



Facility Services Info Update

Keeping you informed and up to date



Facility Update for August 2010

Holidays/Events/Dates to remember for the month of May:

Upcoming Statutory Holidays

Civic Day - Monday, August 2nd - SAO Services CLOSED

Business as usual on Tuesday, August 3rd

Labour Day – Monday, September 6th – SAO Services CLOSED

Business as usual on Tuesday, September 7th

Upcoming SAO Events

Building BBQ – hosted by Crown – August (dated to be announced shortly)

SAO AGM – Tuesday, September 14th

Upcoming Hotel Meet & Greet Events

NAV Canada – August 18th

Tourism Toronto – September 21st

Building Emergency Contact Information

During Regular Business Hours and After Hours/Weekends

- Jay King 416 426 7048 (synchronized with Jay's cell - 24/7)
 - Heidi Kromminga 416 426 7000 (regular business hours)
 - Lore Dehmel 416 426 7174 (regular business hours)
 - Concorde Security Desk 416 445 2668 – Security – 24/7
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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

- If you are removing garbage from your storage cages in the basement, please do not leave your garbage in the Underground. Please take all garbage to the garbage room in the loading dock area (building 1).

Tenant Lease Agreements

We are almost there.....

- Only two PS/RO agreements remain unsigned - please review and submit your signed agreements to Jim Bradley's office.
- If you have any questions regarding your agreement, please contact any of the Lease Development Committee members, Lore or Jim.

Unwanted Computer Equipment

- Crown has an excellent program through Turtle Island where they will take away any of your unwanted computer equipment, i.e. hard drives, monitors, keyboards, mice, etc. Simply contact Heidi at x7000 who will make arrangements with Crown to have your equipment removed for you at no cost.

TELUS Update

- System acceptance was finalized on June 1, 2010
 - TELUS continues to work on the "silver" fax user issue
 - A meeting between TELUS and SAO was held on July 21st – a follow-up meeting to be held late August.
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Facility Services Contact Information
Heidi x7000, Jay x7048 and Lore x7174

Concorde Complex (1/3 Concorde Gate & 12 Concorde Place)

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 111111.
- For all Silver & Gold Users – please contact Jay before changing passwords because your desktop Call Pilot needs to be changed as well.
- We are all responsible for ensuring we do our due diligence to protect our systems.

Bulletin Boards for 2nd and 3rd Floor Elevator Areas – Building 3

- Friendly reminder – take advantage of our bulletin boards located on floors 2 and 3 in building 3. These boards can be used by your organization as a means of advertising your upcoming events, etc. These cabinets will be kept locked at all times. Should you wish to have any items posted, please contact Heidi, Marilyn or Jay.

Office Space / Storage Space

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

Tenant Underground Parking

- SAO has 13 vacant underground parking spots. Please contact Heidi at x7000 should your organization require tenant parking.

Catharsis – Contract Options

- 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 at x7048.

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 Heidi who will make the arrangements with Crown.

Tenant Customer Satisfaction Survey Results

- The Building Service Committee continues to review the “general comments” made in the customer survey. A progress report will be provided at the September Members' Meeting.

Boardroom Furniture / Equipment / Bookings

- A brochure highlighting boardroom information is available on SAO's website – hard copies can be picked up at the front desk. PDF soft copies can be requested through Heidi.
- The SAO has 5 boardrooms available on a first-come first-served basis. Lobby Boardroom, Room 1, Room 2, Room 3, Room 4
- A per day \$5 late fee is applicable to all boardroom equipment (i.e. LCD projectors, laptops, etc.)
- A vending machine is located in the boardroom area (near rooms 3 and 4) stocked with snacks and pop.
- Please contact Heidi at x7000 or email boardrooms@sportalliance.com for all your 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.
- For the month of June and July there were 405 visitors who took advantage of the evening/weekend discounted rates and two organizations who took advantage of the regular business hours discounted parking behind building 12.
- To receive more information on the following items, please contact Heidi for:
 - Discounted visitor parking rates
 - Various visitor parking locations and rates within the surrounding area
 - Map to SAO

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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.....why not have your clubs take advantage of the SAO volume discounted rates and services offered by Purolator through our very own in-shop mailroom.
- Please contact Marilyn at x7323 for all your mailing needs.

