



Facility Update for January/February 2009

Events/dates to remember for the month of February:
Valentine's Day – Saturday, February 14th
Family Day – Monday, February 16th



Hello everyone,

Happy New Year and Welcome to your new facility. It's the beginning of the New Year, in our new home with a fresh start. Now that we are almost all settled in I would like to continue keeping you informed with our monthly Facility Updates as we did in the past. Let's begin with our 1st update of the year!

Building Emergency Contact Information – During Normal Business Hours and After Hours/Weekends

- Jay King – 416 426 7048
 - Concorde Security Desk – 416 445 2668
 - Heidi Kromminga – 416 426 7000 (regular business hours)
 - Lore Dehmel – 416 426 7174
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Crown's Message (Property Management)

- Buildings' Fire System Testing – on **Saturday, January 31/2009**, some verifications of the fire system at 1/3 Concorde Gate will take place. The work will begin at 07:00 am and will be conducted on the following floors:
1 Concorde: 6th, 3rd and 1st floor
3 Concorde: 3rd, 2nd and 1st floor
During the verification, the speakers and the pull stations will be tested in the above mentioned areas.
- Buildings' Cleaning Company – Our new cleaners begin their shift nightly at 5:00 p.m. If you have any concerns regarding the cleaning service, please do not hesitate to address them with us.

Facility Services – Protocol for Suite/Building Access

We would like to remind everyone of the following proper building procedures (listed below) for authorizing visitors into your suite after hours. If the following information is not received by SAO prior to your meetings, Security will not be permitted to allow access.

- Facility Services (Heidi at the front desk) receives written notice (on your letterhead) with your E.D's signature (or someone with signing authority) authorizing the names on the letter access into your suite at a particular day and /time.
- Please inform us of who has signing authority for these letters/memo. We must receive this information prior to authorizing any letters.
If you wish to send your request via email, please ensure your logo is included in the memo and all three SAO staff receives a copy of the email. Heidi, Jay and myself. jking@sportalliance.com, hkromminga@sportalliance.com and ldehmel@sportalliance.com
- **SAO MUST** receive your request no later than 3:00 p.m. the day of your event. We do, however, encourage 24 hours written notification. Once we receive your letter/memo, we will sign off on your request and leave the information with Security.
- Locking Yourself Out of Your Office - Please see Heidi, Jay or myself and we will instruct security to let you back into your suite. Should this take place after hours/weekends, please see Crown Security in the main lobby who will contact one of the Facility staff.

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

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

Facility Services – Reporting Procedure

- For all leasehold and/or facility inquiries i.e. heat, washrooms, access cards, suite access, parking, leaving your car underground over night/weekend, boardroom bookings, lights, cleaning service, etc. please contact Heidi at x7000.
- For all phone, IT, billing inquiries for phone and IT and storage inquiries, please contact Jay at x7048.

Statistics

Temporary Help Desk Service

- Did you know our “help desk” filtered over 275 inquiries the 1st week we moved into our new home? Thank you to everyone for your patience during the move process and for using the “help desk” to assist us in being able to respond to your concerns in priority sequence.
- Some of the help desk requests consisted of: missing moving bins, phone and IT issues, carpet, paint, keys, deficiencies, and more.
- Special thanks to Heidi Kromminga, Heather Stephens and Jay King for their hard work and dedication throughout the entire “move project”. Job well done!

Bronze Training

- A fair number of members (approximately 200 people) were trained on the new phones for the Bronze package.
- Silver training will begin sometime in February. A notice explaining the benefits of upgrading to the Silver Package will be sent out in February (prior to the training schedule for Silver users). More info to follow in February.

Lease Agreements

- Revised Agreements to be delivered to all E.D.'s no later than Friday, February 6, 2009.

