



CENTRAL TOWER

AT CENTURY PARK



RESIDENT MANUAL

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Welcome to Central Tower

Thank you for choosing Central Tower for your new home. Inside this guide you will find the information you require to make your experience a pleasant one.

Central Tower Contacts

ProCura Property Management Office	587-415-9895
Property Management After Hours	587-415-9895 customerservice@procura.ca
After Hours Emergencies	587-415-9895
Emergency Services – Fire, Ambulance, Police Services	911
Non-Emergency City of Edmonton	780-423-4567
Leasing Office	587-415-4577

Amenities

Amenities Room

Adjacent to the elevators on the lobby floor, you'll find the Amenities Room. This area features a kitchen, dining area, and outdoor patio with 2 outdoor BBQ's. It is complimentary and is available for residents' use, please contact our property management office at 587-415-9895 to book the space.

Bicycles

Bicycles Storage is available on the P2 level. In order to access this area, the gate code is: Hold 2 & 4 at the same time and then 3. Secured Bicycle Lockers are also available for rent, please contact our property management office at 587-415-9895 to reserve a locker.

Central Social and Lifestyle Club

Muscle Beach Fitness

Take advantage of free weights, TRX equipment, treadmills, and stairs/rowing machines.

Billiards

Feel free to use the Billiards lounge for a pleasant evening with friends.

Golf Simulator

Hit the links in our world class golf and multi/sports simulator.

Spin Cycle Room

Enjoy a spin class or follow your own program in our state-of-the-art spin cycle room.

Garden Beds

Garden beds are available for Residents. The beds are irrigated, and Residents can grow a variety of permitted plants, fruits or vegetables. Please contact our property management office at 587-415-9895 to reserve your Garden Bed. The gate code is: Hold 2 & 4 at the same time and then 3.

Next Level Dry Cleaning

For your convenience, Next Level Dry Cleaning services have placed a concierge locker unit on the P1 floor near the elevators. Next Level provides laundry, dry cleaning, shoe renew services, through their machine. To set up an account, view pricing, and utilize the service, please visit <https://nextleveldrycleaners.com/> for more information.

Parcel Pending

Parcel pending is currently unavailable due to Government Regulations regarding the current pandemic situation. We will update tenants once Parcel Pending is fully operational.

Paws and Claws Wash

The Paws and Claws wash is located on P1 Level. In order to access this area, the gate code is: Hold 2 & 4 at the same time and then 3.

Central Tower Resident Information

Please follow all posted rules, as well as those laid out in Schedule A of your lease.

Building Intercom System/Remote Visitor Access via Phone

If you wish to have your name (first and last or a preferred alternative) listed on the main floor intercom directory, please contact our property management team. You will be required to fill out a form, authorizing our management team to enable this feature for you. Central Tower is equipped with a main floor entrance intercom, that can be programmed to dial your phone (cell or landline) directly. Enabling this feature, allows all visiting guests to call you from Central Towers intercom system, whereby you can remotely allow them access by pressing **00***, after answering your phone.

Elevators

There are two elevators in Central Tower. We ask that you please be mindful that there are times when one elevator may be designated for a move in or move out.

If you need to book the elevator for a delivery or a move in/move out, please contact our property management office at 587-415-9895.

Entries & Exits to Central Tower

We wish to safeguard Central Tower, your home, when entering or leaving the building by car or foot please ensure the doors are secure and no non-residents are bypassing security measures.

Loading Dock

Our loading dock is available on the north side of the building. It serves as a convenient way to take deliveries of large items or to use for a move in/move out. Access is gained through pressing the 'MR' button on the main elevator when it is on the main floor.

Please note you may book the loading dock with our property management office at 587-415-9895.

Guests

We ask that you notify our property management office at 587-415-9895 of any guests staying longer than fourteen days. If your guest has a vehicle, please register the vehicle with our property management office at 587-415-9895 they will require the make, model, license plate and contact phone # of the owner.

