

**SPRINGFIELD SENIORS NON-PROFIT HOUSING CO-OP LTD.
(SSNHC)**

**2023
DUGALD ESTATES
HANDBOOK**

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I. INTRODUCTION

(a) Vision, Mission, and Value Statements:

“Springfield Seniors Non-Profit Housing Co-operative Ltd”

Our Vision

To provide a range of safe, affordable, and quality seniors housing for seniors at all income levels and all needs levels, where residents can age in place in our community and where we can positively influence seniors’ quality of life.

Our Mission

- To form a seniors non-profit housing co-operative for the purpose of building seniors housing in the RM of Springfield.
- To enable seniors in our community to remain in our community.
- To ease the transition for seniors in our community through the various stages of aging and at various income levels by providing a range of seniors housing options in our community.
- To mobilize volunteers, the Rural Municipality of Springfield, other levels of government and other community partners in building seniors housing in our community; and
- To advocate for seniors housing in our community.

Our Values:

We honour and celebrate seniors

We value dignity

We value ethical and professional conduct.

We believe in creating a mixed income, diverse and inclusive seniors’ community.

We believe in collectively supporting our low-income members.

We value volunteer dedication and community and member participation.

We value meaningful and mutually beneficial partnerships with others.

We believe in doing the right thing.

Vision for Dugald Estates:

- We believe our best opportunity for success is in focusing our initial efforts on an independent mid-range, quality facility, mostly two-bedrooms, with some affordable housing units (the latter requiring some form of subsidy assistance). The facility would have covered parking and a multi-purpose room for community use. It may include some form of meal plan package or meal service.

(b) Message from the Board of Directors:

Introduction

It is with great excitement and anticipation that the Springfield Seniors Non-Profit Housing Co-op Ltd. achieves its vision and welcomes you to your new home in Dugald Estates.

Emotionally it's been a huge, sometimes overwhelming, challenge for you and your family.....you've downsized, you've managed to survive the garage sales, and you're finally done with the marathon of cleaning while your house was up for sale. Some of you have lived in the same home for most of your married lives and everyone has had to let go of a home filled with memories. And let's face it -- moving is physically and mentally exhausting!

The hassle is now over.....it's time to enjoy the freedom that co-op living in Dugald Estates offers you and to start creating new memories. We've developed this handbook to provide you with an information and helpful resource for common questions and concerns. Please don't see it as a list of rules for things you can't do but rather it's a manual for how to operate safely and happily in your new home.

The contents of this handbook are not intended to create a contract or agreement between SSNHC and you, and are subject to change at any time at the sole discretion of the Board of Directors of the Springfield Seniors Non-Profit Housing Co-op Ltd.

If you think there is information that should be included or modified, please let us know so that we may update this handbook. From time to time, you will be provided with updated information so please keep this document handy.

If you have questions or concerns about the information outlined here, instead of raising it with a Board Member, we ask that you first contact our Property Manager. Please remember, all our Board Members are unpaid volunteers; they have invested considerable time and energy in developing this project, and we need to respect the privacy of those Board Members living in Dugald Estates.

We hope the transition into Dugald Estates will be a good one for you all and we ask for your understanding and patience as we build our new community together and we join each other in a new chapter in our lives. The process for building our community has already begun and we look to each and every resident of Dugald Estates to contribute to the success of Dugald Estates.

As a co-op we all own the building together and it is in our hands to build an enjoyable living environment where everyone contributes, and we all look out for our neighbour's interests and well-being. Thank you for the faith you placed in our Board and for your role in making Dugald Estates complete.

About Springfield Seniors Non Profit Housing Co-op Ltd. (SSNHC)

The story of the Springfield Seniors Non-Profit Housing Co-op Ltd is a remarkable record of how belief in a vision and the unwavering commitment of a community of volunteers, combined with the support of municipal and provincial officials and the contribution of professional experts, can turn a vision into reality.