New Mailing Address

3 Concorde Gate, Toronto, ON, M3C 3N7
1 Concorde Gate, Toronto, ON, M3C 3N6
12 Concorde Place, Toronto, ON, M3C 3N8

Communication Directory

- Facility Services is currently working on a new communication directory for our members. It will take us a few weeks to design and update the information in this new directory.
- Our target date to deliver our new directory to you is February 27th.
- Should you have any staff changes, please email Heidi at hkromminga@sportalliance.com

Kitchenettes

- Facility Services will be purchasing 3 fridges and 2 microwaves per floor for our new kitchenettes. We will inform everyone once the items have been purchased. These kitchenettes are located on each floor in building 3.

Storage Cages

- Tippet-Richardson has successfully moved all our storage bins from 1185 into our new storage cages. Jay will be contacting each organization over the next day or two to show you the location of your new storage cages.
- Deadline to return all Tippet-Richardson black moving bins is Wednesday, February 4. Please contact either Heidi or Jay prior to the deadline once your bins have been emptied and are ready for pick-up.

Rent Increase (2009/2010 Fiscal)

PSO/PRO/MSO's – rent increase/decrease

- Effective April 1, 2009 to October 31, 2009 - \$0.50 increase from \$15.00 + 5% (\$15.75 per sq ft) to \$15.50 + 5% (\$16.28 per sq ft)
- Effective November 1, 2009 to March 31, 2010 – rent decrease – new rent \$14.50 + 5% (\$15.23 per sq ft)

Tenant Underground Parking

- SAO has over 40 vacant underground parking spots. Please contact Heidi at x7000 should your organization require tenant parking.

Client Deposit Summary

- A few weeks ago our members received a Client Deposit Summary form from our Finance department which was attached to the SAO Invoices.
- Some members have requested a better explanation for the deposits required.
- This information is high on the Departments priority list and will be delivered to all members in February.
- In the meantime, should you have any questions regarding the Summary, feel free to contact Blair at x7080 or Lore at x7174.