Property Management & Administration Office

Our Property Management & Administration Office is located on the main floor across from Concierge, in Suite 101. Hours are subject to change and will be posted for residents' convenience. Resident's may drop off scheduled payments, renew leases, update parking registration, pet registration or any other matters can be facilitated at your convenience with the Property Manager.

Barbecues

Residents are allowed to place Electric Barbecues on their balconies, any other types of barbecues are not permitted on balconies at Central Tower. Two Community Gas Barbecues are located on the patio outside of the Main Floor Amenities Room when weather permits.

Guests & Corporate Stays

Do you have guests visiting you at Central Tower? Corporate stays offers a variety of furnished suites available for guests to book for their stay at Central Tower. Rates start at \$99/Night. You can book via their website <https://www.corporatestays.com/en/cs-buildings/central-towers/> or by calling 1-800-213-6030.

Insurance

Residents are responsible for their own Contents Insurance. Any change in your insurance policy must be supplied to the landlord, within a reasonable period.

Maintenance & Repairs/ Filter Changes

Central Tower will have regular routine maintenance and repairs. Should you require additional services, please notify our property management office at 587-415-9895 and they will coordinate a time that is convenient for you to attend to your matter.

If you are experiencing an emergency such as a water leak, loss of heat, gas smell, smoke, etc. please contact our after-hours emergency for immediate assistance.

Pets & Pet Care

Central Tower is a Pet Friendly building. Respectfully, please ensure your pet is always on a leash in any of the common areas and any defecation is properly picked up and disposed of.

Quiet Enjoyment

It is always important to remember that we share communal floors and walls. Please be mindful of the time of day and the level of noise (volume) within your suite. If you feel there is a violation of this regulation, please report your complaint to our property management office at 587-415-9895.

Waste

Please ensure your waste is properly secured and bagged and disposed of in the appropriate bins and/or chutes. Waste is not to be kept in any of the common areas, including hallways, entrances, balconies storage facilities and parking facilities, at any time.

Important Information and Fees

Paying Additional Fees

Additional fee payments can be made in two other ways, one is with a certified cheque or money order, payable to 'Century Park Developments Ltd.'. The other is through debit or credit card in the rental office, please note, a 2.5% merchant fee is charged on MC/Visa & 3.5% on AMEX.

Electricity Billing

Your electricity is read monthly and billed back through Hamdon Electricity Management. There is a one time \$30 set up fee on your initial bill for this service. Payments must be made within 10 business days of receiving your electricity bill.

Payments can be made through certified cheque or money order, or through debit or credit card (2.5% merchant fee is charged on MC/Visa & 3.5% on AMEX).

Move In & Out Checklist

All prices on the below list are subject to change***

ITEM	NEEDS SOME WORK	NEEDS MAJOR REPAIRS	SATISFACTORY	MAX REPLACEMENT PRICE
<u>DOORS AND WINDOWS</u>				
<u>Replace:</u>				
Kitchen cupboard hinges (each)				\$35
Screen door material				\$150
Kitchen cupboard door				\$225
Interior doors within Suite				\$300
Screen door				\$350
Suite entrance door replace				\$1200
<u>Repair:</u>				
Holes in doors within Suite				\$120
Window screen				\$125
<u>KITCHEN AND APPLIANCES</u>				
<u>Replace:</u>				
Microwave				\$600
Dryer				\$700
Washer				\$800
Range				\$1300

Fridge				\$1500
Kitchen Countertop				\$1600
<u>Repair:</u>				
Plugged kitchen sink				\$50
Fridge filter				\$50
Dryer lint basket				\$50
Dents in fridge				\$120
Fridge door liner				\$150
Oven window				\$175
Fridge crispers				\$225
Washer front door				\$275
Dryer front door				\$275
Range cook top				\$300
<u>BATHROOM</u>				
<u>Replace:</u>				
Washroom sink drain cover				\$35
Toilet flush mechanism				\$50
Toilet seat				\$65
Toilet tank				\$240
Mirror				\$300
Toilet replacement				\$400
<u>Repair:</u>				
Chips in tub and or sink (each chip)				\$50

