

Artscape Triangle Lofts Tenant Handbook

Please refer to the sublease for official policy regarding your space. This handbook is a quick reference for everyday life at The Artscape Triangle Lofts



Contact information:

*Liam Hanebury: liam@torontoartscape.on.ca
416-392-1038 x 31*

After Hours Emergency Maintenance Line: 416-592-3984

Contents

Welcome!.....	4
Interacting with Artscape.....	4
About the Artscape Triangle Lofts	5
About Artscape	5
About the Building	5
Keys	6
Enterphone System.....	6
Parking	7
Garbage and Recycling.....	7
Moves and Deliveries.....	8
Maintenance	8
Cleaning & Maintenance.....	8
Condo Owners:	8
Rental Tenants:	8
Problems & Emergencies	8
Your Live/Work Studio	9
Access to Hydro Meters, Cable, and Telecommunication Services	9
Alterations and Changes to Live/Work Spaces	9
Heat Ventilation and Cooling System (HVAC).....	9
Appliances.....	9
Art Practice Health and Safety.....	10
Electrical Panel.....	10
Condensation in the Home	10
Ventilation.....	11
Water Leaks	11
Water Shut-Off Valve	11
Windows	11
Smoking.....	11
Pets	11
Safety & Security.....	12
Fire and Life Safety System	12
Fire Alarms and Evacuation	12
Fire Alarm Testing	12
Condominium Information	13

Board of Directors..... 13
Common Expense Fee (for Owners Only)..... 13
Corporation Documents & Leases 13
Insurance..... 13
Rent (for Rental Tenants Only) 14
 Paying Rent 14
 Arrears..... 14
 Rent and Rent Reconciliation..... 14
 Sharing and Subletting Units..... 14
Important Numbers 14

Welcome!

Welcome to the Artscape Triangle Lofts! As a resident of, you appreciate that this building is an influential project in the rapidly transforming West Queen West neighbourhood.

This handbook will help you navigate your space, the building, and interacting with Artscape. While your lease is the official word on your tenure at the Triangle Lofts, this handbook can be used as a quick reference for protocol on things like maintenance, paying rent, interacting with neighbors, and lines of contact at Artscape.

Interacting with Artscape

The Property Management Department is your first point contact for any questions and/or concerns regarding your tenancy with Artscape. Feel free to come and talk to us any time, but especially if you have any questions or concerns.

Office Hours:

Monday – Friday; 9AM – 5PM

Property and Sales Manager – Liam Hanebury

416-392-1038 ext. 31, liam@torontoartscape.on.ca

Director of Property Management – Kelly Rintoul

416-392-1038 ext. 21, kelly@torontoartscape.on.ca

After Hours Emergency Maintenance Line: **416-509-3984** (5PM – 9AM; weekends; holidays)

Artscape Mailing Address:

171 East Liberty Street

Suite 224

Toronto, Ontario M6K 1X9

Phone: 416-392-1038

Fax: 416-392-1059

www.torontoartscape.org

Your Mailing Address

Please note your mailing address is:

38 Abell Street

Toronto, ON

M6J 0A2

Tenant mailboxes are located on the first floor, next to the main entrance in the lobby. Please note that ground floor live/work studios with doors facing Abell Street have an Abell Street address; however mail will be delivered to your individual mailbox in the lobby.

About the Artscape Triangle Lofts

Artscape Triangle Lofts is located in the podium of the Westside Gallery Lofts, a 20-storey condo tower at 150 Sudbury Street. In total, Artscape Triangle Lofts has 56,000 square feet with 68 artist live/work units and a gallery (converted from two condo spaces) on the ground floor that is operated by Propeller Gallery. 48 of the units are owned by artists and arts professionals through an innovative affordable ownership program; the rest are owned by Artscape and rented to artists and arts professionals as affordable housing.

The project has its own entrance and lobby on Abell Street, an oversized elevator for the exclusive use of Artscape tenants and parking for 42 bicycles. All units have ten-foot ceilings and an individual heat recovery system that also cools in summer. The units were designed to maximize open space allowing occupants as much flexibility as possible in arranging their living and work spaces.

About Artscape

Artscape is a not-for-profit urban development organization that makes space for creativity and transforms communities.

Our work involves clustering creative people together in real estate projects that serve the needs of the arts and cultural community and advance multiple public policy objectives, private development interests, community and neighbourhood aspirations and philanthropic missions. For much more information about Artscape's history and what we do, visit our website at www.torontoartscape.org

About the Building

Building Access

Entry to the building is gained by using your key fob or common area key. Simply place your key fob up to the readers mounted adjacent to the doors.