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

Direction & Map to SAO



Directions to the Sport Alliance of Ontario Building

3 Concorde Gate

Toronto, ON M3C 3N7

Main Tel: (416) 426-7000

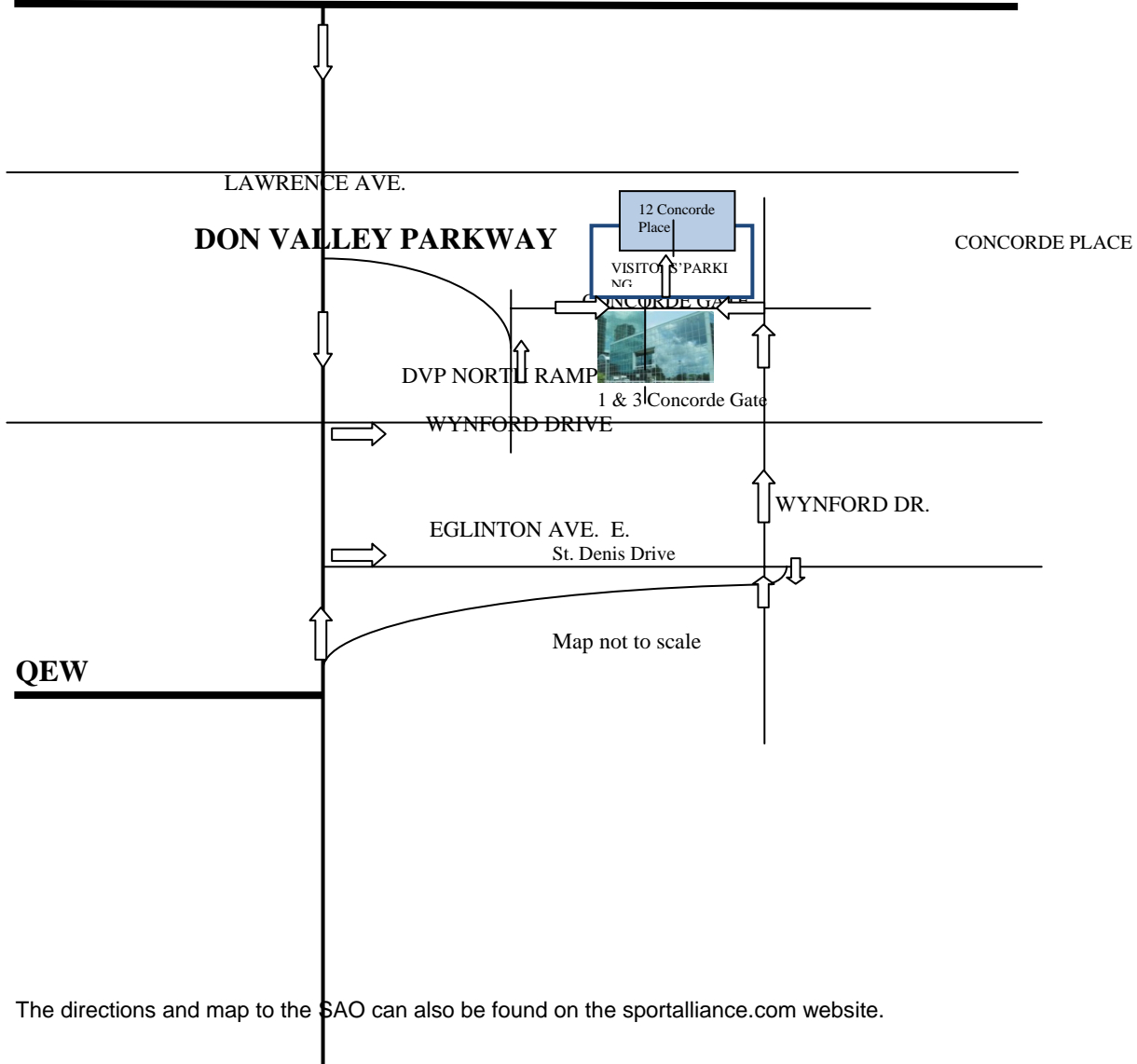
Main Fax: (416) 426-7344

FROM THE QEW/Don Valley Parkway North - Exit at Eglinton Ave. E.
Take Wynford Dr. ramp toward St. Denis Dr.
Keep right at the fork to go onto Wynford Dr.
Stay straight to go onto Concorde Place

FROM HWY. 401

Turn left at Concorde Gate
Don Valley Parkway South
Exit at Wynford Drive (turn left)
Turn left again at DVP North Ramp
Keep right; turn at Concorde Gate

