



RESIDENT WELCOME PACKAGE

Frontenac Village in the Heart of Historic Kingston

The Board of Directors welcomes you to Frontenac Village operated by the Frontenac Condominium Corporation #20 (FCC 20). Often referred to as the "Village", FCC 20 offers a unique living environment in beautiful downtown Kingston. We hope that you will participate in the affairs of the Village and join our social events offered throughout the year.

The Corporation's Rules

The Rules of FCC 20 are included in this package. It is an important document that provides essential information on your rights and responsibilities as an owner or renter.

Property Management

The Board has engaged Royal Property Management as the professional management company for FCC 20. Gabriela Farias, the Property Manager, is normally on site each Wednesday from 9:00 am to 4:00 pm. You can meet with Gabriela in her office (next to the Frontenac Room-garage level) or reach her by email at gfarias@royalpm.ca. You can also reach Gabriela during regular business hours at 613-969-1144 extension 350. If it is an after-hours emergency, call 613-969-1144 and follow the prompts for Gaby Farias. Otherwise leave a message and your call will be returned within 24-hours.

Superintendent Services

Beate Davidson is the superintendent who is employed by the Corporation and supervised by the property manager. Beate is on-site Monday to Friday with flexible hours dependent on the Corporation's needs. She is supported by a week-end assistant. Requests or questions related to her work must go through the property manager. However, in an emergency Beate can be reached at 613-650-7688 or email at fcc20.superintendent@gmail.com

Board of Directors

The affairs of the Corporation are managed by an elected Board of Directors composed of seven people. Board members are volunteers. Your current Board of Directors are:

Hugh Horton, President

John Harriss, Vice-President

Jennifer Robb, Treasurer

Margaret Griffith, Secretary

Stephen Strole, Director

Diane Buchanan, Director

Lynn Macintyre, Director

Again, welcome to the Village. We hope to meet you soon.

From Your Board of Directors

Recommended First Week Activities for New Residents

Know the Rules of the Corporation

There is a lot of information to digest, and we know moving in is a busy time. However, we do suggest that you read this document, "Resident Welcome Information" in full AND at a minimum familiarize yourself with the Corporation's Rules by scanning its Table of Contents (**separate document**). You can come back to items later but at least you will know what is and is not included.

Arrange to Pay Condominium Monthly Fees (OWNERS ONLY)

Condominium fees are due on the first of each month. Arranging for automatic withdrawal of fees from your bank is mandatory. **The Pre-Authorized Debit Form is attached to this document.** Please give this your immediate attention.

Renovations to Your Unit (OWNERS ONLY)

If you plan on starting any modifications or renovations, it is extremely important that you carefully review the relevant By-Law Sections which have been included in the Status Certificate provided to you. Also, refer to "Section 18 – Modifications to Units" in the Corporation's Rules. In short, no renovations can proceed until you receive approval from the Corporation. "A Renovation Request Form" is included in the Corporation's Rules or available through the property manager and is the starting point in seeking such approval.

Complete the Information Sheet

Purchasers and renters are required to complete and return to the property manager the **Resident's Information Sheet** (attached).

Obtain keys to your postal box

Keys to the postal box are often obtained from the previous resident. If not, the Post Office will issue keys. The Corporation does not have keys for the mailboxes. The postal boxes are located in our garage near the main entrance. **Your mailbox number can be found at the end of this document.**

Condo Control Central - website

Owners have access to our website – **<https://condocontrolcentral.com>**. Obtain your access code for "Condo Control Central" from the property manager or by connecting with Condo Central technical support. Important notices and information are posted on the portal. You will receive an email alert of a posting once you provide your email address on the "Resident Information Sheet". The Corporation's Declaration, By-laws, Rules, policies and other relevant documents are available in Condo Central's electronic library. The portal is also the method by which residents advise the property manager of needed repairs to common elements or information on other incidents, such

as security issues. Training on the use of Condo Control Central is available from resident volunteers upon request.

Only owners are given a password to Condo Central. Owners may choose to share their access code with their tenant. Sharing of password is strictly at the owner's discretion.

**** Please let management know if you do not have nor use a computer.**

Know the Garbage, Recycling & Composting Schedules

Each unit is permitted one bag of garbage per week. A Tag must be purchased from the City for additional bags. Garbage must be set out at the end of your parking space each Monday after 4:00 PM for pickup. Units without a garage entrance have designated bins for garbage. Recycling and composting are encouraged and each resident is responsible for depositing their compost and recycling material and glass containers into the larger bins located in the garbage area. Bins are well marked for each type of material. Disposal can be done throughout the week.

