

YOU ARE HOME

Welcome to your new condo, your new home. MenRes understands that buying a home is one of the biggest emotional and financial decisions you'll ever make.

At MenRes, we are committed to providing honest, professional service to our condominiums. We understand, that as a new homeowner, you will have a lot of questions and this is where we come in. We are here to ensure that your home and your community, exceeds all of your expectations.

Our team of committed Property Managers and Administrative Assistants will work with you to maintain your beautiful, smart and safe home and provide you with an experience that is truly memorable.

This Quick Guide was created by MenRes, so that you can easily access all the information you will need to live your life storey to the fullest in your new home and community.

CONTACT



menkes

MENKES CUSTOMER CARE

In-suite Service Requests | Pre-delivery Inspections |
New Home Closings | Warranty Information
416-225-7171
365churchcc@menkes.com
menkes.com/condominium-living/customer-care



MENRES
PROPERTY MANAGEMENT

MENRES PROPERTY MANAGEMENT INC.

Moving, Elevator & Amenity Bookings | Common Area
Concerns & General Building/Community Questions | Condo
Control Central support
416-596-6531 | churchpm@menres.com



CONCIERGE - 24 HOUR SERVICE

Resident & Guest Access Control | Deliveries | After-hours
Move-in | Community and In-suite Emergencies
416-xxx-xxxx | xxxxxxx@bellnet.ca



CondoControlCentral
The only place you need to go for your condo

CONDO CONTROL CENTRAL

Online Resident Portal
condocontrolcentral.com

MENRES
PROPERTY MANAGEMENT



A QUICK GUIDE:
INFORMATION REGARDING
YOUR CONDOMINIUM

ONE TEAM

At MenRes, we have dedicated Managers that are working towards the same goal; ensuring that the home and community in which you are living, are exceptional. For your ease and convenience, you will find a contact list of all of our team members on the back page.

MENRES PROPERTY MANAGEMENT

At MenRes, our level of service is unparalleled in the industry. Because you're not a number; you're our primary concern and you deserve our undivided attention. Dedicated Property Managers (PM's) are trained to manage your property and maintain your condominium corporation at a level that residents expect, whilst minimizing risk. They work hand and hand with the Board of Directors to ensure a safe and happy environment for you, your visitors and your neighbours.

Your PM is your first point of contact should you have inquiries about common areas, maintenance, repairs, require emergency building response or need to address concerns related to neighbour relations.

BOARD OF DIRECTORS

An elected group of homeowners, chosen by you, whose function is to serve the interests of the members of the Condominium Corporation.

CUSTOMER CARE

While your home is under warranty, Menkes Customer Care provides after-sales service for your new unit from their on-site office and they are your primary contact for all your in-suite warranty service requests. For issues that occur once the warranty has expired, it is the responsibility of the homeowner to take care of all in-suite repairs. MenRes Property Managers will be happy to provide you with assistance if needed.

CONCIERGE

For your convenience, the concierge is available to you 24 / 7. They are here to assist you with a number of things including access control, guest access, amenity bookings, deliveries and emergencies. An example of an emergency would be a fire or a flood.

CONDO CONTROL CENTRAL

Condo Control Central is a web-based system that helps residents, Property Managers, board members and security guards communicate quickly and easily. You can book amenities, make service requests, view notices and more via CCC online or through the app. Your CCC login details will be provided to you by your PM.

STEP BY STEP CONDO LIVING & MOVING

1

REGISTER

In order to activate your access devices, all Resident Information Forms must be completed on or before your closing and moving date. Below is a list of the important resident information we will need from you:

- Owner and Resident profiles of all people living in your suite (**identifying any special needs**)
- License and Vehicle Information
- Phone Numbers for Community Enterphone (to allow remote guest entry)
- Insurance Information
- Tenant Information (if applicable)
- Pet Profiles (if applicable)

2

KEY RELEASE & NEW HOME CLOSING PACKAGE

If you bought your suite new from 365 Church Condominiums Residences Inc., once Menkes receives confirmation from their solicitors that your suite has legally closed, suite keys will be released to you by Customer Care. Your Closing Package contains your community access devices, suite, locker and mailbox keys (as applicable).

After closing, your PM will provide you with your Welcome Package. Your Welcome Package contains your Resident Information Form, information related to rules and regulations, insurance, visitor parking, parcel delivery, Condo Control Central as well as various checklists, to help keep you organized.

3

MOVING

Be sure to book your move through CCC well in advance and confirm with your move-in coordinator. Your Welcome Package will provide you with details regarding elevator booking times, elevator dimensions, the location of the moving areas, loading bay allowance for the allowable maximum size of trucks etc. Also, note that large deliveries must be scheduled in advance.



4

INSURANCE

As an owner and resident, it is essential that you protect your home and personal belongings from your very first day of occupancy with homeowner's insurance. The appropriate amount of insurance coverage must be purchased and a copy of your insurance, provided to your PM. The necessary insurance includes Contents, Liability, Improvements and Betterments, Sewer Back-Up, Insurance Deductible and Additional Living Expenses (optional).

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YOUR COMMUNITY AMENITIES

At 365 Church Condominiums Residences, there are an array of life-style amenities available to you and your guests. To ensure safety and maximize the enjoyment of your new community and amenities, general rules and regulations are in place. The rules and regulations document will be included in your Welcome Package and we ask that you and any tenants or guests, please familiarize yourself with them. For your reference, they are posted in all of the common areas and you may request additional copies from your PM should you need them.

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HOME MAINTENANCE & SAFETY RESPONSIBILITIES

If you bought a new suite from Menkes, you will be in the possession of a Home Care Guide which contains complete information regarding warranty rights and responsibilities. The Home Care Guide will be your primary resource for understanding how to functionally maintain your new home to achieve its optimal performance and how to respond in the event of an emergency.

If you are a new a new resident that is renting in the community or a second owner of a suite, your PM team will provide you with a Resident Orientation booklet at the time of your move-in.