Visitors must use the enterphone system located at the front entrance lobby to gain access to the live/work studio they are visiting. For security purposes, it is strongly recommended that you do not grant building access to anyone claiming they have forgotten their key fobs.

Artscape management and authorized staff and personnel will enter live/work studios only in the event of an emergency or to carry out maintenance work, as required. Artscape will attempt to provide 24-hour notice of entry when possible.

All live/work studio door keys are on one master key held by Artscape, which allows Artscape to gain immediate access in case of an emergency. **Residents are not permitted to change the door lock or attach safety chains/double locks to the door without prior authorization from Artscape.** If you wish to install a security alarm, please register the alarm code with Artscape for use in an emergency.

Keys

Each tenant will be provided with a set of keys to access the building and common areas, their unit and the garbage room. Please do not make copies of the keys, if you require additional keys, Artscape can provide them for you. Should Artscape determine that safe access to your unit has been compromised due to lost keys or unapproved copies of keys made, your lock may need to be changed. Please note that any lock changes must be requested through Artscape as all locks must remain keyed to the master key as a security measure. Tenants who arrange their own lock changes will incur additional fees to ensure the lock is re-keyed to the master key.

Enterphone System

The Enterphone System, located in the lobby entrance, is connected to your live/work studio's telephone line or cell phone and allows a visitor to conveniently announce their arrival. Please register your telephone number within two weeks of move-in using the enclosed Resident Information Form.

To answer the Enterphone System, please note the following instructions:

- To open the door: answer the phone, speak to the guest and permit entry by pressing "9" on the keypad of your phone.
- If you do not wish to allow the guest to enter, press the # key to terminate the call.
- If you are on the telephone and you have the call-waiting feature, you will be alerted that a guest is trying to reach you when you hear the call waiting beep. Press the telephone hang-up button to speak to your visitor, press "9" to open the door and then press the telephone hang-up button again to connect back to your outside call. If you do not have the call-waiting feature, your guest will hear a busy signal and they will need to hang up and call your live/work studio again.

Common Areas

Artscape encourages you to advise guests of the Artscape Triangle Lofts Condominium Corporation's rules and regulations with regards to the common areas. Please pay particular to these items:

- Residents are not permitted to install or affix anything to the common areas including any decoration, doorbell, doorknocker or symbol without obtaining written approval from Artscape.
- Residents are not permitted to obstruct the common area hallways with mats, shoes, bicycles, boot trays, carts or strollers.
- Pets must be exercised off the property and must be on a leash at all times while in the Triangle Lofts' common areas.

Bicycle Storage

Bicycle storage has been provided for residents on the P1 level of the underground parking garage on a first-come, first-served basis. You are responsible for providing your own locks. Extra bicycle storage is planned for the exterior of the north side of the building.

Parking

Please contact City of Toronto's Transportation Department (416-392-7837 or www.toronto.ca/transportation) for details on how to obtain an on-street parking permit. Permits may be purchased by mail or in person at Toronto City Hall.

One visitor parking spot is available for use by guests of 38 Abell residents. This space is available on a first-come, first-serve basis. If you wish to use the Visitor Parking Space, please reserve it on the calendar in the lobby. On the date of your intended use, please access the parking remote in the black lockbox next to the mailboxes. You are required to register with Security Advisors Group by calling 416-410-8676, or online at <http://www.securityadvisorsgroup.com>. Parking permits are valid for one day, and need to be repeated for successive days. Visitor parking can be registered a maximum of eight times per month, per plate.

Garbage and Recycling

All garbage must be properly drained and double-bagged to prevent any undue odour, mess or damage prior to depositing it into the garbage chute found on each floor. Residents on the ground floor can take their garbage directly to the bins on the P1 level. Please break down all cartons, flatten and bundle, and place garbage and recycling materials in the proper chute.

Residents are responsible for arranging the removal of large items. Large items can be left in the garbage area between 170 and 180 Sudbury Street for pick-up on Monday mornings. Please do not leave any large items, such as furniture or large appliances, in the common areas or in the garbage/recycling area.

Toxic materials are also your responsibility and should be disposed of according to provincial regulations. Please do not put toxic materials in with ordinary garbage or pour toxic materials down drains or into toilets. A toxic material drop-off site is located at the Commissioner Street Transfer Station, three streets east of Cherry Street between Bouchette and Logan Avenues.