Hazardous waste removal is the responsibility of the resident and is not to be left in the garage. Batteries and light bulbs are the only exceptions and must be deposited in the assigned waste containers in the garbage area. Hazardous waste items and their disposal instructions can be found on the City's website: <https://www.cityofkingston.ca/resident/garbage-recycling/recycling-facilities/hhw>

VILLAGE LIVING

The Village's eighty-eight townhouses are organized around five courts and mews with fourteen to eighteen homes in each grouping. The floor plan of each home is a variation on one of nine different basic configurations ranging from two to seven floors. Each home has its own front door plus an exclusive use patio. Most homes have direct access to the garage with dedicated parking by the garage door.

Amenities

Amenities are shared by all residents and maintained by the Corporation. Amenities include a gym with separate male and female locker rooms with sauna and shower, a games room and a bookable common room. These amenities are referred to as Club Frontenac. The common room in Club Frontenac may be reserved by an owner for private use by booking the date on Condo Control Central, our web portal. In addition, an outdoor heated pool operates normally from May to September.

Committees Residents are encouraged to get involved in one of the committees which are:

Swimming Pool and Curb Appeal Committee

Provide recommendations to the Board around the care and use of the swimming pool and surrounding area, and recommendations around the esthetics in the Village which will improve the overall appeal and attractiveness of the condominium complex.

Landscaping Committee

Many of the gardens in the Village are maintained by volunteers who love to garden. These people create a special "look" for the village with a colourful profusion of plants /flowers in each courtyard. Members volunteer to be responsible for specific flowerbeds, tasks or areas. The Condominium Board provides them with a budget. Interested residents should contact the property manager.

Special Events Committee

Every year the volunteer special events committee organizes a number of functions. Their gatherings and potluck suppers are well attended and help foster the sense of pride and community that residents have for the Village. Notices are posted and distributed to each unit well in advance of the function. Residents interested in helping with special events should contact the property manager.

Notice Board

Residents are encouraged to watch the notice boards in the mailbox area. For example, information about exercise classes, village events, items for sale, and names of residents who can assist with repairs can be found on the Notice Board.

Library

A book lending library is located next to the common room. Residents are encouraged to donate books as well as sign out books from the library. The Library is organized and maintained by resident volunteers. If interested in helping, contact the property manager.

Bicycles

There are a bicycle racks in the garage for resident use. Bicycles may also be stored in your exclusive use parking space. For safety reasons bicycles are not allowed to be used on the deck and cannot be stored on the deck level. It is recommended that bicycles be secured with a heavy-duty lock.

Newspapers

The Globe & Mail, Toronto Star and the Whig-Standard are delivered to the garage level mailboxes of their subscribers in the morning. Other newspapers are usually delivered to the front doors of subscribers. Some weeklies are available from racks just inside the garage door. Check with your carrier about specifics of delivery.

The Dockers Association

The imaginative design of the village includes access to a wharf on Anglin Bay that is rented from the City of Kingston by a group of residents who form the Dockers Association. If you are interested in having a boat slip, please contact a member of the Dockers Association for details. The property manager can provide a contact name.

BOARD OF DIRECTORS AND PROPERTY MANAGMENT

The owners elect seven persons to serve as members of the Board of Directors. They serve over-lapping three-year terms. Elections are held at the Annual General

Meeting (AGM) usually held in August each year. Only owners are entitled to vote; however, non-owners may be nominated by an owner and stand for election. The Directors then elect a President, Vice President, Treasurer and Secretary immediately following the AGM.

Board meetings are normally the first Wednesday of the month at 5 pm in the common room. The first part of each meeting is open to all residents. Owners may request to speak to the Board at the meeting by sending a request to the property manager outlining the reason for the request.

A summary of each Board meeting is distributed to all units electronically or a hard copy is provided on written request. The Board and Management also formally communicate with residents through the AGM and special resident meetings. Other information is provided by special notices and will also be on Condo Control Central. Informal communication is on-going.

The Board enters into a contract with a professional property manager who carries out the day-to-day operation of FCC 20. Questions and concerns should be first taken to your property manager who will address them and report to the board as necessary.

MANAGING YOUR UNIT

Insurance on Units

The Corporation's responsibility for insurance is limited by the "Standard Unit Bylaw", "Insurance Deductible By-Law" and the "Modification By-Law" which are included with your Status Certificate. The "Standard Unit By-Law" does not include coverage on things such as interior finishes, flooring or other improvements or contents, consequently unit owners must maintain their own insurance on their units.