Dugald Estates started in 2008 as an idea of members of the Dugald United Church who identified a need for seniors housing. Armed with a financial commitment of \$150,000 and the efforts of many community volunteers from the Dugald and Oakbank area, and several years of community meetings and consultations, the Springfield Seniors Non-Profit Housing Co-op was incorporated in 2012. Over the last several years many people convened, engaged, mobilized and supported the creation of Dugald Estates. Members, volunteers, partners and founding supporters of the housing cooperative have voluntarily served thousands of hours to create a legacy of safe, secure, affordable senior housing for you!

It would be impossible to recognize all those who have made our dream a reality, but we must recognize a few key players:

- ReSolve Project Management, Verne Reimer Architect, and our lawyer David Sellen, all of whom worked on a pro bono basis in the early stages of our development.
- The RM of Springfield and Council and municipal staff who provided 3.8 acres of land for \$1 as well as many other supports.
- The Province of Manitoba who supported us in countless ways.
- Our financial partner at the time, the Oak Bank Credit Union.
- Concord Construction, who genuinely cared about building a home to be proud of.
- All those who supported our fundraising efforts in raising approximately \$80,000 to furnish our community room, now named “The United Centre”.
- And last but not least, our original Board of Directors who gave tirelessly of their time and energy to bring Dugald Estates to fruition: Founding Board Chair: Howard Smith; Past Board Members: Lesley Thomson, Lawrie Kyle, John Sellen, Margaret Hadaller, Beverly Zarazun, Brent Reid, John Holland, Murray Gillespie; and Dugald United Church Rep Bruce Friesen.

TOGETHER WE MADE IT HAPPEN!! THANK YOU.....

II. DUGALD ESTATES CONTACT INFORMATION

a) BRYDGES TELEPHONE NUMBERS:

Hours of Operation 9:00 a.m. – 4:30 p.m.

Cheryl Houle, Property Manager

Phone: (204) 489-9510 Ext: 204

Email: cherylh@brydgespm.com

Ashley Hozempa, Property Administrator

Phone: (204) 489-9510 Ext: 200

Email: ashleyh@brydgespm.com

Emergency after hours phone: (204) 489-9510

b) SPRINGFIELD SENIORS NON-PROFIT HOUSING CO-OPERATIVE LTD. (SSNHC) BOARD OF DIRECTORS AS OF JANUARY 11, 2023:

Randy Williams, Chair	(204) 793-8432
Jules Burnell, Vice-Chair	(204) 853-7399
Irene Chabluk, Treasurer	(204) 853-7327
Cindy Mitchell, Secretary	(204) 853-2126
Jim York	(204) 853-2166
Tim Dow	(204) 853-2294
Sandie King	(204) 853-7349
Laurie Socha	(204) 228-0706
Bruce Friesen (Dugald United Church Rep)	(204) 853-2113

c) DUGALD ESTATES RESIDENT COUNCIL COMMITTEE MEMBERS

Chairperson, Elaine Gregg	(204) 444-2936
Treasurer, Marilyn Coulthard-Johnson	(204) 770-0851
Secretary, Nina Newlove	(204) 853-7327
Guest Room & United Centre Rentals, Bev Lumsden	(204) 853-7783
Social Committee, Gail Hein	(204) 451-1236

d) EMERGENCY / LIFE THREATENING

(RCMP, fire department, ambulance, poison control)

911

e) RCMP NON-EMERGENCY

(8:00 a.m. – 4:30 p.m.)

(204) 444-3847

f) SPRINGFIELD POLICE

(8:30 a.m. – 5:00 p.m.)

(204) 444-4308

**g) ISSUES CONCERNING ANOTHER MEMBER
(Excessive noise, parking, etc.)**

Make an attempt to solve the issue directly with the person concerned. In most cases this will correct the problem. If issue is not resolved to your satisfaction, email the Brydges Property Management Rep.

