



Facility Services Info Update

Keeping you informed and up to date



By: Lore Dehmel

Facility Update for May 2011

Dates to remember for the month of May 2011

Upcoming Statutory Holidays

May

Victoria Day
Monday, May 23 (**Victoria Day**)
No Services, Card Access Only
Tuesday, May 24 – Business as usual

May

Mother's Day
Sunday, May 8

In Case of a Building Emergency

During Regular Business Hours and After Hour/Weekends

SAO

- **Jay King** (synchronized with Jay's cell – 24/7)
416 426 7048 or 416 426 7000
- **Lore Dehmel**
416 426 7174

Security

- **Concorde Security** – 24/7 Emergency
416 295 0158
- **Concorde Security** – Lobby Front Desk
416 445 2668

KEY TOPICS found inside.....

Facility Services – Revised Reporting Procedures
Building Services Committee Update
Telecommunication Directory
Annual Customer Satisfaction Survey
Telephone Training for New Hires or Simply a Refresher
and much more.....

Revised Point of Contact
Revised Terms of Reference
Updated and Distributed
Summary Results
On-going – contact Jay x7048

Messages from Crown (Property Management)

Underground Parking

- If you are not working on the premises, please do not leave your vehicles overnight in the underground garage. You may be tagged and/or towed at your expense.

Garbage in the Garage/Building 3 (1st Floor Storage Area)

- If you are removing garbage from your storage cages in the basement or in building 3 main floor, please do not leave your garbage in the underground garage. Please take all garbage to the garbage room in the loading dock area (Building 1).

Elevator Damages

- Over the past two months there have been some damages made to the tiles in elevator #7 (Building 3). Crown is asking that all tenants take extra care when entering the cabs with carts.

Computer Hardware Recycling Program

- Crown has an excellent recycling program through Turtle Island. Simply bring all unwanted computer equipment, i.e. hard drives, monitors, keyboards, mice to the loading dock in Building 1. Should you have any question, please contact Facility Services.

Messages from SAO (Facility Services)

Facility Services – Reporting Procedure Changes

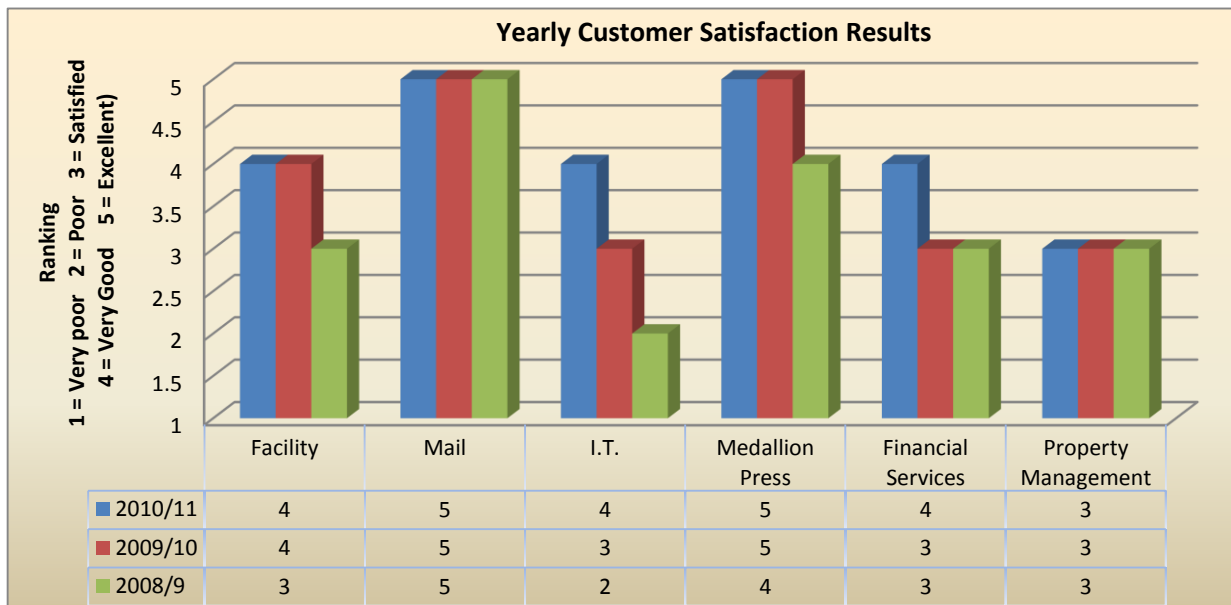
- In light of the recent company restructure announcement, please direct all Facility Services inquiries to either Jay (x7000) jking@sportalliance.com or Lore (x7174) ldehmel@sportalliance.com
 - a. Facility Services – boardroom bookings, heat, washrooms, access cards, suite access, parking, visitor parking, lights, cleaning service, loading dock questions, leasehold improvements – Jay or Lore
 - b. Telephone Inquiries – reset voicemail passwords, voicemail and telephone inquiries – Jay or Lore
 - c. IT Inquiries – for internet service contact Jay or Lore. For technical support contact Catharsis Help Desk @ 416 865 3376 ext. 1
 - d. Lease Amendments and Property Insurance – contact Lore x7174
 - e. Mail Services – courier services, same day service and regular postage – contact Marilyn (x7323) msutton@sportalliance.com or Lore (x7174)