HIGHWAY 401



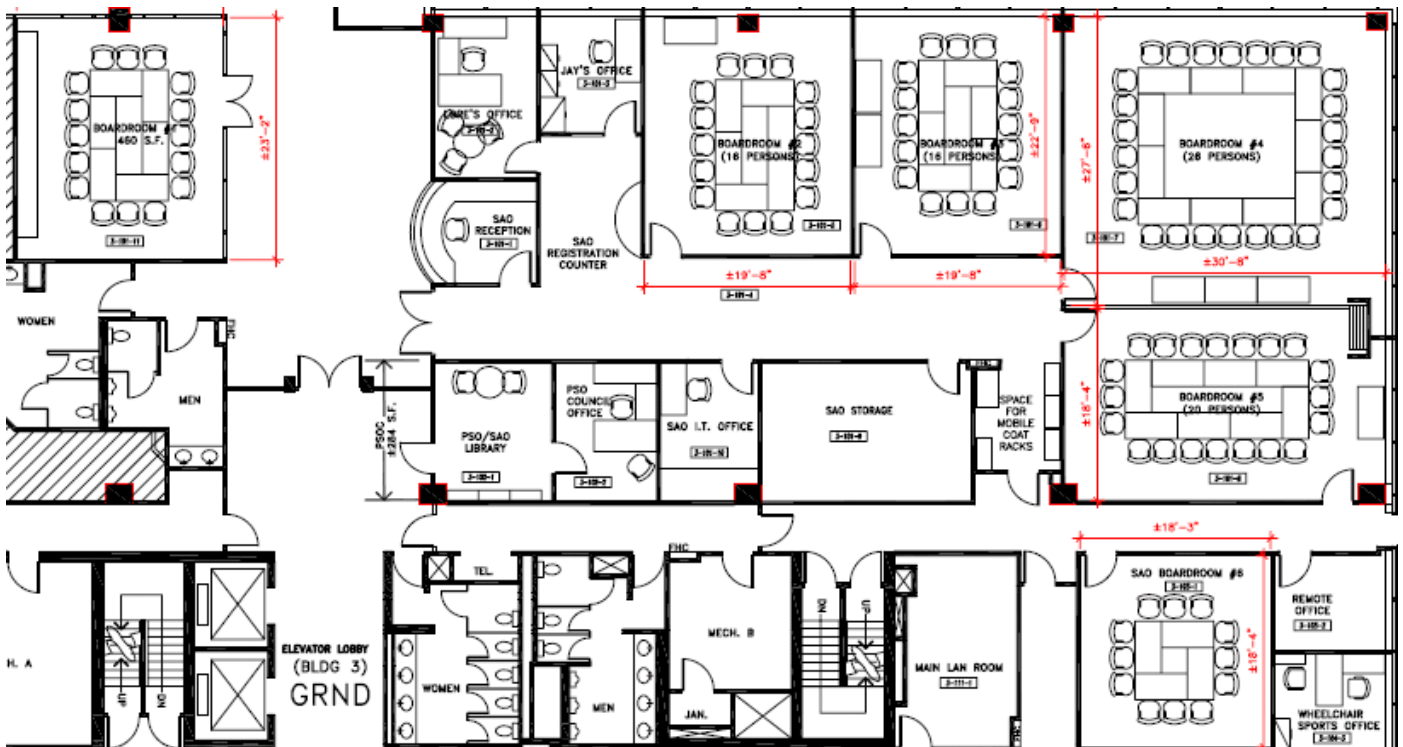
The directions and map to the SAO can also be found on the sportalliance.com website.

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

Boardroom Furniture / Equipment / Bookings

- Furniture for the new boardrooms at 3 Concorde Gate will be arriving on Thursday, January 28th. This means we will accept boardroom rentals for this building beginning Saturday, February 1st.
- Some equipment has been set up and is ready for use. Please contact Heidi at x7000 to book your boardroom(s) and equipment - first come, first served. In total, we have the following equipment available for your meeting use: 3 LCD projectors, 6 Polycoms and 4 laptops.
- Friendly reminder - a **\$5 late fee per day** is applicable to all boardroom equipment (i.e. LCD projectors, laptops, etc.)
- The SAO has 6 boardrooms – Lobby Boardroom, Room 1, Room 2, Room 3, Room 4 and Room 5 (with our members' assistance we will rename our boardrooms within the new few weeks)
- We will continue using the boardrooms at 1185 Eglinton until the end of February – at that time all internet/phone service will no longer be available.
- We are currently investigating putting a vending machine in the boardroom area – more info to follow in the next few weeks (stocked with snacks and pop)

Boardroom Configurations



- An information booklet showing dimensions, configurations, square footage per room, number of people per room based on configuration, detailed drawings and more is in process of being designed. Our goal is to have this handbook available to everyone by the end of February.
- Boardroom 6 will be a lunchroom during the day and converted to a boardroom after 5pm (Monday to Friday).

Visitor Parking

- The Visitor Parking lot consists of 126 surface spots.
- Friendly Reminder - There is visitor meter parking located across from the 3/1 Concorde; parking 24/7 - \$2.00 every ½ hour & full day \$9.50
- Lore has contacted Crown to see if they will sell us bulk Visitor Parking Coupons at a reduced rate for our visitors. We will keep you informed.