PLEASE DO NOT CALL A BOARD MEMBER FOR THESE ISSUES.

h) GUEST ROOM CONTACT:

Bev Lumsden

(204) 853-7783

i) UNITED CENTRE REPRESENTATIVE

Bev Lumsden

(204) 853-7783

j) WORKSHOP REPRESENTATIVE (MAN CAVE)

Murray Gillespie

(204) 853-7702

III. SECURITY/PERSONAL SAFETY:

a) ACCESS INTO DUGALD ESTATES FROM THE LOBBY:

When you are entering or leaving through the lobby, please be careful not to let anyone (known or unknown) in. Visitors must use the intercom to gain access to the building. Our security depends on everyone's co-operation. Be aware that sometimes, because the inner door closes slowly, strangers may attempt to follow you in. Please ask them to use the Entry System to access the building.

1. Access into the building from the Lobby will only occur with the use of the F.O.B or by Lobby Intercom.
2. If you are accessing the building with the F.O.B., place the F.O.B. on the reader. The display will show the message: ACCESS GRANTED, and the door will automatically open.
3. Visitors may access the building via the intercom by pressing # on the panel to view the directory.
4. If the visitor already knows the resident's directory number, they can enter # and the directory number to call the resident directly.
5. If directory number is not known, the visitor can scroll through the alphabetical directory entries by pressing * or # (holding down the keys will scroll the display faster). The visitor can search forward or backward from there.
6. When the visitor finds the resident's directory number, they enter it on the keypad to call the resident.
7. The system dials the resident's telephone number to establish 2-way communications. The resident's telephone number will never be displayed to the visitor.
8. The resident answers the call and converses with the visitor to determine if access will be granted.
9. The resident can use their telephone's keypad to grant access activating the electric strike by pressing 9. After access is granted, the system will disconnect the visitor/resident call.
10. The resident can disconnect the visitor without granting access by pressing * or by hanging up.
11. Two additional keys and F.O.B.s per suite are available for purchase at \$25 per set (one F.O.B. and one key).
12. It is the resident's responsibility to ensure the security of the F.O.B.'s and keys.
13. Any lost F.O.B.s, keys or garage door openers must be reported to a Board member as soon as possible.

b) EMERGENCY RESPONSE INFORMATION KIT (E.R.I.K.):

1. E.R.I.K. is an Emergency Response Information Kit developed in response to community concerns regarding the availability of adequate information in emergency situations. All area emergency groups have endorsed this program.
2. Once completed, this kit provides the necessary information for emergency personnel to respond quickly to your situation. The kit is ideal for seniors, chronically ill persons, those who live alone or who have caregivers, and others who have speech difficulties and communication barriers.
3. All members are strongly encouraged to use and regularly update their E.R.I.K. information.
4. E.R.I.K. kits should be attached to your fridge in plain view for paramedics to locate.
5. A list of medications that you use should be kept current and placed in the kit.
6. Paramedics, upon responding to an Emergency call, should immediately look for the E.R.I.K. to aid in their assessment of your condition.
7. Kits are available at the office, as is the Emergency Contact Information Sheet. The Emergency Contact Information Sheet is also available on the Dugald Estates Website under the Members section.

c) AUTOMATED EXTERNAL DEFIBRILLATOR (A.E.D.)

1. The R.M. of Springfield has generously donated an A.E.D. that has been installed in the United Centre area.
2. This gift can potentially save lives! An A.E.D. is an electronic device that can monitor heart rhythms. It can tell if the heart has stopped beating effectively. If required, the machine can then deliver an electric shock to the heart. Most of the time, this shock will restart the heart.
3. A.E.D.'s makes it possible for non-medical personnel to restore heart rhythm and life.
4. When a person is in cardiac arrest, the closest A.E.D. is the best one! Rapid defibrillation is essential because during a cardiac arrest, a shock must be administered while the victim's heart is in a shockable rhythm.
5. Once the A.E.D. is turned on, the unit will coach us through all the steps.
6. The Co-op will hold regular training sessions for members.

IV. SOCIAL ACTIVITIES AND AMENITIES

a) COMMON AREAS

There are three common areas in Dugald Estates

- The United Centre (main floor)
- The Fitness Centre (second floor)
- The Workshop (basement)

1. The United Centre

The main floor United Centre is available for larger functions at a minimal fee or free of charge for residents who wish to meet with other tenants for card games or other social activities when the room is not booked. We respectfully request that each person who uses the United Centre be responsible for the cleanup. Please see section VII (c) for further information on the United Centre.

