



Gateway Owner/Occupant Update And Operational Awareness

SECURITY

We have had a security breach and vehicles in the parkade are again being targeted, as such we are asking everyone to be diligent and mindful of the following:

- Report all suspicious persons or activities to the Calgary Police (911 if you feel a crime is in progress)
- We just completed about \$5,000 worth of work on securing the perimeter/entry doors, if you see a security door not operating properly;
 - Report to the Site Office in person or by email (detail on location and even a picture help greatly); if after hours...
 - Call and report to the after-hours dispatch
 - Again, reporting to us via email at night will do no good
 - Keep in mind and be aware of who is trying to enter at entries with no fob
 - All persons should enter with a fob or via the intercom
 - Couriers and deliveries at the front entry should be re-directed to the south entry when possible.
 - If a door isn't closing on its own – pull it shut
 - A little care and attention go a long way.
- If you become a victim of crime:
 - Make a formal report to the Calgary Police, once a case number is assigned to your report,
 - Bring the case number and investigating officer contact details to the site office
 - Include in your report to us: the fob #'s (door or parking) – we will want to isolate this right away to prevent misuse
 - Gateway staff will then review security camera footage and report back to the City Police if useable footage is found
 - I want to advise that we have observed criminals in the parkade who have been wise to the cameras and have avoided being captured in the “Act”
 - Our cameras have a great benefit but a reminder they are a larger deterrent than crime solver.
- A note on Fobs:
 - We have been having some glitches with our Kantech system, and are working to get it operating more smoothly and consistently; if you are having problems:
 - Please report to the Site Office, we will need:
 - The fob number in question, and locations where trouble is occurring.
 - We cannot always solve your concern at the time you stop in to the Office, so expect to make your report and have us follow up with you at a later time.
 - Ordering Extra Door Fobs:
 - Door Fobs can only be ordered and purchased by the Owner or Owner's Agent
 - Order forms are on the website and it is best to email your requests in (admin@gatewaysouthcentre.com)
 - Ordered fobs can take up to 1 week to get processed; so don't expect to just drop in and get this done.



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- Each Fob is assigned to a specific Unit and is limited at this time to 4 fobs (going beyond this number puts the integrity of the data at risk)
- Owners need to engage in the management of their fobs to ensure we get the intended added security benefit from them; we have been seeing the following:
 - Requests to try and get “old” fobs re-activated
 - Owners who own more than one Unit using fobs for mismatched Units
 - Even fobs coming with claims they don’t work – but that are not entered in our database
- If Gateway cannot verify the accuracy of the fobs issued to your Unit we will be required to:
 - Delete all fobs and have Owners re-purchase the fobs they require (\$50.00 each)
- Ordering Extra Parkade Fobs:
 - Again, if you are the Titled Owner of the parking stall; you are the Only one entitled to purchase a parking fob.
 - Only 1 parking fob per parking stall should be issued – if you rent your stall, you still don’t need 2 parkade fobs as you can use your door fob to access this area.
 - These parking fobs are also getting to an age where they are starting to lose battery power, unfortunately the batteries can’t be replaced, and you will need to purchase new fobs (\$100 ea.)
 - The Corporation has looked into fobs where batteries could be replaced, and they were advised that our system works very well with very few problems and as such should stick to what we have.
 - Again, Owners need to engage in the management of their parking fobs
 - If Gateway cannot verify the accuracy of the fobs issued to your Parking Unit we will be required to:
 - Delete all fobs and have Owners re-purchase the fobs they require (\$100.00 each)



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DELIVERIES

- Owner/Occupants need to advise couriers on the desired instructions for deliveries
- We ask you direct couriers and large deliveries to the south entry
 - We are considering having couriers sign in and out with Site Office for added security
- The Site Office doesn't accept deliveries; if they can't deliver to your door you will need to:
 - Check bulletin boards at entries and mail rooms for your packages or pick up slips
 - Follow up directly with the courier and/or service provider
- Gateway will look to pull all such bulletin board notices after 14 days; we will not be calling you to advise.
- Large deliveries (furniture) should be book in a similar way as a "move".
 - Large deliveries with no advance notice, that could damage the elevator:
 - Will be stopped by Gateway until proper arrangements can be made to pad and
 - make key lockout arrangements for the affected elevator.

ELEVATORS

September 12, 2019 - On a more positive note: Elevator 2 is back in operation – yeah!

- Elevator 1 and 4 – will still be down but we are actively working with Thyssen to get a better resolve for rapid slipper wear.
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PARKADE

Parkade Remediation:

- We are on track to be completed as scheduled – Sept 13th, 2019
 - Notices were posted in a few parking stalls to allow for crewed to complete small patched that required more detailed review.
 - If you are one of these stalls your cooperation is greatly appreciated.
- This was a large undertaking, and everyone did their part to get this work completed. In doing so we have secured the long-term life cycle of the parkade.
- Keep in mind this was a partial replacement o the membrane; so future phased work will be called upon again in the future, to ensure we prevent catastrophic and expensive failures.

DRAINS

- Horizontal drain cleaning in the parkade is continuing and appears to be going along without too much difficulty.
- We did have one back up September 11, by Elevator 2 – that has been properly managed and resolved.

WINDOW CLEANING

- This work should also be completed by this Saturday, September 14th, 2019



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CARPET CLEANING

- Carpets in the small and large lounges are being cleaned this week
- Carpets in both guest suites are being cleaned this week.

ON THE HORIZON

- Vertical drain cleaning – this requires Unit access to be coordinated – no specific dates have been set- eligible for deferral to 2020
- South parking lot resurfacing – no specific dates is set – eligible for deferral to 2020
- Front Entry Loading zone – drive lane resurfacing and curb repair - no specific dates is set – eligible for deferral to 2020
- Phase II Roof Maintenance contract (over the 1100 Units) – no specific date set – this work has been brought forward from 2020 to deal with chronic leaks in the area.
- Front Entry Step repair- no specific dates is set – eligible for deferral to 2020

Overall the Board and Condo Management are pleased with the progress we have made during the first year of “Direct Management”. We ask for your continued patience as we work through many of these operational items and develop a predictable and consistent program that will meet with all our needs.

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