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 these hours, please contact Jay at x7048. There are two over-ride buttons located per floor which turn on the lights for an additional two hours each time they are pressed. If you cannot find these buttons, please contact Jay x7048 and he will show you where they are located.

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

Interior Office Blinds

- If you have ordered interior office blinds through the SAO and have not received them to date, please contact Heidi immediately for further investigation.
- If you have not received your perimeter blinds from Crown, please contact Heidi at x7000.

Signage

Suite Signage

- Over the next day or two all suite signage will be mounted outside your suite door

Main Directory Board

- To be mounted across from Heidi 1st week of February

Floor Directories

- Will be mounted per floor (Building 3) 1st week of February

Note: If there any discrepancies with the signage, please contact Facility Services

Building Signage (Exterior)

- The SAO has decided not to mount our sign on the new building at this time – this will be reviewed again next fiscal

1185 – Misc.

- The old exterior building sign will be removed from 1185 in August
- Unwanted Furniture - some time in February / March we would like to invite our members to a “furniture open house” event. More info to follow next month.

Elevator Hours

(Materials Delivery and Removal by use of Service Elevator Only)

Schedule use of elevator with Concorde Security - 416 445 2668

Normal hours for delivery of materials are:

Monday to Friday 6:00 a.m. to 8:00 a.m.
 9:30 a.m. to 11:30 a.m.
 2:00 p.m. to 4:00 p.m.
 6:00 p.m. to 10:00 p.m.
 Saturday: 8:00 a.m. to 10:00 p.m.
 Sunday: 9:00 a.m. to 9:00 p.m.

Materials Delivery and/or Removal are **NOT PERMITTED** during the following hours:

Monday to Friday 8:00 a.m. to 9:30 a.m.
 11:30 a.m. to 2:00 p.m.
 4:00 p.m. to 6:00 p.m.

Access / Parking Cards

Friendly reminder to return all unused/spare access/parking cards to Heidi at the front desk.

Emergency Power Failure or LAN/Telephone System Outage

3 Layers of **telephone emergency communication** during a power failure or outage

- Building (Crowns') Emergency Phones – located near every exit stairwell
- SAO “Always On” Emergency Phones – located at 3 Concorde Reception Desk and 12 Concorde Reception Desk
- SAO Emergency Power Failure Phones – see chart below for locations

Building	RED Power Failure Telephones	Black “Always On” Telephones	Floor	Emergency Phone Location
#3 Concorde Gate	1	SAO Reception	1 st Floor	Lobby Reception Desk
	2		2 nd Floor	North Side / South Side of Main Corridor
	2		3 rd Floor	North Side / South Side of Main Corridor
#1 Concorde Gate	1		1 st Floor	Within ORFA Office
	1		3 rd Floor	Within PRO Office
	1		6 th Floor	Within OPHEA Office
#12 Concorde Place	2	CSC Reception	2 nd Floor	Within CSC Office

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

Rogers Cable

- We have been in touch with Rogers to order service for the organizations who expressed an interest to us
- We will notify these organizations as soon as Rogers confirms an activation date.
- More information to follow shortly.

Office Keys (main door & inner office)

- Please contact Jay at x7048 should require additional main door keys and/or inner office door keys.

Insurance Information

- If your insurance is up for renewal, please ensure that the SAO receives a copy of your renewed Certificate of Insurance outlining the SAO as an additional insured under your policy.
- Should your insurer require information on our new buildings, please email me directly with their questions. I will review all questions with Crown and respond back to you accordingly. At the same time, I am accumulating a list of questions / answers for everyone's information.

New E.D.'s

Please join me in welcoming two new E.D.'s:

- Senior Games – Scott Van Trigt – ext. 7031 - scottvantrigt@ontarioseniorgames.ca
- Master Bowlers – Dave Johnson – ext. 7165 - office@mbao.ca

SAO "NEW" Teleconferencing Service

- Telus continues to program our new Conferencing Server
- They anticipate the system to be up and running by mid March
- More information to follow regarding this NEW service in the upcoming weeks
- In the meantime, please continue using the Bell Conferencing Service

Annual Tenant "Customer Satisfaction Survey"

- More information to follow in our March update.

