



904 Lady Ellen Pl.
Ottawa, ON
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T. 1-613-722-1232
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www.cimanagement.ca

Date: March 26th, 2019

To: All Residents of Leacross Pvt.

From: Dan Fried - Property Manager and Habitat for Humanity Greater Ottawa

Dear Residents,

We would like to thank Habitat for Humanity Greater Ottawa for making us feel at home during our first few weeks here. We have been very busy getting our new policies and procedures in place so that we can begin providing you service. Please note that there will be a call for residents to apply for the Board once the condominium is registered. We are expecting this will be early 2020 and will keep you informed.

Communication

Communication between the Board, Management and Owners is a very important aspect in the overall well-being of the Condominium Corporation and its residents. We have many methods that you can communicate with our team.

Email

The easiest, and the one that will get the quickest response is email.

- Administrative Assistant -lcallahan@cimanagement.ca (Lisa Callahan)
- Property Manager -dfried@cimanagement.ca (Dan Fried)
- Financial enquiries -jddewan@cimanagement.ca (Jen Dewan)

Telephone

Telephone is another way to reach your team. The main number is 613-722-1232. This number is to be used 24 hours a day. If we are unable to answer the phone it will be forwarded to our automated attendant.

After business hours (evenings, weekends and holidays), you may call the main number and this will be routed to our automated attendant that will lead you through a series of prompts that will allow you to leave a message for any member of our team you choose.



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After Hours Emergencies

If you encounter an after-hours (evenings, weekends and holidays) emergency such as a water infiltration, you may call the main number and this will be routed to automated system where you will be led through a series of prompts that will allow you to connect to a live person who will take your emergency call and dispatch it to the appropriate party. **It is essential that this service not be used unless it is a true emergency.** If the call is not a true emergency the Board will reserve the right to charge the cost of the call back to the individual resident.

Website

We have a very useful and intuitive website for all residents (owners and tenants). To access your buildings' information, you must register by going to www.cimanagement.ca and choosing if you are a Board member, Owner or Occupant and then following the directions.

If you use email, you will receive an invitation to one of our web portals that is called Smart Buildings. This is where you can reserve amenities, list items for sale etc. This portal can be accessed (once you have signed up for it) through our main website at www.cimanagement.ca

Once you are logged in you can do everything from viewing Corporation documents, contacting your property manager, submitting a service request and much much more. This website is a very important part of our Management plan, but if you are not comfortable using it please contact your Administrative Assistant and they will help you with the website.

We are very excited to be taking over the management of your property and look forward to serving you.

Sincerely,

The Capital Integral Property Management Team