



# Facility Services Info Update

Keeping you informed and up to date



## Facility Update for May 2010

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

#### Upcoming Statutory Holidays

**Victoria Day** - Monday, May 24 - SAO Services CLOSED  
Business as usual on Tuesday, May 25<sup>th</sup>

#### Upcoming SAO Events

PanAm Games Think Tank - Saturday May 29<sup>th</sup> - contact Jen at x7073 for more details

#### Upcoming Hotel Meet & Greet Events

Hampton Inns – May 20<sup>th</sup>  
Tourism Hamilton – June 15<sup>th</sup>

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### 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)

#### Office Temperatures Warmer Than Expected

- We are currently in what is called the “Shoulder Season” which means as the temperatures vary from cool to very warm, neither the heating nor cooling mechanical equipment is running in the building. The overall building temperature combined with the outside air determines whether or not the heating or cooling systems operate.
- During the “Shoulder Season” we may experience extremes in temperatures. Although the temperatures may rise and cause heating peaks in the building, the outside temperature cannot support the cooling equipment operation. In short the equipment short cycles and turns off.
- When the mechanical equipment short cycles, not only is this an inefficient way to run the equipment, it causes a large demand of energy use as well as wear and tear on the equipment.
- To assist with helping to reduce the heat load in the building, the occupants can close their blinds and turn off any unnecessary heat producing equipment.

#### 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.....

- All PS/RO Agreements were delivered the 1<sup>st</sup> week in March '10.
  - 43 PS/RO agreements are signed with only 6 remaining - please review and submit your signed agreements to Jim Bradley's office
  - Final target date for all signed agreements by both parties is May 30, 2010
  - If you have any questions regarding your agreement, please contact any of the Lease Development Committee members, Lore or Jim.
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**Facility Services Contact Information**  
**Heidi x7000, Jay x7048 and Lore x7174**

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

### **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 not finalized
- TELUS continues to work on 1 remaining issue
  - Fax Issue (for Silver Users)
- We anticipate final System acceptance either late May or early June
- A meeting between TELUS and SAO will take place following System acceptance to discuss recovery of consulting fees.

### **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.

### **Kitchenettes**

- On May 6<sup>th</sup>, SAO had bottle-less water coolers installed in all kitchenette areas in building 3 for the use of all occupants. The coolers dispense both hot and cold water.
- If you have an old fridge that you are looking to dispose of, please contact Heidi or Jay. We are looking for fridge donations for each of our floors in building 3.

### **Bulletin Boards for 2<sup>nd</sup> and 3<sup>rd</sup> Floor Elevator Areas – Building 3**

- We have recently installed 2 bulletin boards 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 18 vacant underground parking spots. Please contact Heidi at x7000 should your organization require tenant parking.

### **Lunchroom – New Location**

- Effective May 6<sup>th</sup>, the SAO's lunchroom has been relocated to Boardroom 1 or 2 (building 3, main floor). The lunchroom will be open Monday – Friday between the hours of 11:30 am and 1:45 pm only
- The lunchroom is equipped with a TV and Rogers Cable.
- If you are unsure of the location, please contact Heidi.

### **Catharsis – Contract Options**

- Catharsis is SAO's 3<sup>rd</sup> party IT technical support provider. Should you require information on contract options, pricing or services offered, please contact 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 Heidi who will make the arrangements with Crown.

### **Tenant Customer Satisfaction Survey Results**

- Results of the survey will be shared with all E.D.'s at the next SAO Members' meeting in June.

### **Boardroom Furniture / Equipment / Bookings**

- A new brochure with more 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 – 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](mailto:boardrooms@sportalliance.com) for all your room bookings

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

### 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 smaller 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 – Evening and Weekend** - 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 partake in this option, please inform Facility Services who will in turn inform security.
- For the month of April there were approximately 290 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

### Mail Services – On-line Service

- SAO received new mailing equipment on April 12<sup>th</sup>
- 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 1<sup>st</sup> class? Please see below.

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

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

### Food/Catering Services

**Delimark Café – 416-642-0406**

**Contact: Anthony Papanastos - [apapanastos@sympatico.ca](mailto: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 – [druxy089@druxy.com](mailto: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 Thursdays for the weekend

**Tim Hortons (Wynford Drive)**

Tel: 416-644-3222

### Quick Recap of the Topics with Timelines

Lunchroom – New Location – Boardroom 1 (building 3 main floor)

Target Date for Signed Agreements

Revised Communication Directory / Tenant Manual

Customer Satisfaction Survey Results – to be shared at the next

**SAO** Members' Meeting

May 6<sup>th</sup>, 2010

May 30<sup>th</sup>, 2010

May 3<sup>rd</sup> (hard copies put in all mailboxes)

June 2, 2010

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

### 2010 - Building Holiday Closures

#### Victoria Day

Monday, May 24 (Victoria Day)  
Tuesday, May 25

No Services, Card Access Only  
Business as usual

#### Canada Day

Thursday, July 1 (Canada Day)  
Friday, July 2

No Services, Card Access Only  
Business as usual

#### 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, 1<sup>st</sup> floor)

#### Christmas and New Year's

Friday, December 24 (Christmas Eve)  
Saturday, December 25 (Christmas Day)  
Sunday, December 26 (Boxing Day)  
Monday, December 27  
Tuesday, December 28  
Wednesday, December 29  
Thursday, December 30  
Friday, December 31  
Saturday, January 1, 2011 (New Year's Day)  
Sunday, January 2  
Monday, January 3  
Tuesday, January 4

Business as usual  
**Card Access Only, No Services**  
**Card Access Only, No Services**  
No Services, Card Access Only  
No Services, Card Access Only  
No Services, Card Access Only  
No Services, Card Access Only  
No Services, Card Access Only  
No Services, Card Access Only  
**Card Access Only, No Services**  
No Services, Card Access Only  
No Services, Card Access Only  
**Business as usual**

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