Moves and Deliveries

Moves and deliveries must be booked by contacting Artscape at 3 days in advance so that the elevator may be protected and placed on service for your convenience. Reservations can be made during business hours (9:00 am to 5:00 pm, Monday to Friday) and are on a first come, first served basis.

Except with prior written authorization from Artscape, moves and deliveries shall be permitted only between the hours of 9:00 am and 6:00 pm, Monday to Friday and shall not take place on public holidays.

The moving or delivery personnel should remove all cardboard and boxes from the building site. They may also be broken down and placed in the recycling bin on the P1 level of the underground parking garage.

Maintenance

Cleaning & Maintenance

Cleaning of the common areas, including hallways, stairwells, and the elevator is the responsibility of Artscape. An independent cleaning service, hired by Artscape, will clean these areas on a regular schedule. Tenants' live/work spaces are the responsibility of the tenants.

Maintenance of the common areas, mechanical and electrical systems, and exterior of the building is the responsibility of Artscape.

Condo Owners:

All live/work studio maintenance is the owner's responsibility. If you require maintenance work, please contact the licensed contractor of your choice.

Rental Tenants:

Please report maintenance requests to Artscape by using the Maintenance Request Form. At least 24 hours' notice will be given to you prior to the date/time when repairs will occur. Repairs will be scheduled between 9am and 5pm, Monday to Friday.

Problems & Emergencies

If you have a maintenance request, please fill out this form to notify your superintendent: <https://torontoartscape.submittable.com/submit/27937>.

After hours, please bring maintenance emergencies to Artscape's attention by calling 416-509-3984 and Artscape's on-call superintendent will assist you. Emergency situations are defined as: flood, loss of heat, dangerous electrical issues and/or security issues (such as an unlocked exterior door).

Please call 911 immediately in the case of fire, security threat, or personal injury.

Your Live/Work Studio

Access to Hydro Meters, Cable, and Telecommunication Services

Each resident is responsible for contacting Toronto Hydro to set up a personal account on or before the move-in date. For contact information visit Toronto Hydro at **416-542-8000** or www.torontohydro.com.

If you are connecting or disconnecting hydro, cable, or telecommunication services, the technician will need access to the electrical closet located on your floor. When booking those services, please inform the service supplier that the technician can gain access to the appropriate electrical closet via the service lockbox located on site. Please contact Artscape at least 48 hours in advance to sign out the key for the service lockbox.

Alterations and Changes to Live/Work Spaces

Tenants are entitled to make alterations to their spaces, though the costs are the responsibility of the tenants. Before engaging in the alternations, the tenant must submit the proposed plans in writing to Artscape for approval. Necessary City of Toronto building permits are required for all construction (including partition walls), all electrical work requires an ESA inspection report, and all trades people must be certified.

Heat Ventilation and Cooling System (HVAC)

The built in HVAC unit in your live/work studio is your source of heating and cooling. Each unit is individually controlled by the digital thermostat located on the wall next to the HVAC unit. The temperature can be adjusted to a higher or lower setting by sing the push buttons directly below the digital temperature display window.

Please note that the HVAC dust filter in each unit must be replaced at least every four months. A service provider will replace the HVAC filters and clean inside the unit twice a year. To check the HVAC filter, raise the cover and remove the filter.

Condo owners: it is important to replace the filters with the correct model type. When in doubt, bring your used filter with you to the hardware store for reference.

Rental tenants: Artscape will supply and replace filters for rental tenants.

Appliances

Condo Owners:

All appliances are the owner's responsibility. If you experience problems with your appliances please contact the appliance manufacturer or a service provider.

Rental Tenants:

If you experience a problem with your appliances, please notify Artscape.

Art Practice Health and Safety

If your practice involves the use of toxic substances, you must take whatever measures necessary to ensure that any fumes are exhausted to the outside, away from areas where fellow residents or members of the public congregate.

Please contact Artscape for more information on safe artistic practice. The City of Tucson, Arizona has created a comprehensive searchable database dealing with health and safety in the arts with information covering virtually every material art and craft media, live/work studio safety, an excellent bibliography and numerous links for further research at www.ci.tucson.az.us/arthazards/home.html.

Toronto's Artists' Health Centre Foundation (**416-351-0239**, www.ahcf.ca/) has created the Al and Malka Green Artists' Health Centre at Toronto Western Hospital which provides consultation and a variety of therapies for both visual and performing artists (www.ahcf.ca/clinic.html).

Electrical Panel

Your electrical panel circuit breakers are located inside your live/work. In the case of electrical failure, check this panel for a tripped breaker in the "off" position. To reset, push the breaker all the way "off" and then back to "on". Contact Artscape or a licensed electrician to perform any electrical repairs in your live/work studio.

