Board of Directors in good faith. Should any information contradict existing federal, provincial or municipal laws, then the applicable federal, provincial or municipal laws take precedence.

Version Control of Manual

Date	Version	Comments
2015.07.15	1.0	Released to owners and residents
2016.11.18	1.1	New version released to owners and placed on the website
2017.08.09	1.2	Forms removed and linked to website. Common element key fob added. Several other edits.
2017.08.25	1.3	Several edits and corrections
2018.03.11	1.4	New forms and new parking rule. Several other edits.
2019.05.21	1.5	Several edits and additions.
2020.09.29	1.6	Several edits and additions of new rules
2021.02.14	1.7	Several edits including new rules/forms and Enterphone instructions
2022.07.01	1.8	Staff hours and pool hours
2024.01.24	1.9	Hyperlinks and general update, including staff hours
2025.04.10	2.0	Significant rewrite of the manual