



# Facility Services Info Update

Keeping you informed and up to date



## Facility Update for December 2009

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### Events/dates to remember for the month of December:

Christmas / New Year Holiday Building / SAO Closure Dates  
SAO Services CLOSED Friday, December 25<sup>th</sup> thru to Sunday, January 3<sup>rd</sup>  
All SAO Services Re-open on Monday, January 4, 2010

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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)

#### Building Security Cameras

- Additional Security Cameras will be installed over the next few weeks in Building 3, main floor.

#### Pump Trucks and/or Dollies through the Main Lobby

- Two wheeled dollies are permitted across the lobby floor. However, pump trucks are **not**. Light loads only in the lobby area. If there are large deliveries in or out of the building, the delivery is made through the loading dock area and then either taken by dollies across the driveway and in the rear entrance to 3 Concorde or via two wheeled dollies across the lobby floor.
- Under no circumstances will pump trucks be allowed to transverse the lobby floor. The two wheeled dollies must be fitted with rubber wheels only.

#### Underground Parking

- If you are not working on the premises, please do not leave your vehicles in the underground garage.

#### 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.

### Tenant Lease Agreements

We are almost there.....

- Committee has been meeting since Sept on a weekly basis
- Met with Jim on Dec 1<sup>st</sup> to review entire agreement - few changes needed to be made
- Committee met on Dec 7 to review final changes
- Agreement was sent to our lawyer on Dec 9<sup>th</sup>
- Committee will meet again to review Lawyer's comments in the New Year
- Once all changes have been made and agreed to by our Lawyer, Committee and Jim, a meeting will be called to review the new agreement with the tenants early January.
- Congratulations to the Committee for a great work. There was substantial agreement among all the parties. Well done and thank you.

### 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**.
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**Facility Services Contact Information**  
**Heidi x7000, Jay x7048 and Lore x7174**

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

### TELUS Update

- System acceptance not finalized
- TELUS continues to work on 3 key remaining issues
  - SAO's Conferencing Servers (billing)
  - Billing (network station level billing issues)
  - Voicemail (operational issues which are intermittently affecting silver fax users)
- We anticipate final System acceptance sometime in December/January
- 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

- We recently purchased a “used” fridge which has been stationed in the kitchenette area in building 3 on the 3<sup>rd</sup> floor.
- 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 the building 3. Special thanks to Swim and Senior Games for your kind microwave donations.

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

- We have recently purchased 2 bulletin boards for floors 2 and 3 in building 3. These boards will be used by our tenants/members to post your advertisements.
- These cabinets will be kept locked. Should you wish to have any items posted, please contact Heidi or Jay.
- The bulletin boards will be hung sometime early January.

### Office Space

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

### Storage Space

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

### Tenant Underground Parking

- SAO has over 30 vacant underground parking spots. Please contact Heidi at x7000 should your organization require tenant parking.

### Lunchroom

- **Friendly reminder** – The SAO's lunchroom, located on the 1<sup>st</sup> floor in building 3, is available to all tenants and staff. The room is open to everyone Monday-Friday from 10 a.m. to 3 p.m. Evenings/weekends this room converts into a boardroom. If you are unsure of the location, please ask Heidi or Jay for assistance. This lunchroom is equipped with a TV and Rogers Cable.

### Catharsis – Meet and Greet

- Please join SAO and Catharsis on Wednesday, January 13<sup>th</sup> from 10:00 a.m. to noon for a meet and greet. Great opportunity to meet the staff of Catharsis and to learn more about the various Catharsis IT Services.
- More information to follow in January.

### 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”

- Keep your eyes open for SAO's Annual Customer Satisfaction Survey – to be emailed in February 2010.

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

### Boardroom Furniture / Equipment / Bookings

**EFFECTIVE JANUARY 4, 2010 – NEW \*\*\*\* Standard Configuration Set-ups for the majority of our Boardrooms\*\*\*\***

Boardroom	Current Configuration	New Configuration Effective January 4, 2010	Tenant/Member Price During Regular Business Hours No Charge
			Prices Listed Below Evening/Weekend Flat Rates
Lobby	Boardroom – 14 people max	Boardroom – 16 people max	\$ 60.00
Room 1 (The Dr. Gene Sutton Room)	Hollow Sq – 16 people max	Classroom – 19 people max	\$ 55.00
Room 2	Hollow Sq – 16 people max	Hollow Sq – 22 people max	\$ 55.00
Room 3	Hollow Sq – 26 people max	U-Shaped – 36 people max	\$ 60.00
Room 4	Boardroom – 20 people max	Hollow Sq – 26 people max	\$ 55.00
Room 3 & 4	Open/Theatre – 80 people max	Open/Theatre – 115 people max	\$115.00
Room 5 (evening/weekends)	Boardroom – 12 people max	Lunch Room – 24 people max	\$ 50.00

- A new brochure with more boardroom information will be handed out early January.
- The SAO has 6 boardrooms – Lobby Boardroom, Room 1, Room 2, Room 3, Room 4 and Room 5
- *In memory of Gene Sutton, Boardroom 1 will be named "The Dr. Gene Sutton Boardroom" effective January 4, 2010.*
- A **\$5 late fee per day** 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 and/ or if you wish to receive a copy of our new boardroom brochure (anytime after January 13<sup>th</sup>).