Condensation in the Home

Residents can control most condensation problems. The first step in solving condensation problems in your live/work studio is to reduce humidity levels. The chart below suggests ways to reduce humidity:

CONTROLLING HUMIDITY & RELATED SURFACE CONDENSATION ON WINDOWS
<ul style="list-style-type: none">• Make it a habit to use your bathroom fan when showering and your kitchen exhaust fan when cooking. This procedure will help remove the moist air from your live/work studio.
<ul style="list-style-type: none">• Refrain from the use of humidifiers unless the relative humidity levels are below the recommended levels.
<ul style="list-style-type: none">• Refrain from overwatering household plants.
<ul style="list-style-type: none">• Leave the fan running on the vertical fan coil unit during extremely cold weather to help the air circulation throughout your live/work studio.
<ul style="list-style-type: none">• Avoid hanging wet clothes inside your live/work studio. Ensure the clothes dryer is vented to the exterior and the exhaust fan is operating while using the dryer.
<ul style="list-style-type: none">• Free circulation of air is important. Keep drapes open as much as possible so the air can circulate freely over the windows. If necessary, you may open your windows to reduce localized condensation.

Do not worry about the small amount of heat you will lose by providing enough ventilation in cold weather to control the humidity. It will cost a great deal less than the damage condensation can cause to your windows, walls and woodwork. Remember that it is your

responsibility to use the ventilation system properly to protect the home from stale air or moisture damage.

Ventilation

Exhaust fans are found in the kitchen, bathroom, and laundry closet. Fans should be used to remove lingering odours and humidity, which can cause condensation.

Bathrooms – a switch inside the bathroom controls the fan.

Laundry Closet – an automatic relay within the dryer exhaust duct controls the laundry closet fan.

Kitchen – Use your exhaust fan whenever cooking to avoid and to reduce grease build-up on kitchen surfaces. The metal filter may be washed in the dishwasher. The exhaust fan is also a great tool for filtering air to the exterior. For preventative maintenance, please remove and clean the filter periodically.

Water Leaks

In order to avoid possible water damage to the floor below, spills should be mopped up immediately and leaks repaired promptly. Owners are also encouraged to caulk around their toilet bases and bathtub faucets to avoid water leaks.

If you notice water entering your live/work studio, please contact Artscape immediately.

Water Shut-Off Valve

Your water shut-off valves are generally located in the bathroom vanity cabinet, under the kitchen sink, or in the laundry closet. Please familiarize yourself with the location of these shut-off valves and ensure that they are always accessible.

Windows

Awnings and shades are not permitted over or outside windows. Nothing may be placed on the outside of the windowsills or projections of any live/work studio. Please refrain from throwing items out of the windows.

Smoking

Smoking is strictly prohibited in all common areas and within 10 feet of all entrances and exterior windows.

Pets

Residents must register pets with Artscape. Pets must remain on-lease in all common areas. All damages caused by a pet to the building, walkways, hallways, stairs, underground parking garage or any other portion of the common areas are the responsibility of the resident.

Safety & Security

Fire and Life Safety System

There are smoke and heat detectors located in your live/work studio. Ground floor live/work studios contain carbon monoxide detector(s) due to their proximity to the underground parking garage.

Fire Alarms and Evacuation

If you discover a fire:

- Leave the fire area
- Close all doors behind you
- Pull the nearest fire pull station
- Leave the building
- Telephone 911 and report the fire

In order to avoid fires in the building, residents are advised to:

- Refrain from storing propane, gasoline or any other combustible material in your live/work studio
- Refrain from putting burning materials, such as ashes, in your garbage
- Refrain from disposing of flammable liquids down garbage and recycling chute
- Avoid unsafe cooking practices (deep fat frying, too much heat, unattended stoves, loosely hanging sleeves)
- Refrain from using unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring
- Refrain from leaving articles, such as shoes, rubbers, mats, etc., by the entrance/exit doors to your live/work studio
- Refrain from disposing of hot items in the garbage that may result in fire. Please ensure when depositing items in your garbage pail that they are properly cooled

The City of Toronto has other Emergency Preparedness tips outlined on their website at www.toronto.ca/fire/emergency_preparedness.

Fire Alarm Testing

The building is equipped with an automated fire and safety system. The fire safety contactor will perform monthly testing of all fire related equipment in the common elements, in accordance with Provincial Regulations. Extensive annual testing is also performed. You will be notified by email one week in advance of these tests.