SAO Building Services Committee Update – New Name

- The name has changed from Building Services Committee to SAO Services Committee.
- The SAO Board has approved the Terms of Reference for the Services Committee (previously known as the Building Services Committee). A copy of the Terms of Reference can be found on SAO’s website and is posted on our floor bulletin boards.
- The Committee members are: Jim Crosscombe, Linda Kirk, Andrew Backer, Blair Webster, Claire Jones, Glenda Costa and Lore Dehmel

SAO’s Annual Customer Satisfaction Survey - Overview

Survey Drafted by Building Services Committee	March 1, 2011
Draft Copy of Survey Sent to SAO Service Managers	March 3, 2011
Finalized Survey Released	March 17, 2011
Deadline for Survey Completion	April 1, 2011
Distribution to E.D.’s Only	49 Resident & 56 Non-Resident
# of Resident Surveys Received	26 (53% response rate)
# of Non-Resident Surveys Received	3 (5% response rate)
Survey Response Rate in 2010 (2009/10 fiscal)	49%
 SAO’s Overall Ranking Goal in All Service Areas	 3 or better (see graph below)



NEW FEATURE – SAO Coin Operated Coffee Station Location – Building 3 – Main floor kitchenette

- Cost – Coffee single pack \$0.75 or Cappuccino duo pack \$1.50
- Questions – please contact Facility Services

Friendly Reminder - Complimentary Wireless Internet Connection in All SAO Boardrooms

- This new feature is **not** active 24/7. In order to have the WIFI connection activated prior to any meetings, please contact Facility Services to **book your time**.

Communication Directory / Tenant Manual

- Updated Communication Directories have been printed and distributed to all occupants.
- If you require additional hard copies, please contact Facility Services.
- Let us know if you like the new design and layout.

Security Best Practices for our Telephone System

- For all Bronze Users - it is a good habit and the responsibility of everyone to be vigilant in changing all your own system passwords on a regular basis. This could potentially avoid/deter/stop any criminal temptation or break-ins into our/your systems. Don't use trivial codes such as 121212.
- For all Silver & Gold Users – please contact Jay before changing passwords because your desktop Call Pilot will need to be changed as well.
- We are all responsible for ensuring we do our due diligence to protect our systems.

Telephone Training for New Hires or a Quick Refresher Session

- Do any of your employees require phone training (new hires)? Or, do you need a refresher session on our phones? If so, please contact Jay. Jay will provide basic one-on-one training or in small groups (per organization).

Office Space / Storage Space

- We are 100% fully occupied.....☺
- Any new requests will be added onto a waiting list.

Tenant Underground Parking Availability

- SAO has 20 vacant underground parking spots. Please contact Facility Services at x7000 should your organization require tenant parking.

Catharsis – Contract Options for IT Technical Support

- Catharsis is SAO's 3rd party IT technical support provider. Should you require information regarding technical support, contract options, pricing or other services offered, please contact Catharsis at 416 865 3376 or Jay.

After Hour Building Lights

- Regular lighting hours of operation are 7 a.m. to 6 p.m. (Monday to Friday)
- Should you require additional lighting or HVAC after hours/weekends, please contact Facility Services.