Please note: The United Centre is the permanent home of Dugald United Church. They have exclusive use of the United Centre on Sundays and Good Fridays from 9:00 a.m. to 12:00 noon, as well as Christmas Eve. Therefore, the room will not be available at these times for gatherings and social events.

2. Fitness Centre

The Fitness Centre is located on the second floor and is for the use of residents of the building and their guests only. Safety on exercise equipment is imperative. SSNHC shall not be liable for any personal injury that a member or any other person may suffer or sustain while using this equipment.

3. Workshop

The workshop is in the lower parking level by the entry door. This workshop is for the use of residents only. Members who use the workshop are responsible for clean up and use the equipment supplied at their own risk. Safety in the workshop is imperative. SSNHC cannot be held responsible for any injuries that occur in the workshop.

No storage of flammable materials is allowed in this area. This area is inspected by the Springfield Fire Department at regular intervals.

4. Bulletin Boards:

Members may post a notice regarding community events on the appropriate bulletin board in the mail area.

Notices must be signed and dated by the person posting the announcement.

Notices do not need to be pre-approved by the Board.

A member of the Social Committee will monitor the bulletin board and remove any unsigned or undated notices.

V. PARKING:

a) Outdoor Parking Areas:

- The area directly in front of the main entrance is for the use of fire and emergency vehicles and for pick-up and drop-off purposes.
- Please DO NOT park in this area and alert your visitors to refrain from parking here also.
- Visitors are asked to use the visitor stalls.
- Motor homes are allowed to park in the north lot for loading and unloading purposes only. No overnight parking is allowed.
- If a vehicle is parked in an outdoor stall during snow removal, the snow will be cleared around the vehicle. The resident is responsible for moving his car after a storm to allow for clearing of the parking lot.

b) Resident Parking

- Residents are assigned one indoor parking stall with each suite.
- If additional parking is required, electrical outdoor parking stalls are available to rent at a cost of \$20 per month and non-electrical to rent at \$10 per month. Please contact a Board member for further information.
- Once parking stalls are assigned and you are asked not to change your parking stall without permission from the Property Manager.
- Whether indoors or outdoors, please make sure that your car is parked within the stall lines so that everyone has adequate space to park.
- No flammable liquids, propane tanks, tires, etc. are to be stored in the vehicle's compartments while in the underground parkade.
- Due to fire codes, there can be no storage of items in your parking stall.
- Car block heaters should never be plugged in while in underground parking due to creating a fire hazard.

c) Visitor Parking and Parking Permits

- If you have a visitor, please ensure they are parked in the visitors' parking area, and not in another resident's stall.
- When a resident has a guest staying overnight in their suite or in the Guest Room, please place a sign in their vehicle that indicates "Guest of Suite ____" or their vehicle displays the Guest Room parking pass. This will be obtained from the Guest Room Representative as it is included in the Guest Room Package and is handed out when the Guest Room is rented.
- As a courtesy to residents, we ask that there is some indication that the vehicle belongs here by displaying one of the above items prominently in the vehicle when on the grounds of Dugald Estates overnight.
- Vehicles that are parked illegally for lengthy periods of time will be towed away at the owner's expense

VI. GENERAL INFORMATION

a) Appliances

- The Member is requested to ensure the fridge, stove, microwave, dishwasher, washer and dryer are kept in good running order. Any or all malfunctions should be reported, as soon as possible to Brydges Property Management.
- SSNHC will maintain the integrity of the existing appliances as they are replaced, Stainless Steel with Stainless Steel and White to White with existing features as close as possible.
- Depending on the circumstance, an evaluation will be made by an appliance repair person as to whether the appliance should be repaired or replaced.