Condominium Information

Board of Directors

The Artscape Triangle Lofts Condominium Corporation Board of Directors is responsible for overseeing property and business affairs and enforcing the Condo Declaration, By-laws and Rules.

The Board of Directors consists of five elected owner-representatives. Artscape will retain two of these available positions for rental tenant representation on the Board of Directors.

To contact the Board of Directors, please send all communication to Artscape.

Common Expense Fee (for Owners Only)

Your monthly common expense fees at the ATL are used to maintain the building's common elements, and support the costs related to ongoing operations and management. In December of each year, owners will be advised to submit a preauthorized debit agreement form for monthly payment of Common Expense Fees. Fees are due and payable to Toronto Artscape Inc. on the first day of each month.

Corporation Documents & Leases

Condo Owners:

Please take time to read your agreements and leases carefully. This handbook is intended to summarize some of the information contained in these documents; however your legal documents are your primary reference. If you require clarification, do not hesitate to contact Artscape.

The Board of Directors is permitted to modify the rules for the Artscape Triangle Lofts Condominium Corporation and may institute new rules from time to time. You will be informed in writing if any changes to the rules occur.

Rental Tenants:

Rental tenants will receive an executed copy of the lease along with the rules and regulations of the Artscape Triangle Lofts Condominium Corporation upon occupancy.

Insurance

The Artscape Triangle Lofts Condominium Corporation's insurance does not cover a number of items within your studio or your personal belongings. Artscape recommends that all residents (mandatory for owners) obtain insurance coverage. If you wish to insure your property against loss or damage, or the cost of any claims against you for damage to your own live/work studio or injury to other people, Artscape recommends: \$1,000,000 liability insurance, content insurance, betterments and improvements insurance, and loss assessment insurance including insurance deductible coverage.

Artscape suggests that you take a photo inventory of all your contents once you have settled into your new live/work studio. If anything is lost or damaged, it is difficult to convince your insurance company of the value without photo documentation.

Rent (for Rental Tenants Only)

Paying Rent

Rent is due on the first of each month (or on the Monday, if the first falls on the weekend). Cheques should be made payable to **Toronto Artscape Inc**, and include your building code (ATL) and unit number in the memo line. We ask that you supply Artscape with a series of monthly post-dated cheques to cover your rent. Please note that there is a \$20.00 administration fee for any cheques not honoured or returned NSF (Non-Sufficient Funds). If you anticipate a problem paying rent on the first, please let us know and we can hold the cheque for up to two weeks.

Arrears

Because of the nature of arts funding, it sometimes happens that tenants find themselves in very difficult financial situations. If rent cannot be paid by the first of the month, please contact Artscape immediately. Artscape will work with tenants to create a payment plan for any missed rent. A tenant who does not make the effort to address and rectify their arrears will be considered in default of their Lease and could put their tenancy with Artscape at risk.

Rent and Rent Reconciliation

There are three components of rent at the Triangle Lofts: Base Rent (administration costs of operating the building), Additional Rent and Proportional Share of the Common Area Expenses (both of these cover utilities, insurance, maintenance and taxes). The Additional Rent and the Proportionate Share of Common Area Expenses are based on estimates of what these items are expected to cost Artscape. Each April, Artscape conducts a financial audit to determine what it actually cost to operate the buildings in the previous year. The actual costs are compared against what tenants paid (based on the estimated figure), the difference will be reconciled – this may result in a credit if tenants overpaid, or an invoice if tenants underpaid. Additional Rent Reconciliation happens after the audits are completed in April.

Sharing and Subletting Units

Tenants are permitted to share or sublet their space with another artist or non-profit arts professional. If you wish to sublet or share your studio, you must first notify Artscape. The potential sharer or sub-lessee will need to submit a letter of intent and an artist's curriculum vitae to Artscape to be approved by the Tenant Advisory Committee.

Important Numbers

Emergency Numbers

Police/Fire/Ambulance (emergency).....911
After-hours Maintenance Emergency Line.....416-509-3984

Artscape Staff

Liam Hanebury, Property and Sales Manager.....416-392-1038 x 31
.....liam@torontoartscape.on.ca

Kelly Rintoul, Director of Property Management.....416-392-1038 x 21
.....Kelly@torontoartscape.on.ca

Service Numbers

Toronto City Service Hotline (non- emergency).....311
Toronto Artists’ Health Centre Foundation.....416-351-0239
Ward 18 City Councillor.....416-392-7012
Poison Control.....416-813-5900
Toronto Transit Commission Information.....416-393-4636