Conference Room Furniture / Equipment / Bookings

- A brochure highlighting conference room information is available on SAO's website – hard copies can be picked up at the front desk. PDF soft copies can be requested through Facility Services.
- The SAO has 5 conference rooms available on a first-come first-served basis. Lobby Boardroom, Room 1, Room 2, Room 3, Room 4
- A \$5 per day late fee is applicable on all rental equipment (i.e. LCD projectors, laptops, etc.)
- A vending machine is located in the boardroom area (near rooms 3 and 4) stocked with snacks.
- Please contact Facility Services for any room bookings/inquires.

Visitor Parking – Friendly Reminder – Discounted Rates

- There is no "free" visitor parking Monday to Friday in the main parking lot (in front of building 3). However, there are two discount options to consider and other options for lower rates.
- **Discounted Rate - Option 1 – Monday – Friday – Day Rate** – with advance notice, Facility Services can obtain voucher parking for your guests at a rate of \$5.00 per day, per car.
 - Note – the parking lot to which this discount rate applies is behind building 12 only.
- **Discounted Rate - Option 2 – Evenings and Weekends** - the \$5.00 discounted rate is available for your guests after hours and weekends only. Instruct your guests to see security where they will be asked to sign in. Organizations will be charged back at the end of each month for the spots used. If your organization does not want to take advantage of this option, please inform Facility Services who will in turn inform security.
 - To receive more information on the following items, please contact Facility Services for:
 - Discounted visitor parking rates
 - Various visitor parking locations and rates within the surrounding area
 - Map to SAO

Food/Catering Services

Delimark Café – 416-642-0406

Contact: Jacky Zhou

Location: 12 Concorde Place – Main Floor

Cafeteria Hours - Monday thru Friday, 7:00 a.m. – 4:00 p.m.

Accepting Interac, VISA and MasterCard

Weekend Catering Services Available with prior notice

Tim Hortons (Wynford Drive) Tel: 416-644-3222

Druxy's – 416-385-1151

Contact: Sheila Gao druxy089@druxy.com

Location: 3 Concorde Gate – Main Floor

Cafeteria Hours - Monday thru Friday, 7:00 a.m. – 5:00 p.m.

Accepting Interac, VISA. American Express and MasterCard

Weekend Catering Services Available – orders must be in before 3:00 p.m. on Thursday for the weekend

Mail Services – On-line Service



- Please ensure all envelope flaps are folded downwards – this will help to speed up the automatic sealing process
- Are your clubs looking to mail information to their members at a discounted rate? Look no further.....**contact Marilyn at x7323 for all your mailing needs.**

2011 – SAO Building & Services Holiday Closures

May

Victoria Day

Monday, May 23 (Victoria Day)
Tuesday, May 24

No Services, Card Access Only
Business as usual

July

Canada Day

Friday, July 1 (Canada Day)
Monday, July 4

No Services, Card Access Only
Business as usual

August

Civic Holiday

Monday, August 1 (Civic Day)
Tuesday, August 2

No Services, Card Access Only
Business as usual

September

Labour Day

Monday, September 5 (Labour Day)
Tuesday, September 6

No Services, Card Access Only
Business as usual

October

Thanksgiving Day

Monday, October 10 (Thanksgiving Day)
Tuesday, October 11

No Services, Card Access Only
Business as usual

November

Remembrance Day

Friday, November 11

Business as usual

December

SAO Staff Holiday Luncheon

Please be advised that all SAO Services will be closing at 1:00 p.m. on **Tuesday, December 6** for our annual staff luncheon.

Building Holiday Social – for SAO Members/Tenants Only

Friday, December 16

2:00 to 4:00 p.m. – Boardrooms 3 & 4 (Building 3, 1st floor)

Christmas and New Year

Friday, December 23

Business as usual (closing at noon)

Saturday, December 24 (Christmas Eve)

Card Access Only, No Services

Sunday, December 25 (Christmas Day)

Card Access Only, No Services

Monday, December 26 (Boxing Day)

No Services, Card Access Only

Tuesday, December 27

No Services, Card Access Only

Wednesday, December 28

No Services, Card Access Only

Thursday, December 29

No Services, Card Access Only

Friday, December 30

No Services, Card Access Only

Saturday, January 31

Card Access Only, No Services

Sunday, January 1, 2012 (New Year's Day)

Card Access Only, No Services

Monday, January 2 (Closed in Lieu of Jan 1st)

No Services, Card Access Only

Tuesday, January 3

Business as usual

Note: The SAO Mailroom will be **CLOSED** December 23rd (noon) - through to January 3rd. All SAO Services will re-open on Tuesday, January 3, 2012.