b) Balconies

- Balconies must be always kept free of debris and clutter.
- Balconies are not to be used as storage areas or litter boxes, kennels, garbage or recycling areas, satellite dish mounts, clothes lines or as an area to do laundry.
- Electric or propane barbeques may be used on the balconies.
- Briquette barbeques are NOT permitted on balconies.
- At the request of the fire department, extra propane tanks shall **NOT** be stored on the balcony or anywhere in the building. A propane tank that is connected to the barbeque is allowed.
- No Smoking or vaping of any kind is permitted on the balconies or patios and needs to take place at least 30 feet from the building.

c) Dugald Estates Resident Council

- Members of the Resident Council include Chair, Secretary, Treasurer, and two directors.
- Council members are to be elected in a democratic process involving all residents of Dugald Estates.
- Resident Council will hold monthly meetings with residents to share information and receive input on issues that should be brought forward to the Board of Directors of SSNHC.
- The Council will establish committees/groups. Example: Social Committee, Garden Committee, Decorating Committee, Congregate Meal Program Committee, etc.
- The Council will work with the Springfield Fire Department to co-ordinate evacuation fire drills, inspections, etc.

d) Springfield Seniors Non-Profit Housing Co-op Board Meetings

- Regular Board of Directors Meetings are held at least once a month.
- Information on the decisions of the Board will be presented to the residents at their regular Resident Meetings and/or posted on the bulletin board.

e) Energy Efficiency

- Members are requested to practice energy conservation by turning off lights and disconnecting power cords from outlets when leaving their suites for extended periods of time.
- Lights in the United Centre should remain off when not in use as should the air conditioning and fireplace.

f) Garbage/Recycling

- Residents are asked not to place or leave any debris or refuse in the common areas of the building.
- All garbage should be placed in tied bags in the container provided in the east end of the parkade.
- Recycling is encouraged at Dugald Estates. For residents' convenience, a recycling bin is available at the east end of the parkade.
- A separate garbage can is in the room for use only when the garbage bin is not available. Recycling bin is moved outside on Tuesday and the Garbage bin on Thursday.
- Plastic bags should NOT be placed in the recycle bins. They are not recyclable. Dugald Convenience Store and Co-op Marketplace in Oakbank accept used plastic bags for recycling.

g) Housing Charges

- Monthly housing charges (rents) are due and payable the on first day of each month.
- Housing charges will be withdrawn automatically from your bank account.

h) Insurance Coverage

- The resident is required to purchase, at his/her own expense, sufficient and adequate insurance coverage by means of a "Comprehensive Tenants Package Policy". This policy is to provide full replacement cost on personal property and any other insurance necessary to protect his/her property, goods, and furnishings.
- In addition, the member shall provide evidence of Comprehensive Personal Liability, along with Tenants Legal Liability on a Broad Form basis. A copy of such insurance coverage will be provided to the Property Manage Representative on signing the housing agreement and annually by December 1 of each year.

- All vehicles using the underground parking must be adequately insured.

i) Mail Delivery by Canada Post

- You are not required to have a lock box at Dugald Estates if you prefer to keep your current mailbox (i.e. at the Dugald Post Office).
- Mail will be delivered to the lock boxes in the lobby Monday to Friday
- An Outgoing Mailbox is located in the lobby.
- There is no direct cost to you for the lock box
- Each suite will be issued 2 mailbox keys. Lost keys will be replaced at a cost to the resident, please contact a Board Member if yours gets lost.
- Your mailing address will be:

Your Name
Suite XXX , 800 Jaffray Street
Dugald, MB R5P 0E9

j) Maintenance

- When repairs are required, please contact Brydges Property Management.

k) Member Absences

- Members are requested to notify the Board of Directors in writing if they plan to be away for a long period of time.
- Please supply parking stall number, if applicable, and ensure your car is insured appropriately.
- During your absence (i.e. vacation etc.) no family member or other person can occupy your suite without written permission from the Board of Directors.
- It is, however, permissible to give building access to the person you have asked to look after your suite if that person is other than a resident of the building.
- All access F.O.B.s and keys are the responsibility of the residents.

l) Request for Changes

- Renovations must be done by a professional.
- The professional must have appropriate insurance and be covered by Workers Compensation.
- All renovation requests, product selections and colour choices must be presented to the Property Manager and the Board of Directors for pre-approval.
- The property manager will determine if the professional has the appropriate qualifications and insurance coverage.