#### Visitor Parking

- The new discounted visitor parking rate option which was advertised to SAO members/tenants a few months ago is a huge success. On average there are approximately 240 visitors each month who are taking advantage of the discounted rate.
- Reminder - discounted rates are available for your guests after hours and weekends only. Instruct your guests to see security to sign-in. Organizations will be billed for the use of these spots on a monthly basis. If your organization wishes not to partake in this option, please inform Facility Services who will inform security that you do not wish to partake.
- Crown's Visitor Parking lot consists of 126 surface spots (located between buildings 3 and 12).
- To receive more information on Visitor Parking spots in the area, please contact Heidi and she will be happy to email you our brochure.

#### Mail Services – On-line Service

- On Jan 11, 2010 a Canada Post rate increase takes effect; for more information on the rates please contact Marilyn at x7323.
- 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 more information.

#### Quick Recap of the Topics with Timelines

Lunch Room Availability	Monday – Friday 10:00 a.m. to 3 p.m.
Revised Lease Agreements for Review with Tenants	January 2010
New Boardroom Booklet	Available mid January 2010
Revised Communication Directory / Tenant Manual	Hard copy in all mailboxes by mid April 2010
Customer Satisfaction Survey	February 2010

#### 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

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

**Druxy's – 416-385-1151**

**Contact: Sheila Gao– [sheila089@druxys.com](mailto:sheila089@druxys.com)**

Location: 3 Concorde Place – Main Floor

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

Accepting Interac, VISA and MasterCard

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

### Benefits of Upgrading from a Bronze User to a Silver User

- Upgrading from a **Bronze User** (Basic) to a **Silver User** (now available).  
What are the benefits: If upgrading to Silver, you will receive faxes in your “outlook” mailbox vs. a fax machine. It's great for receiving confidential faxes. Another good feature is that you can forward your faxes via email. You can even save/store your incoming faxes. This is a much better solution for you and it will save your organization some money.
- Here's why....no need for fax machine/supplies – no need for the analogue fax line – receive all incoming faxes to your email inbox – you will be able to listen to your message from your speakers which are connected to your computer – you can delete, forward, save voice messages and/or faxes right from “outlook”. See the cost comparison chart below:

#### Standard Fax/Analogue Line:

<b>Bronze</b> Phone Line Cost	\$ 45.00/mth
Equipment (fax machine)	\$ 50.00
Supplies (i.e. paper, toner)	\$ 30.00
New Cable installed (if required)	\$ 400.00
Activation fee (one-time fee)	\$ 125.00
Monthly on-going fax line fee:	\$ 30.42/mth
<b>Total:</b>	<b>\$45.00 + \$30.42 = \$75.42/mth</b>

- If you upgrade to the Silver Package, your fee is as follows:

<b>Silver</b> Phone Line Cost	\$45.00/mth
No new equipment cost	\$ 0
Paper only if you decide to print your faxes	\$ 0
No additional cabling required	\$ 0
Activation fee on computer (one-time fee)	\$50
Monthly on-going fax fee:	\$16.50/mth
<b>Total:</b>	<b>\$45.00 + \$16.50 = \$61.50/mth</b>

- “Silver” users - this service is for “in-bound” faxes only. However, Facility Services will be more than happy to send out your faxes on your behalf (all long distance faxes will be charged backed to your organization).
- If you wish to remove your fax machine and upgrade to a Silver Package, please contact Jay in Facility Services.

## **2009 – Building Holiday Closure Dates for December**

### Building Holiday Social

Friday, December 18

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

### Building Closure Dates - Christmas and New Year's Day

**Thursday, December 24 (Christmas Eve)**

**Business as usual**

**Friday, December 25 (Christmas Day)**

**No Services, Card Access Only**

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

**No Services, Card Access Only**

Sunday, December 27

No Services, Card Access Only

Monday, December 28

No Services, Card Access Only

Tuesday, December 29

No Services, Card Access Only

Wednesday, December 30

No Services, Card Access Only

Thursday, December 31

No Services, Card Access Only

**Friday, January 1, 2010 (New Year's Day)**

**No Services, Card Access Only**

Saturday, January 2

No Services, Card Access Only

Sunday, January 3

No Services, Card Access Only

**Monday, January 4**

**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 Monday, January 4, 2010.

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

### 2010 - Building Holiday Closures

#### New Year's Day

Friday, January 1  
Monday, January 4

No Services, Card Access Only  
Business as usual

#### Family Day

Monday, February 15 (Family Day)  
Tuesday, February 17

No Services, Card Access Only  
Business as usual

#### Good Friday/Easter

Friday, April 2 (Good Friday)  
Saturday, April 3  
Sunday, April 4 (Easter Sunday)  
Monday, April 5 (Easter Monday)

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

#### 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

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**  
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No Services, Card Access Only  
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