

# **TENANT MANUAL**

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# **SECTION ONE**

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# **PROPERTY MANAGEMENT**

## INTRODUCTION

On behalf of GWL Realty Advisors, we would like to welcome you to 33 Yonge Street. With its dramatic, soaring atrium, and advanced office environments, we hope that this premiere business address will bring a new measure of excellence to your office requirements.

Our team of Property Management professionals is dedicated to the highest levels of tenant satisfaction, comfort, and security, all aimed at forging positive business relationships with all of our tenants. To this end, we have compiled this Tenant Manual for your convenience in finding your way around new surroundings.

This Tenant Manual covers all of the principal aspects of operations and services available at 33 Yonge Street. Please do not hesitate to call our Tenant Services line for information and assistance as required.

We look forward to serving you!



## **BUILDING MANAGEMENT**

### **GWL Realty Advisors INC.**

We would like to take this opportunity to introduce ourselves and welcome you on behalf of GWL Realty Advisors INC. We look forward to a long and positive business relationship.

GWLRA can meet and accommodate all of your Property Management requirements. We are able to draw upon a wide array of resources and professional services, enabling GWLRA to provide you with a level of service that will enable you to conduct your business in comfortable and functional surroundings.

The GWLRA Management Office is located at:

**33 Yonge Street  
Suite 418  
Toronto, Ontario  
M5E 1G4**

**Tel.: (416) 363-9924  
Fax: (416) 363-1483**

**TENANT SERVICES CENTRE (416) 363-9924**



## TENANT SERVICES

We would ask that each tenant designate one employee to act as principal liaison between our office and yours. This contact person should be responsible for making all inquiries or service requests to our Tenant Services Centre. Please inform us of your designated employee's name, along with their telephone number and e-mail address. By restricting this responsibility to one principal liaison, it will allow us to provide better recording and assessment of problem areas, and will also result in the delivery of more efficient and timely service for your needs.



OneServe is GWL Realty Advisor's national commitment to service excellence. We always welcome your feedback and would appreciate hearing from you if you notice anything that needs attention or if you have suggestions as to how we can improve any aspect of our operation. Your comments can be called in to our main line 416-363-9924, faxed and/or dropped off at our office.

## IMPORTANT TELEPHONE NUMBERS

**TENANT SERVICE CENTRE:** **(416) 363-9924**

Between the hours of 8:30 am and 5:00 p.m. Monday to Friday, all requests for services of any kind to your premises should be directed to this number for prompt action. All Security inquiries of a non-emergent nature concerning Building should be directed to this number.

**AFTER HOURS** **(416) 363-9924**

This line is answered 24 hours a day; please contact Building Security during off-hours for assistance.

**ACCOUNTING** **(416) 363-9021**

Inquiries relating to rental payments, invoice billings, or accounting-related matters should be directed to Mary Lawrie in our Property Administration and Accounting Department.

**TENANT SERVICES**  
**INTERNET TENANT MAINTENANCE SYSTEM**  
**(ANGUS ANYWHERE)**

GWL Realty Advisors utilizes a web-based Tenant Service system known as **Angus Anywhere**. This system allows our tenants to communicate with our Tenant Services representative electronically on all types of maintenance and Service requests. This system can provide you with tracking on the progress of all your Work Order requests, even notifying the sender when the work has been completed.

We would ask that you provide us with the e-mail information of only one or two of your staff; typically the persons who will be responsible for communicating maintenance requests for your suite. We will arrange to have your representatives properly oriented with the new system.

This system also allows us to generate detailed Work Order histories and Service Completion rates. Our Maintenance staff responds to your e-mailed service request almost immediately via RIM Pager.

Please contact GWLRA Tenant Services at **(416) 363-9924** for further information.

**BUILDING WEB SITE**

GWL Realty Advisors has developed an individual web site for each of our properties. These web sites will provide you with important information about building features and services, leasing, Corporate Concierge services, and local area amenities.

The web address for this property is:

**[www.33yonge.com](http://www.33yonge.com)**

We hope you find this service useful!

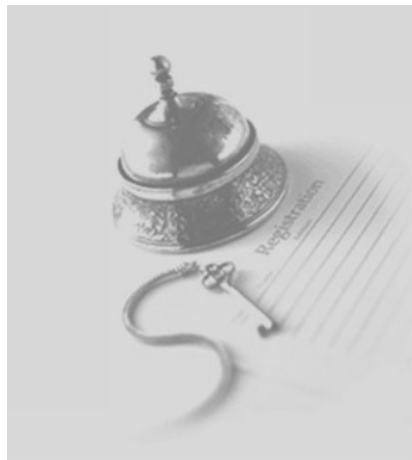
**ON-LINE CORPORATE CONCIERGE SERVICE**  
**CONNECT**

GWL Realty Advisors Inc. is pleased to provide all of our tenants with the convenience of an On-line Concierge Service, or **Connect**, through **eservus**. This service will provide you with information on the Greater Toronto Area, and environs, along with links you to a network of contacts and resources in the entertainment and hospitality industry. GWL Realty Advisors will connect you to **eservus** to order great tickets to the hottest shows and events in town, including an assortment of personal services. Tickets can be picked up at the Property Management office when they arrive – Tenant Services will notify you once your tickets are in. Register with **Connect** to keep up with the latest updates.

The Concierge Service will strive to meet your individual needs by providing information on and access to discounted tickets for concerts, theatre productions, and sporting events. The Concierge Service can provide information on corporate event planning, hotel bookings, meeting or conference planning. It can be a valuable business hospitality vehicle; our Concierge service will do the legwork while you focus on your day-to-day business.

Check out the GWL Realty Advisors **Connect** service at our building web site; just click on the bell and you are on your way!

**[www.33yonge.com](http://www.33yonge.com)**



# **SECTION TWO**

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# **BUILDING OPERATIONS**

## HOURS OF OPERATION

Throughout this manual there will be several references made to the building operating hours. The building schedule with respect to Heating, Ventilation, and Air Conditioning (HVAC) are as follows:

### MONDAY – FRIDAY 8:00 A.M. – 6:00 P.M.

After hours HVAC and lighting may be arranged through the Property Management office. Depending on the terms and conditions of your lease, if a charge applies, a work order will be prepared for your approval. After hours HVAC request should be submitted to the Tenant Services at least 24 hours prior to the required date.

## HEATING & AIR CONDITIONING

Tenant premises are provided HVAC by means of equipment and systems for interior climate control, processed air in such quantities and reasonable temperature and comfort during HVAC hours in accordance with good standards of interior climate control.

The heating, ventilating and air-conditioning system operates from 7:00 a.m. to 6:00 p.m. Monday through Friday, and 9:00 a.m. to 1:00 p.m. on Saturday (collectively the “HVAC Hours”). Applicable costs at current market rate is applied to after hours HVAC request, which shall be chargeable to the Tenant.

Any adjustments required to temperature, humidity or air circulation should be directed to our Tenant Service Centre at **(416) 363-9924**.

## DELIVERIES

In order to make your move-in as easy as possible, please contact the Tenant Service Centre at **(416) 363-9924** with your requirements. Your moving contractor should be made aware that any moves must be carried out after hours and security arrangements will be required. All costs associated with elevator operations or security arrangements are the responsibility of the Tenant.

The freight elevators and loading docks may be reserved as follows:

<b>Monday to Friday</b>	<b>&gt;</b>	<b>6:00 p.m. to 9:00 p.m.</b>
<b>Weekends &amp; Holidays</b>	<b>&gt;</b>	<b>8:00 a.m. – 6:00 p.m.</b>