- All renovations are at the expense of the resident, will be left in the suite when the resident departs, and will not be reimbursable.
- All work must be conducted between the hours of 9:00 a.m. and 5:00 p.m., Monday to Saturday.

m) Moving

i) On Termination

- Notice by the Member to vacate or terminate shall be given to the Co-op in writing 90 days from the end of the current month of their intention to terminate. A form is available on our website for this purpose.
- All Housing Charges for the unit for the 90 days are the responsibility of the resident unless the suite is occupied by a new resident.
- Upon termination of the Occupancy Agreement, the resident shall surrender the vacant suite, including all additions thereto, in the same condition and state of repair as at the date of execution of the Occupancy Agreement. Reasonable wear and tear are accepted.
- Upon inspection and within a reasonable length of time after termination, a written list of cleaning, repairs, changes, alterations, and restorations, if required, will be provided to the resident.
- If necessary, the Board shall then provide the member with a written schedule of estimated charges for cleaning, repairs, changes, alterations, and restoration that the resident did not carry out prior to vacating the suite.
- The Co-op is authorized to make decorations, repairs, changes, alterations, or restoration to the suite as may be necessary to put the suite back into the required condition to rent.
- The resident will immediately, upon notice in writing, pay to the co-op all costs and expenses that such decoration, repairs, changes, alterations, or restoration incurred.
- The Board may deduct the charges from the amount paid on account of the Member's Shares.

ii) Furniture Moving

- Furniture moving shall be limited to the times established by the Property Manager and they may, at their sole discretion, establish a schedule or permitted moving times so as to cause the least disturbance to other residents.
- The resident will present a cheque in the amount of \$250 as damage deposit during the move. Once the move is completed and an inspection is done, the cheque will be returned if no damage has occurred. If damage has been noted, the cheque will be cashed.

n) Noise

- Members are requested not to make or allow any noise nuisance or any other act that unreasonably disturbs or interferes with any member of the Dugald Estates community and the neighbourhood.
- Members will refrain from making unnecessary noise at all times, but particularly between 11:00 p.m. and 7:00 a.m.

o) No Smoking Policy

- Due to the increased risk of fire, increased maintenance costs and the negative health effects of second-hand smoke, Dugald Estates has adopted the following No Smoking Policy:

No Smoking of any kind is allowed within ALL suites, balconies, patios, interior common areas, lobbies, reception areas, hallways, stairways, elevator, exterior common areas within 30 feet of building, lower parking level and the entry ways.

- This policy applies to all Members, Guests, Visitors and Service Personnel.
- All Members must adhere to the Dugald Estates No Smoking Policy.

p) Maintenance Contracts

- The Property Management Company is responsible for engaging all service contracts.

q) Pets

- Members who reside on the main floor of Dugald Estates are allowed to have one pet per suite. Board approval is required if more than one pet will be housed in the suite.

The Member is asked to abide by the following:

1. All pets must be registered with Management.
2. Exotic pets are not allowed.
3. Pets must not interfere with another Member's use or enjoyment of his/her suite or common areas, nor create a nuisance or dangerous condition.
4. Pet owners must abide by the Rural Municipality of Springfield By-Law No. 98-25.
5. A pet owner must clean up immediately any mess created by a pet on or in any areas of Dugald Estates.
6. Any pet litter must be placed in a bag, sealed firmly, and placed in the garbage. Pet litter MUST NOT be disposed of in the toilet.

r) Priority Policy

- 1) A Priority List for suites in Dugald Estates has been established and will be maintained based on:
 - (a) the date of the \$975 deposit, and
 - (b) the date of the \$25 membership
- 2) In cases where \$975 deposits were made on the same date, the \$25 membership will prioritize the order.
- 3) Residents moving within the building are prioritized by order of their initial move in date.

