

WHO DOES WHAT AT THE RESIDENCES OF THE WORLD TRADE CENTRE ?

At the Residences of the World Trade Centre, the Concierge Staff, In-House Staff, Recreation Supervisor and Management are able to assist residents with your needs.

The Concierge handles the following responsibilities:

- Access Control to the Condominium
- Bookings of Amenities
- Collecting Maintenance Request Forms and Arranging for Maintenance with the On-site Staff Elevator Bookings and Inspections
- Inspection of all Party Rooms Before and After Use
- Issuance of Visitors' Parking Permits
- Party Room Inspections
- Patrolling of the Common Areas, Garage, Perimeter Areas and Towers
- Programming of Fobs and Garage Remote Controls to access the Towers and the Garage
- Receipt and Logging of Parcels/Mail and Notification to Residents
- Receipt of reports of Emergencies including Fire, Flood, Smoke, Power Outages
- Screening of Visitors including Calls to Residents to announce visitor arrivals
- Valet Parking

Programming of Fobs and Remotes may be done with the Concierge Monday through Friday between the hours of 9:00 a.m. and 4:00 p.m. The Concierge for 10 Yonge Street may be reached at (416) 362-5995. The Concierge for 10 Queen's Quay West may be reached at (416) 362-5612.

The Recreation Supervisor is responsible for the following:

- Inspection, Cleaning and Chemical Testing for the Indoor Pool, Outdoor Pool and Spa
- Supervision of the Recreation Centre Facilities
- Exercise Classes
- Orientation Sessions for Use of Recreation Centre Equipment
- Specialty Programmes such as Pilates, Yoga etc.
- Children's Programmes
- Movie Nights
- Recreation Centre Newsletter
- Organizes off site trips

The Recreation Supervisor is available Monday through Friday between the hours of 3:00 p.m. and 9:00 p.m. and on Saturdays between the hours of 10 a.m. and 3:00 p.m. He/she may be reached at (416) 364-3127.

The Administrator handles administrative and accounting responsibilities as follows:

- Collection and Deposit of cheques for Bicycle Room Keys, Common Element Fees, Fobs, Guest Suite Rentals, Locker Room Keys and Party Room Rentals, Status Certificates
- Collecting Maintenance Request Forms and Arranging Maintenance with the On-site Staff

The Administrator is available in the Management Office Monday through Friday between the hours of 9:00 a.m. and 1:00 p.m. and from 2:00 p.m. until 5:00 p.m.

The Junior Property Manager is responsible for the day to day management as follows:

- Arranges minor maintenance and repairs to the common elements and the suites, liaises with residents, correspondence, notices, invoicing, social functions, recreation centre inspections

The Junior Property Manager is available in the Management Office Monday through Friday between the hours of 9:00 a.m. and 1:00 p.m. and 2:00 p.m. until 5:00 p.m.

The Senior Property Manager handles the following responsibilities:

- Acts as the Management Office liaison with the Boards of Directors and the Common Facilities Committee, prepares Management Reports and attends Board meetings, arranges Annual General Meetings, prepares budgets, conducts monthly building inspections, administers all contracts, handles tendering, oversees purchasing, assists in reserve fund planning, researches all planned projects, enforces the Condominium Act, Declaration, By-laws and Rules and Regulations and interacts with the Corporations' engineers, solicitors, auditors, trades and staff on behalf of the Boards.

The Manager is on site Monday through Friday, but may be unavailable to meet with residents at all times due to scheduled meetings with trades and professionals or the conducting of building inspections. If you have day to day concerns, the Junior Property Manager and Administrator will be pleased to assist you. Should the staff be unable to assist you, they have been encouraged to meet with Senior Management to discuss and problem solve.

- The Office telephone number is (416) 362-1222.
- The Administrator's email address is rwtc@rogers.com.
- The Junior Property Manager's email address is rwtc.manager@rogers.com.
- The Senior Property Manager's email address is rwtcpm@rogers.com.

When you contact any member of the Management staff by email, please include your full name, condominium address and suite number. This will assist us in responding to your email communication.

Last, but certainly not least, the Residences of the World Trade Centre have a highly capable **In-house staff** who handle maintenance in both the common areas and the suites. Led by our **Operations Manager** who supervises our In-house staff as well as the trades that are contracted to work on the site and ensures the smooth operation of the complex.

Should you need to contact the In-house Staff for any reason, please contact your Concierge who will radio the staff member on your behalf.

The Management Office is asked on occasion to arrange for the In-house Staff to conduct in-suite work after regular business hours on their behalf. Please be advised that the staff do not carry insurance for personal work and choose not to engage in personal work within the suites on behalf of residents. You are encouraged to engage licensed and insured trades to conduct in suite work on your behalf.