Mail Services – On-line Service

- Friendly reminder – postal rate increase – Standard envelope from \$.52 to \$.54 effective Jan 12/09 and Large envelopes from \$.96 to \$.98 effective February 23/09.
- Are your clubs looking to mail information to their members at a discounted rate?
- Look no further.....why not have the clubs take advantage of the great rates and services offered by Purolator though our very own in-shop mailroom. Contact Marilyn at x7323 for more information.

Office Space

- We are 100% fully occupied.....☺

"CUSTOMER COMMENTS" Suggestion Box

- Friendly reminder – a Suggestion Box is located in the basement adjacent to Medallion Press/Mailroom. It is our commitment to listen to you, our customers, identifying means to improve the satisfaction levels of our services and the building you work in. The "Comments" are collected and reviewed weekly.
- All responses will be posted on the bulletin board above the comments box.
- Over the past year, we only received a few suggestions. We would like to hear from you!

Quick Recap of the Topics with Timelines

Arrival of Boardroom Furniture	January 28
Suite Signage	by January 31
Begin Boardroom Rentals for 3 Concorde	February 2
Lunch Room Ready (TV won't be installed yet)	February 2
Main Directory Signage	by February 4
Floor Directory Signage	by February 4
Revised Lease Agreements	by February 6
Fridges and Microwaves for Kitchenettes	February
Rogers Cable Activation	February
Client Deposit Summary – Explanation	February
Boardroom Booklet	February
Communication Directory	by February 27
Yard Sale – unwanted furniture at 1185	February / March
Rename Boardrooms	February / March
Customer Satisfaction Survey	March
Rent Increase/Decrease (fiscal 2009/2010)	April 1, 2009
SAO Teleconferencing Service – Ready to Use	April 1, 2009

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

Cafeteria – Delimark Café – 416-642-0406 (12 Concorde) or 416 695 9500 (1185 Eglinton)

apapanastos@sympatico.ca

New 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**

2009 - Building Holiday Closures

Family Day

Monday, February 16 (Family Day)

Tuesday, February 17

No Services, Card Access Only

Business as usual

Good Friday/Easter

Friday, April 10 (Good Friday)

Saturday, April 11

Sunday, April 12 (Easter Sunday)

Monday, April 13 (Easter Monday)

No Services, Card Access Only

No Services, Card Access Only

No Services, Card Access Only

Business as usual

Victoria Day

Monday, May 18 (Victoria Day)

Tuesday, May 19

No Services, Card Access Only

Business as usual

Canada Day

Wednesday, July 1 (Canada Day)

Tuesday, July 2

No Services, Card Access Only

Business as usual

Civic Holiday

Monday, August 3 (Civic Day)

Tuesday, August 4

No Services, Card Access Only

Business as usual

Labour Day

Monday, September 7 (Labour Day)

Tuesday, September 8

No Services, Card Access Only

Business as usual

Thanksgiving Day

Monday, October 12 (Thanksgiving Day)

Tuesday, October 9

No Services, Card Access Only

Business as usual

Remembrance Day

Wednesday, 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 15** for our annual staff luncheon.

Building Holiday Social – SAO Members only

Thursday, December 17

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

Christmas and New Year

Thursday, December 24

Friday, December 25 (Christmas)

Saturday, December 26

Sunday, December 27

Monday, December 28

Tuesday, December 29

Wednesday, December 30

Thursday, December 31

Friday, January 1, 2008

Christmas Eve – Business as usual

Christmas Day – Card Access Only,

No Services

Boxing Day – 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

New Year's Day – Card Access Only,

No Services

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

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 25th through to January 3rd. It will be business as usual for the Mailroom and all SAO Services on Monday, January 4, 2010.