



## Facility Update for July/August 2009

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Events/dates to remember for the months of July and August:  
Civic Holiday – Monday, August 3<sup>rd</sup>

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

- Jay King 416 426 7048 (forwarded to Jay's cell evening/weekends)
  - Heidi Kromminga 416 426 7000 (regular business hours)
  - Lore Dehmel 416 426 7174 (regular business hours)
  - Concorde **Security** Desk 416 445 2668 (Security has all 3 of our home/cell numbers for emergency use – they are able to reach us 24/7 if needed)
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### Messages from Crown (Property Management)

- Buildings' Fire System Testing – on June 2, 2009 Crown held their Annual Fire Drill. Results will be shared in our next update. Thank you to all for taking the time out of your busy schedule to participate in Crown's Annual Fire Drill!
- Buildings' Cleaning Company – The 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.
- P1/P2/P3 Parking Garage Renovations – Over the summer Crown has retained a contractor to complete some repairs in the parking garage on all 3 levels. They anticipate the work to be completed by the end of August.

### 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 those listed on the letter access into your suite at a particular day and time.
- Please inform us of who has signing authority for this letter/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 Facility Services staff receives a copy of the email. (Heidi - [hkromminga@sportalliance.com](mailto:hkromminga@sportalliance.com), Jay - [jking@sportalliance.com](mailto:jking@sportalliance.com) and Lore [ldehmel@sportalliance.com](mailto:ldehmel@sportalliance.com))
- SAO MUST receive your request no later than 3:00 p.m. on the day of your event. However, we do 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/on weekends, please see Security in the main lobby who will contact one of the Facility Services staff.

### Reporting Procedure

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

### Lease Agreements

- Revised Residency Agreements were delivered to all E.D.'s in February. Since then we've had a number of organizations register their concerns that the agreements were not specific enough and lacked clarity. The SAO Board of Directors shares these concerns and wishes to ensure that the agreements are clear, concise and easy to understand. This has caused a delay in the process of signing back the agreements. As a result, we are currently revamping the agreement to be more formal. This new agreement will look similar to our head-lease. Once a draft agreement is completed, the Tenant Committee will be consulted to review the agreement for changes/deletions, etc. The goal is to have our new lease agreements to all E.D.'s by September/October.
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***Facility Services Contact Information***  
***Heidi x7000, Jay x7048 and Lore x7174***

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

### 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 / Tenant Manual

- Facility Services recently distributed our new communication directory to everyone. If you did not receive your copy of the directory/tenant manual, please contact Jay or Heidi. The most recent version of the communication directory can be found on our website [www.sportalliance.com](http://www.sportalliance.com). The next print (hard copy) of this manual will be completed in April, 2010.
- Friendly reminder - Should you have any staff changes, please notify Heidi at [hkromminga@sportalliance.com](mailto:hkromminga@sportalliance.com)

### Kitchenettes

- Prior to the move we had informed everyone that we would purchase 3 new fridges for our kitchenette areas on each floor. Due to budgeting constraints, we will be unable to purchase these items this year. Thank you to the organizations who were so kind to donate their microwaves to us which are located in all of our kitchenettes for everyone's use.

### Office Space

- We say "good-bye" to LIN who vacated the premises the end of June 2009. OPHEA has taken over their vacant space. We wish the staff all the best in their future endeavours.
- We are 100% fully occupied.....☺
- Any new requests will be added onto a waiting list.

### Storage Space

- Facility Services currently has no vacant storage space available. Please contact Jay to be added to the prioritized waiting list.

### Tenant Underground Parking

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

### Summer BBQ

- Crown has cancelled the summer BBQ due to budget constraints.

### Lunchroom

- Friendly reminder – The SAO's Lunchroom is now open - located on the 1<sup>st</sup> floor in building 3. For your convenience this room is open to everyone Monday-Friday from 10 a.m. to 3 p.m. In the evenings/on 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.

### Tenant Committee

- A notice from the SAO will be going out shortly looking for volunteers for the new "Tenant" Committee. Stay tuned for more info over the next week or two.