<u>UNIT PAINTING</u>				
Patch and paint (per wall)				\$150
Complete paint:				
1 Bedroom				\$800
2 Bedroom				\$1200
<u>KEYS</u>				
Parking Placard				\$35
Mailbox lock and key				\$50
FOBS				\$100
Suite Door key				\$150
<u>MISCELLANEOUS</u>				
<u>Suite cleaning:</u>				
Appliance (each appliance)				\$50
Floors				\$100
Balconies, doors				\$100
Windows				\$100
Counters, cupboards				\$150
Bathroom				\$150
Smoking in Unit				\$1500

Parking & Visitor Parking

Resident Parking

Heated, underground parking is available for residents at current market rates. Please follow all outlined parking rules in the parking agreement (schedule D of the lease or as otherwise posted).

Visitor Parking

Parking for visitors is available on a first-come first-served basis. The spots are marked on the east side of P1 level. Visitors staying longer than 48 hours in the Central Tower underground lots must register their vehicles with our property management office at 587-415-9895. Visitors are prohibited from parking in the Regent or One Century visitor parking surface stalls as well as the visitor leasing stalls directly in front of Central Tower main entrance.

Move In & Move Out/Large Deliveries

Move in/Move Out Day

We'd like your moving day to be as simple as possible. Please adhere to the following for a seamless experience.

- Prepare your moving company (if you are using one) to be available during the time you are scheduled. There is a possibility multiple people may be using the moving dock area on the same day, so it is important to arrive promptly and to vacate the loading dock area as per your booked time.
- Please bring your \$200 refundable deposit on moving day. This deposit is collected prior to use of our loading dock and elevator and is returned after your move-in/out so long as the elevator is clean and there is no damage to the loading dock area, elevator, and common areas.
- Your Property Manager will conduct a move-in/out report with you, a typical inspection required by the Residential Tenancy Act. It is important that this is done thoroughly. This can also be done prior to move-in/out day if the suite is available, contact your leasing agent for more details.
- All large items are to be loaded through the loading dock only.
- Furniture that does not fit in the elevator must be loaded through the P1 stairwell. Your leasing agent or the building manager will facilitate this should the issue arise.

Loading Dock Access

- 1) All loading dock access should be booked prior to moving large items and/or furniture.
- 2) To access the loading dock, press 'MR' button in the elevator while the elevator is on the main floor (elevator 1 only).
- 3) To open the loading dock, use the control located on the north wall of the bay.

Telus

Central Tower has partnered with TELUS to provide all residents with their latest Fibre Optics. Central Tower has included their "feature package" which includes a PVR or multiple depending on your suite.

Telus Optik Top Up is an option, with your new TELUS Service, which is available to all residents to add channels, and increase the speed of Internet Service in your suite.

Channels and theme packs can be added to your TELUS account as a reoccurring monthly charge (Optik Top Up).

Enhanced Internet Speeds can be added to your TELUS account as a reoccurring monthly charge

You do not need to add Optik Top Up features if you are happy with the existing TELUS service

TOP UP For the tenants wishing to add channels or Top Up their internet, please email followups@telus.com and cc Denise.drew@telus.com . Please include the following information and a rep will action your personal requests:

CLIENT NAME:

CLIENT ADDRESS: Century Park Developmental Tower Suite #_____ , 2610 109 St NW T6J 2X1

CLIENT CELL:

CLIENT Email:

ASK: do you receive any bills directly sent from TELUS for home phone? for Additional TV channels or for Internet.

ASK: paper bill or eBill

ASK: if they know what channel packs or channels senior is asking to upgrade to please

Programming devices to Optik TV™

Programming your TV

Remote Control

Before you start to program your remote control, make sure your TV is switched on.