s) Storage Area

- Each suite has one storage locker available for their use. These lockers are located in the parking level at the east end.
- Flammable materials (i.e., Propane Tanks) or tires **cannot** be stored in the storage lockers.
- This area will be inspected, from time to time, by the Springfield Fire Department.
- Guns and ammunition must be stored in accordance with the Firearms Act.

t) Subleasing

- Subleasing must have the prior written approval of the Board of Directors of SSNHC.

u) Damage to Property Policy

- For this policy, damage is considered as something that requires either repair, service or full replacement caused by either misuse, intentional or unintentional circumstances. This could be from the member or guests of the member. This does not include items that fail due to proper useful life or from regular wear and tear.
- If damage occurs to the building, property of Dugald Estates or to individual units. It must be reported to the Property Manager. The Property Manager will determine what needs to be done to remediate the situation. The Property Manager will oversee the repair and will invoice the member responsible for the damage.
- Should a member not agree with the charge, then the matter will be mediated as per SSNHC By-Law 6.18 (b) Dispute with the Cooperative. The member must put their reasons for the disagreement in writing to the Board of Directors and a date for mediation will occur within 30 days of receipt.

GUEST ROOM INFORMATION

- i. Room rental is \$35.00 per day.
- ii. Please make your booking with the current Guest Room Representative, Bev Lumsden, at 204 853-7783 or in person at Suite 315.
- iii. The guest room key, parking pass, detailed evacuation plan and the entrance door F.O.B. can be obtained from the Guest Room Representative on the day of the rental.
- iv. Manitoba tourist information is available upon request.
- v. An '**OCCUPIED**' sign is in the room and should be placed in the slot outside the bedroom door while the room is in use for privacy and in the event of fire.
- vi. Be sure that your guest is parked in visitor parking and the vehicle license plate number has been provided to the Guest Room Representative. The parking pass should be easily visible on the car dashboard when parked on the grounds of Dugald Estates.
- vii. Stays for longer than seven days:
 - If a member books the Guest Room for longer than 7 consecutive days, only the first 7 days are guaranteed.
 - If a member books the Guest Room for longer than 7 consecutive days, the 8th and subsequent days of such a booking may be pre-empted by a second booking of the Guest Room for any of these days only if the second member's booking is made at least 7 days before the day or days to be pre-empted.
- viii. Booking from December 18th to January 2nd.
 - If more than one member has submitted a booking for the Guest Room for any days from December 18 to January 2, application must be submitted to the Guest Room Representative on or before October 15.
 - The Guest Room Representative will, after giving notice to all concerned, conduct a random draw among the members who have submitted a booking for that period.
- ix. Please remember that you are responsible for the actions of your guests (adults and children alike) while they are on the premises. If there are children visiting, please ensure that they are supervised. Remember that this is home to the residents of 46 other suites; so children should not be permitted to run or yell in common areas.
- x. Guests are to remove the comforter and shams from the bed before using. There are clean sheets and pillowcases on the bed. When your guest leaves, please replace these sheets and pillowcases with clean ones that are located in the drawer

of the dresser. Please wash used sheets and pillowcases and return them to the drawer of the dresser or to the Guest Room Representative.

- xi. Towels, shampoo and soaps for the Guest Room are available in the Guest Room but may also be supplied by the requesting member.
- xii. When your guest leaves, please ensure that the room is left neat and tidy and that all towels are clean, and soaps put away or removed. The member will make the bed with the clean linens supplied, clean all bathroom fixtures, and vacuum/sweep the floor. If the member is unable to clean the room, arrangements can be made to have this done at the member's expense.
- xiii. Please understand that any damages incurred are the responsibility of the member who booked the room and will be charged accordingly.
- xiv. Check-out time is 11:00 a.m. and check-in time is after 2:00 p.m.
- xv. Reminder: There is no smoking within the guest room and the room is subject to the 'no pet' policy.
- xvi. Draw your guest's attention to the Emergency Procedures posted in the Room.

Thank you in advance for your co-operation in abiding by these requirements.
We wish your guests a happy stay at Dugald Estates!