Do you know what your actual cost savings are when sending mail express post, Purolator or 1st class through the SAO Mailroom?
Please see pricing chart below.

Example	Estimated Market Rates	Canada Post Government Rates For SAO	SAO Surcharge Rate	Total Cost with SAO Surcharge	2010/11 Estimated Savings Per Envelope Compared to Market Rate
Ottawa Destination					
Express Post					
1LB.	\$6.81	\$3.33	(29%) \$0.97	\$4.30	\$2.51
5LBS.	\$9.02	\$3.93	(29%) \$1.14	\$5.07	\$3.95
10LBS.	\$10.67	\$4.73	(29%) \$1.37	\$6.10	\$4.57
Xpresspost – Additional fuel charges not included in the total cost					
Purolator					
1LB.	\$11.35	\$3.88	(35%) \$1.36	\$5.24	\$6.11
5LBS.	\$13.27	\$4.24	(35%) \$1.48	\$5.73	\$7.54
10LBS.	\$14.51	\$5.14	(35%) \$1.80	\$6.94	\$7.57
Purolator – Additional fuel charges not included in the total cost					
1st Class Mail					
#10 Envelope (Canada)	\$0.57	\$0.57	(5%) \$0.03	\$0.60	You will be saving your equipment leasing costs
#10 Envelope (US)	\$1.00	\$1.00	(5%) \$0.05	\$1.05	
#10 Envelopes (Int'l)	\$1.70	\$1.70	(5%) \$0.09	\$1.79	

Food/Catering Services

Delimark Café – 416-642-0406

Contact: Anthony Papanastos - apapanastos@sympatico.ca

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

Druxy's – 416-385-1151

Contact: Sheila Gao – druxys089@druxys.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 Thursdays for the weekend

Tim Hortons (Wynford Drive)

Tel: 416-644-3222

Quick Recap of the Topics with Timelines

Lease Agreement - 2 remain unsigned

Customer Satisfaction Survey Results – progress report at next

SAO Members' Meeting

As soon as possible

September 2010

Concorde Complex (1/3 Concorde Gate & 12 Concorde Place)

2010 - Building Holiday Closures

Civic Holiday

Monday, August 2 (**Civic Day**)
Tuesday, August 3

No Services, Card Access Only
Business as usual

Labour Day

Monday, September 6 (**Labour Day**)
Tuesday, September 7

No Services, Card Access Only
Business as usual

Thanksgiving Day

Monday, October 11 (**Thanksgiving Day**)
Tuesday, October 12

No Services, Card Access Only
Business as usual

Remembrance Day

Thursday, November 11

Business as usual

SAO Staff XMAS Luncheon

Please be advised that all SAO Services will shut down at 1:00 p.m. on **Tuesday, December 14** for our annual staff luncheon.

Building Holiday Social – SAO Members/Tenants Only

Friday, December 17

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

Christmas and New Year's

Friday, December 24 (Christmas Eve)

Business as usual

Saturday, December 25 (Christmas Day)

Card Access Only, No Services

Sunday, December 26 (**Boxing Day**)

Card Access Only, No Services

Monday, December 27

No Services, Card Access Only

Tuesday, December 28

No Services, Card Access Only

Wednesday, December 29

No Services, Card Access Only

Thursday, December 30

No Services, Card Access Only

Friday, December 31

No Services, Card Access Only

Saturday, January 1, 2011 (New Year's Day)

Card Access Only, No Services

Sunday, January 2

No Services, Card Access Only

Monday, January 3

No Services, Card Access Only

Tuesday, January 4

Business as usual

Note: The **SAO** Mailroom will be **CLOSED** December 25th through to January 3rd. All **SAO** Services will re-open on Tuesday, January, 4, 2011.