In addition, in the case of catastrophic damage, owners are responsible for the Corporation's deductibles on their unit as stated in the "Insurance Deductible By-Law". Information on deductibles is listed on the certificate provided to each owner before the AGM each year or available from the office.

IMPORTANT- EXTENDED ABSENCES: If you plan on an extended absence from your unit you must drain the water lines and toilets; keep the heat on; and arrange for regular visitations as required by the insurer during the absence. Failure to do so could lead to an insurance company declaring the policy owner to have been negligent and therefore insurance would not be provided when needed.

Water and Hydro Connections

Find out where the main water shut-off valve is for your unit and ensure that there is easy access to it. Each unit also has front and rear outside taps, each of which has an inside shut-off valve. Residents must ensure that these valves are turned off by November 15 each year in order to prevent freezing the lines that can cause them to burst. Leave tap open. A reminder is sent to residents through Condo Control Central.

There is an electrical breaker panel in each unit. Check it first if there is an electrical problem, fix the cause and reset the breaker. A total loss of power means that several units will have lost power at once. In that case a group breaker in an electrical room must be reset.

These group breakers are located in locked electrical rooms and must be reset by an electrician employed by the village. Contact the property manager if you have a complete power outage. Do **NOT** contact Utilities Kingston unless you are aware that the outage includes areas outside the village.

Summer Water Restrictions

In the summer (June 15 – Sept 15) the City of Kingston imposes a schedule based on “odd” and “even” calendar days by which lawns may be watered and hoses used to water flowerbeds etc. This schedule is intended to ensure that water pressure is maintained and that there is enough water to fight a potential fire. All residents are considered to live at #1 Place d’Armes and therefore must use hoses only on “odd” days during the summer months.

Maintenance of Exclusive Use of Exclusive Use Common Areas

Residents are responsible for the maintenance (sweeping, weeding) of their exclusive use common areas. In general terms, this means the area in front of or behind a unit between wing walls or inside a surrounding wall. It also includes decks which must be kept in good repair and appearance. Where a resident fails to maintain their exclusive use common area and has been warned in writing, the Corporation has the right to perform the work and charge back to the owner any associated costs.

Although you may alert the superintendent of the repair or maintenance issue be mindful that our superintendent receives instructions from the property manager. The superintendent cannot proceed with the repair until a written request is received through Condo Control Central’s Service Request module and prioritized by the property manager.

Safety and Security

The Rules contain several sections related to safety and security and compliance is critical. Some highlights are:

- Residents are required to submit a key to the property manager for emergency access.
- Owners are responsible for maintaining fire and carbon monoxide alarms in their unit in working condition. If the unit has a fireplace the owner is responsible for ensuring their fireplace is safe and in good repair.
- Owners may rent their unused parking space to another resident but not to non-residents of the FCC 20 for security reasons.
- Ask for a copy of FCC 20’s brochure “Security Tips for Residents’ that provides suggestions for maintaining a safe environment for residents and their property.

- Owners are responsible for maintaining fire and carbon monoxide (CO) alarms in their unit in working condition. Note that while there is no provision of natural gas at Frontenac Village, CO detectors are still mandatory within your unit, in the event that CO enters units from vehicle emissions in the garage area. Please contact the property manager if you have any questions regarding the placement of detectors within your own unit.
- If a unit contains a wood-burning fireplace, the owner is responsible for ensuring the fireplace is safe and in good repair. Provincial regulations require that the fireplace be inspected, and the chimney cleaned annually, even if the fireplace is not used. The Corporation will issue an annual reminder and will require an inspection certificate to be presented by the owner annually, to ensure we meet our insurance requirements. Please contact the property manager if you require assistance with finding an appropriate licensed chimney cleaner.