Board of Directors
Dugald Estates

DUGALD ESTATES IS NOT LIABLE FOR PERSONAL INJURY OR FOR PERSONAL ARTICLES
LOST OR LEFT IN OUR GUEST ROOM.

Board of Directors
Dugald Estates

UNITED CENTRE INFORMATION

1. The entrance area and hallways are not included for social use and shall be left available for all residents.
2. Preparations for the event can start after 12:00 p.m. on the day of the event.
3. Please make arrangements to have someone at the door to allow your guests access and to direct them to the room.
4. Please put the “**Occupied**” signs on the outside the main doors to the room to indicate that the room is in use. These signs are located in the slots of the sign (turned to show a blank).
5. Please remember that you are responsible for the actions of all your guests (adults and children alike) while they are on the premises.
6. Please keep the door to the hallway closed during your function to minimize the noise level.
7. A maximum of 80 guests is suggested.
8. All guests must vacate the room by midnight.
9. When your booking ends, please ensure that the common room, kitchen and washrooms are left clean and tidy and that all appliances, lights and coffee machines are turned off.
10. Make sure all the doors are tightly closed.
11. Please return the room to its original set up. If you are unable to clean immediately after your function, you are responsible to see that it is done at your expense by 9:00 a.m. the following day.
12. Please understand that any damages or breakage incurred during any function held are the responsibility of the person/persons who booked the event and they will be charged accordingly.
13. Posters, streamers, and such are not to be put up with tape, tacks or anything that could damage the paint. There is a product available called “Hold It” that will hold lightweight things without causing damage.
14. Bookings for Christmas, New Year’s Day, Easter weekend and Thanksgiving weekend.
 - If more than one member has submitted a booking for the United Centre for any of the days listed above, application must be submitted to the United Centre Representative, Bev Lumsden, six weeks prior to the event.
 - The United Centre Representative will, after giving notice to all concerned, conduct a random draw amongst the members who have submitted a booking for those periods.
 - Residents cannot book the United Centre on these holidays for two consecutive years unless the room has not been booked.

Thank you in advance for your co-operation in abiding by this information and we hope you have a successful event.

DUGALD ESTATES IS NOT LIABLE FOR PERSONAL INJURY OR FOR PERSONAL ARTICLES LOST OR LEFT IN THE UNITED CENTRE

Board of Directors
Dugald Estates

Dugald Estates
United Centre Rental Agreement

Dugald Estates agrees to rent the United Centre to _____

on _____.

By signing below, the Renter agrees to abide by the following rules and conditions:

- 1) Maximum capacity: 80 people.
- 2) There shall be **NO SMOKING** on the premises.
- 3) Please do not place any decorations on walls, ceilings or woodwork unless you use a product called "Hold It", which can be purchased at the Party Store. No tacks, tape or anything that could damage the paint is to be used.
- 4) An inspection must be made prior to and as soon as possible after function. It is the responsibility of the renter to arrange the pre-rental and post rental inspections.
- 5) Alcohol is **NOT** to be sold.
- 6) Renter is legally responsible for his/her own safety and for the personal safety of all guests.
- 7) Renter must supply his/her own coffee, tea, sugar, and creamer.
- 8) Rental fee is \$25.00.
- 9) Rental fee will not be refunded for cancelled booking unless notice is given at least 2 days prior to the event.
- 10) At the end of the function:

Kitchen Items

- Garbage emptied and removed
- Recycle materials rinsed and in container
- Dishes, cutlery, glasses washed and put away in cupboard
- Coffee/teapot, kettle unplugged, cleaned and put away
- Counters wiped
- Stove Clean (oven and top)
- Fridge cleaned inside and out. All food that was brought must be removed
- Soiled dish and tea towels to be laundered by resident and returned
- Sinks cleaned
- Dishwasher emptied

Bathrooms & Main Area

- Premises must be left in same condition as found.

General

- Windows closed
- Lights, TV and sound system off
- All doors closed and locked
- If tables & chairs have been used, they must be cleaned and put away.