### Weight Watchers

- Are you interested in changing your eating patterns and getting in shape? Well here's how. WeightWatchers is offering weekly in-house sessions for SAO tenants. Join your co-workers and get in shape together or set up a buddy system. What is required for this to happen you ask? We need at least 20 participants for 20 weeks. Weekly meetings will be held in the boardroom to track your progress. The cost is \$249.00 per person. WeightWatchers is offering a payment plan consisting of an initial payment of \$124.00 and the remaining balance 5 weeks later. If you are interested in signing up please contact Marilyn Sutton (Sport Alliance of Ontario) at 416-426-7323 or email: [msutton@sportalliance.com](mailto:msutton@sportalliance.com) Deadline: Monday, August 3<sup>rd</sup>, 2009. To date we have 8 registrants

### Directions & Map to SAO's New Location



#### Directions to the Sport Alliance of Ontario Building

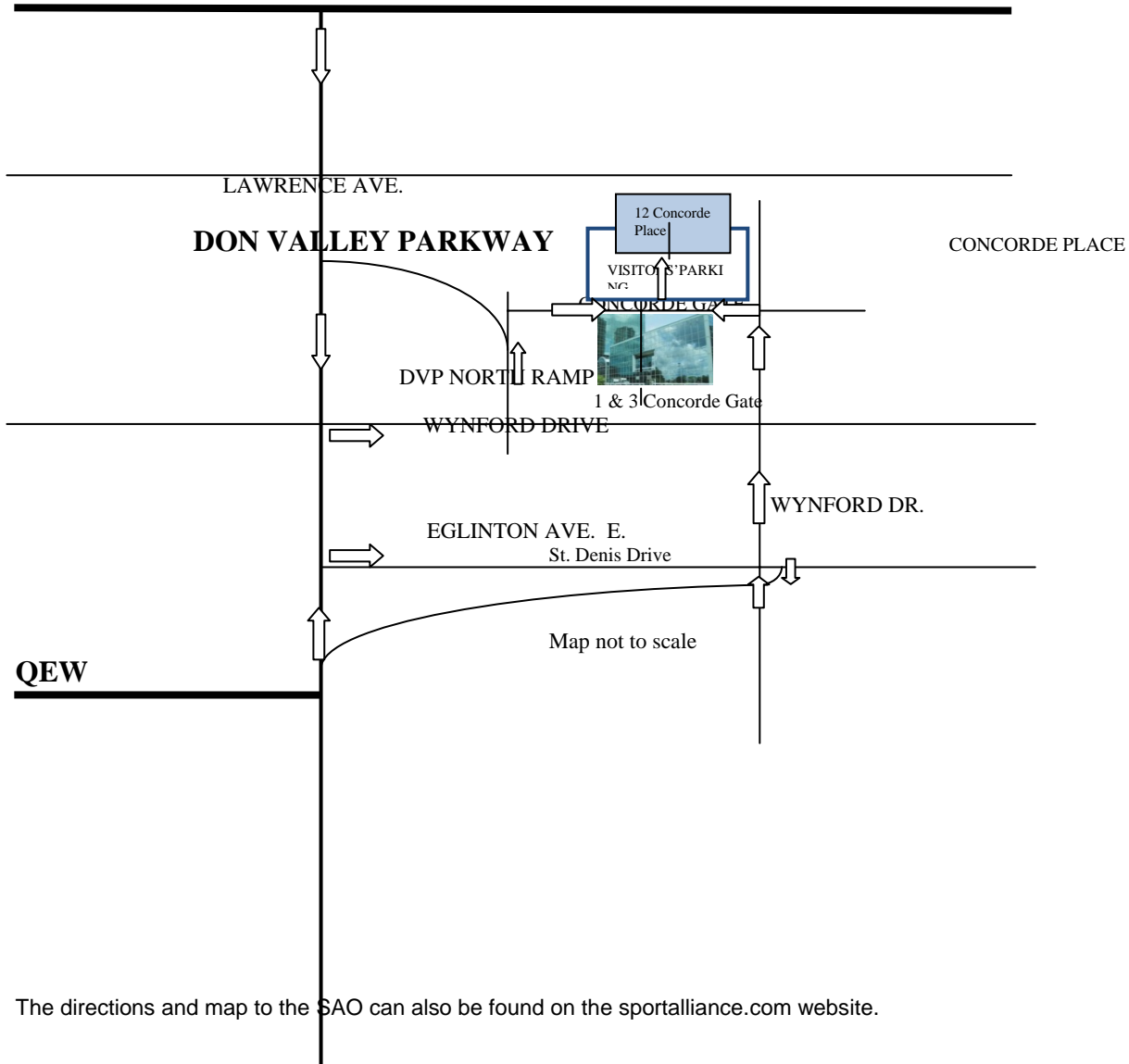
3 Concorde Gate  
Toronto, ON M3C 3N7  
Main Tel: (416) 426-7000  
Main Fax: (416) 426- 7344

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

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  
 Turn left at Concorde Gate

FROM HWY. 401 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](http://sportalliance.com) website.