APPENDICES AND FORMS

These Appendices are found on the following pages:

Appendix 1: Postal Code and Mailbox Numbers

Appendix 2: Garage and Unit Map

Appendix 3: Upper Deck and Unit Map

Appendix 4: EFT Authorization Form (to be completed immediately)

Appendix 5: Resident Information Sheet (to be completed in week one of move-in)

APPENDIX 1 - POSTAL CODE AND MAILBOX NUMBERS

UNITS 1 -8 K7K 6R7
 UNITS 9-17 K7K 6R8
 UNITS 18-32 K7K 6R9
 UNITS 33-40 K7K 6S1
 UNITS 41-49 K7K 6S2
 UNITS 50-64 K7K 6S3
 UNITS 65-72 K7K 6S4
 UNITS 73-81 K7K 6S5
 UNITS 82-88 K7K 6S6 (INCLUDING THE OFFICE)

FCC#20 - MODULE 9 BOX#15

UNIT #	MODULE	BOX #	UNIT #	MODULE	BOX#	UNIT #	MODULE	BOX#
1	1	1	32	3	15	63	6	14
2	1	2	33	4	1	64	6	15
3	1	4	34	4	2	65	7	1
4	1	5	35	4	4	66	7	2
5	1	6	36	4	5	67	7	4
6	1	7	37	4	6	68	7	5
7	1	8	38	4	7	69	7	6
8	1	9	39	4	8	70	7	7
9	2	1	40	4	9	71	7	8
10	2	2	41	5	1	72	7	9
11	2	3	42	5	2	73	8	1
12	2	4	43	5	3	74	8	2
13	2	5	44	5	4	75	8	3
14	2	6	45	5	5	76	8	4
15	2	7	46	5	6	77	8	5
16	2	8	47	5	7	78	8	6
17	2	9	48	5	8	79	8	7
18	3	1	49	5	9	80	8	8
19	3	2	50	6	1	81	8	9
20	3	3	51	6	2	82	9	1
21	3	4	52	6	3	83	9	2
22	3	5	53	6	4	84	9	3
23	3	6	54	6	5	85	9	4
24	3	7	55	6	6	86	9	5

25	3	8
26	3	9
27	3	10
28	3	11
29	3	12
30	3	13
31	3	14

56	6	7
57	6	8
58	6	9
59	6	10
60	6	11
61	6	12
62	6	13

87	9	6
88	9	7

APPENDIX 2 - GARAGE and UNIT MAP

ROYAL | KENTE

Property Management - 409 Dundas St W, Belleville, ON K8P 1B6 | royalpm.ca

Direct Debit Payment Authorization Agreement

Why use direct debit payment?

You'll save time preparing payments, save money on postage and eliminate the charge of late payments. You'll never forget to make your payment because it is done automatically. This enrollment form must be received at RPM/KENTE by the 23rd day of the month preceding the month you wish to start direct debit. With our Pre-authorized Payment option, your payment is made automatically on the payment due date.

Complete and sign the enrolment/authorization form below. Attach a personal or business blank cheque marked void.



Mail or deliver the enrolment/authorization form and void cheque to our office, along with this month's payment.

Pre-authorized payment terms & conditions:

A PAD may be disputed by a Payor under the following conditions:

1. the PAD was not drawn by the Payor's Authorization;
2. the authorization was revoked; or
3. pre-notification was not received.

The Payor, to be reimbursed, acknowledges that a declaration to the effect that either (1), (2), or (3) took place, must be completed and presented to the branch of the Processing Institution holding the Payor's account up to and including 90 calendar days in the case of a personal/household PAD, after the date on which the PAD in dispute was posted to the Payor's account.

The Payor acknowledges that a claim on the basis that the Payor's Authorization was revoked, or any other reason, is a matter to be resolved solely between the Payee and the Payor when disputing any PAD after (90 calendar days in the case of a personal/household PAD or 10 business days in the case of a business PAD).

I(We) acknowledge that this Authorization is provided for the benefit of the Payee and (Processing Institution) and is provided in consideration of (Processing Institution) agreeing to process debits against my account by the Rules of the Canadian Payments Association.

I(We) warrant and guarantee that all persons whose signatures are required to sign on this account have signed this agreement below.

I(We) hereby authorize Royal Property Management to draw on my (our) account and processing institution indicated on the void cheque provided, for the following purpose of collecting rent or condominium fees.

This authorization may be canceled at any time upon notice by me (us). I(We) acknowledge that to revoke this authorization, I(We) must provide notice of revocation to Royal Property Management.

I(We) acknowledge that provision and delivery of this authorization to Royal Property Management constitutes delivery by me (us) to our Processing Institution. Any delivery of this authorization to you constitutes delivery by me (us).