- 1 Tap the **mode** button until the red TV light on your remote flashes, as shown in the picture on the right.
- 2 Press and hold the **mode** button for 3 seconds, until the TV light flashes twice.
- 3 Refer to the table on the right. Enter the code for your TV brand. The light will flash twice.
*Selecting "Other" will search for all other TV brands and may take up to 15 minutes to generate codes.
- 4 Press and hold the **power** button. When your TV switches off, remove your finger from the **power** button.
- 5 Press **ok**. The red TV light will flash twice.
- 6 Press the **power** button again to switch your TV back on.
- 7 Tap the **mode** button until the green OPTIK light is illuminated at the top of your remote.

That's all there is to it. Now, you can turn your TV and digital box on and off simultaneously by pressing the **power** button on your remote.

DVD, BluRay and Audio Auxillary Devices

To learn how to program your remote to control these devices, please visit telus.com/programtvddevices.

Quick tips

- 1 Back/Exit:  a. Tap to go back. b. Press and hold to exit.
- 2 If you're using Xbox 360® as a set top box, your remote has been pre-programmed to control it. To control your Xbox 360®, make sure you are in AUX mode.

Congratulations – you're done!

Troubleshooting: If the programming does not work properly, please refer to the FAQ's at telus.com/remotefaq.



TELUS Business Optik TV. Troubleshooting guide.

In the event that a guest reports an issue with the Optik TV™ service, following these steps may resolve the problem.

In the guest room

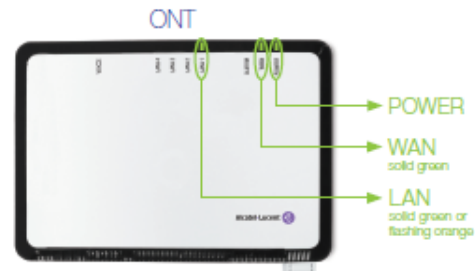
1. Confirm power to TV set, Optik TV digital box, and Actiontec modem.
2. Confirm physical connection between digital box and TV set (usually via HDMI cable), and select corresponding TV input.
3. Confirm physical connection between Actiontec modem and digital box (via Ethernet cable).
4. Check that the LINK or SIG light is green on the Optik TV digital box, if not, proceed to step 6.
5. Check for green screen or "Press OK to watch live TV" message.
 - a. If green screen, press OK and test channels.
 - b. If not, continue to step 6.

In the electrical room

6. Confirm POWER and WAN lights are green on the ONT (white box), and that the LAN 1 light is either green (ready) or flashing orange (transferring data traffic).
 - a. If no lights, submit repair request to TELUS.

In the guest room

7. Confirm WAN, INTERNET, and one of the LAN 1-4 lights are green on the Actiontec modem.
 - a. If no lights, power cycle modem by unplugging the power cord for 5 seconds.
 - b. If no lights after power cycle, submit repair request to TELUS.
8. Test internet connection with a laptop plugged directly into LAN 1-4 on the modem for that room.
 - a. If ok, continue to step 9.
 - b. If not, submit repair request to TELUS.
9. Power cycle the digital box by unplugging the power cord for 5 seconds.
 - a. If, after 5 minutes, the TV stays blank or is stuck on initializing screen, connect the digital box to different port on LAN 1-4 on modem in the electrical room and reboot the digital box again.
 - b. If, after 5 minutes, the TV still stays blank or is stuck on initializing screen, submit repair request to TELUS.



Submitting a repair request by email

Please include the following details when submitting your repair request to BTV.Repair@telus.com

- Subject line BTV [10 digit Connection ID] Short Trouble Description i.e. BTV 403-999-9999 – STB stuck on initializing
- Hotel name and location
- Room/Suite/Unit #
- Connection ID BTV 10 digit #
- Onsite contact person name and contact number
- Business hours for callback
- Trouble description
- Confirm troubleshooting steps performed