#### Boardroom Furniture / Equipment / Bookings

- The SAO has 6 boardrooms – Lobby Boardroom, Room 1, Room 2, Room 3, Room 4 and Room 5
- Friendly reminder - 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 or Lore if you wish to receive a brochure on our boardroom configurations/rates/hours of operation/location etc.
- 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

- Crown's Visitor Parking lot consists of 126 surface spots (located between building 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.
- Reminder – Behind 12 Concorde there are a few visitor parking spots. We can purchase on your behalf parking vouchers at discounted rates during the day/evening/weekend. Contact Heidi for more information.

### 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 at x7000 who will make the arrangements with Crown.

### Interior Office Blinds

- If you haven't already purchased interior office blinds and wish to do so or are still waiting for blinds, please contact Heidi for further information.

### 2<sup>nd</sup> and 3<sup>rd</sup> Floor Elevator Corridor – Building 3

- The SAO had some carpet left over from our relocation. Crown was kind enough to offer one of their contractors to install our carpet at no cost to the SAO. Thank you **Crown!**

### 1185 – Misc.

- Unwanted Furniture - we still have a lot of unwanted items at the old building. Does anyone have any ideas on how we can dispose of these items without having to pay someone to come in and take it all away for us or if you are interested in taking some it off our hands, please let us know? We **MUST** have the building cleared out by the end of October.
- Please send us any of your suggestions via email to Heidi/Jay or Lore.

### 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.

### Rogers Cable TV

- We can on your behalf order Rogers Cable within your suite. The current monthly Rogers' fee for basic Cable TV is \$37.47 + taxes. Should you require further information, please contact Heidi at x7000.

### 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 on an annual basis.
- 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.

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

### Phone System

- Upgrading from a **Bronze User** (Basic) to a **Silver User** (now available).  
By going Silver you can now receive faxes in your "outlook" mailbox. It's great for receiving confidential emails. Another good feature is that you can forward the faxes via email. You can even save your incoming faxes. This is much better solution for you and it will save your organization some money. Here's why....no need for a fax machine/supplies – no need for the analogue fax line – receive all incoming faxes to your email inbox – be able to listen to your message on your computer – 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  | \$ 39.00/mth + \$30.42/mth = \$69.42/mth |
| Equipment (fax machine)        | \$ 100                                   |
| Supplies (i.e. paper, toner)   | \$ 30                                    |
| New Cable installed            | \$ 400                                   |
| Activation fee (one-time fee)  | \$125                                    |
| Monthly on-going fax line fee: | \$30.42 per mth                          |
- If you upgrade to the Silver Package, your fee is as such:
 

<b>Silver</b> Phone Line Cost	\$39.00 + \$16.50/mth = \$55.50/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 per mth
  - One potential downside to the Silver Package is that your fax service is "in-bound" only. However, if you do upgrade and need to send an outgoing fax, come down to Facilities Services and we'll be more than happy to send out faxes on your behalf using our equipment (all long distance faxes will be charged backed to the organization).

### Annual Tenant "Customer Satisfaction Survey"

- In March of 2009, the SAO sent out their Annual Customer Survey to all E.D.'s. Unfortunately we received a poor response rate – 36%. As a result, we will be sending out another Survey in September or October. More info to follow in September.

### Mail Services – On-line Service

- 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.

### Quick Recap of the Topics with Timelines

Lunch Room Availability	Monday – Friday 10:00 a.m. to 3 p.m.
Revised Lease Agreements	Target date – September/October
Fridges for Kitchenettes	Target date – Maybe next fiscal
Rogers Cable Activation	Contact Heidi for more information
Boardroom Booklet	Contact Heidi
Communication Directory / Tenant Manual	Contact Heidi
2 <sup>nd</sup> Customer Satisfaction Survey	September/October

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

[apapanastos@sympatico.ca](mailto: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

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

### 2009 - Building Holiday Closures

#### 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

#### Christmas and New Year's Day

Thursday, December 24

Christmas Eve – Business as usual

Friday, December 25 (Christmas)

Christmas Day – Card Access Only,  
No Services

Saturday, December 26

Boxing Day – Card Access Only,  
No Services

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, 2008

New Year's Day – Card Access Only,  
No Services

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>. It will be business as usual for the Mailroom and all SAO Services on Monday, January 4, 2010.