DEFINITIONS

Personal / Household PAD: Means a PAD drawn on the account of a Payor for payments such as, but not limited to, charitable donations, RESP and Spousal RRSP contributions, mortgage installments, utility bills, insurance premiums, membership fees, property taxes, credit card billings and payment for other consumer goods and services. I(We) acknowledge that the Processing Institution is not required to verify that a PAD has been issued by the particulars of the Payor's

The authorization includes, but is not limited to, the amount. I (We) acknowledge that the Processing Institution is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Royal Property Management as a condition to honoring a PAD issued or caused to be issued by Royal Property Management on my (our) account. Revocation of this authorization does not terminate any contract for goods or services that exists between Royal Property Management and me (us).

The Payor's Authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods or services exchanged.

I(We) undertake to inform Royal Property Management, in writing, of any change in the account information provided in this authorization before the next due date of the PAD.

The Payor and Payee agree to waive the pre-notification requirement set out in Section 11 of Appendix II of rule H1 of the Canadian Payments Association.

The account that I (we) am (are) authorized to draw upon is indicated in the accompanying authorization. A specimen cheque for this account has been marked "VOID" and attached hereto.

CUT ALONG THE DASHED LINE, AND RETURN THE SIGNED AUTHORIZATION AND VOID CHEQUE TO ROYAL PROPERTY MANAGEMENT, RETAIN THE TERMS AND CONDITIONS ABOVE FOR YOUR RECORDS

Personal / Household PAD Pre-Authorized Payment Authorization

Payor Name(s)

Address:

City

Province:

Phone Number:

I (we) authorize Royal Property Management to process debit, in paper, electronic or another form in the amount of \$

This amount may be increased/decreased at a future date as agreed to in writing by me(us). Royal Property Management will do its best to advise me (us) in writing of the revised amount in advance of its (charged amount) effective date.

On my (our) account on the first day of each month beginning

Date

I (we) acknowledge that I (we) have read, understood, and accepted all the provisions contained in the Terms and Conditions of the Pre-Authorized Payment Authorization and that I (we) have received a copy.

Personal / Household

Signature of Payor(s):

Date

PAD only

FCC# 20 – UNIT INFORMATION FORM

The information below is required by the Corporation for the purpose of carrying out its responsibilities in managing the Corporation's affairs on behalf of its Owners. The information provided shall be used for this purpose only.

Date: _____ **Unit Number:** _____

Owner's Name: (1) _____
First and Last Name

(2) _____
First and Last Name

Owner's Address (if different than unit):

Owner's Telephone Numbers:

Res: _____ Bus: _____ Cell: _____

Owner's Email Address(es):

	YES	NO
Is your unit Tenant Occupied?	_____	_____
Owner signed up to Condo Control	_____	_____
If rented is the tenant signed up to Condo Control	_____	_____

TENANT INFORMATION (if applicable):

Name (1): _____

Email: _____ **Phone #:** _____

Name (2): _____

Email: _____ **Phone #:** _____

Name (3): _____

Email: _____ **Phone #:** _____

**If your Unit has been leased or rented, it is mandatory that you complete the
Summary of Lease or Renewal**

VEHICLE INFORMATION:

It is very important that we know which vehicles are associated with your unit.

Vehicle (1) Make: _____ Model: _____ Colour: _____

License Plate: _____ Parking Space #: _____ Garage Opener # _____

Vehicle (2) Make: _____ Model: _____ Colour: _____

License Plate: _____ Parking Space #: _____ Garage Opener # _____

PET INFORMATION:

Pet 1:
January 2025

Type: _____ Breed: _____ Colour: _____ Name: _____
City of Kingston Registration/Licence Number: _____ (dog or cat only)

Pet 2:
Type: _____ Breed: _____ Colour: _____ Name: _____
City of Kingston Registration/Licence Number: _____ (dog or cat only)

Persons Requiring Assistance:

YES NO

In case of emergency (fire etc.), does anyone living in your unit require assistance?

(1) _____
First and Last Name

(2) _____
First and Last Name

Please refer to the area of assistance required (i.e., mobility, vision, etc.) and include details to the assistance required.

(1) _____

(2) _____

In Case of Emergency Contact:

Name: _____ Relationship: _____ Phone #: _____

Name: _____ Relationship: _____ Phone #: _____

OPTIONAL – Resident Phone list:

We must have your permission so that we meet the ground rules set out by the federal government's Personal Information Protection and Electric Documents Act (PIPEDA)

☐ **Please do not publish my contact information.**

☐ **Please publish my/our contact information as below**

Unit # _____

Name: _____ Phone #: _____

Preferred email _____

Name: _____ Phone #: _____

Preferred email _____

Main Keys: Code F _____ Code F _____

Do you have a locker? Yes _____ Number _____ No _____