

Frequently Asked Questions

The following Q and A are in direct response to questions commonly asked by owners and residents of The Waterbrooke. As they are merely a summary, please familiarize yourselves with The Waterbrooke's Declaration and By-laws.

1. How do I find a copy of The Waterbrooke's rules?

The rules are available on our website www.waterbrookecondos.ca under "For residents" and then "[Condo Rules](#)".

2. How do I reach the Property Manager?

Eastern Ontario Property Management Group. Phone: 613-918-0145 Email: info@eopmg.com

The Property Manager is normally on-site each Wednesday morning from 09:00 am to 12:00pm in the office located in the south-east corner of the parking garage.

3. Are pets allowed at The Waterbrooke?

Yes, a dog, cat or caged bird (except pigeons) is certainly allowed as long as it is kept as a pet in a unit. Unfortunately, no other animal, livestock or fowl is allowed (see Section H of The Rules).

4. How can I get a replacement key for my mailbox or storage room?

The property manager would be happy to provide replacement keys and fobs at your expense.

5. Do I need permission to remodel my unit?

It is good for all of us when owners improve their units. That said, if you would like to move or remodel a boundary wall, load-bearing partition wall, floor, door or window, toilet, bathtub, wash basin, sink, heating, plumbing or electrical installation or modification contained in or forming part of a residential unit shall be installed, removed, extended or otherwise altered, prior written consent of the Corporation is required. Please submit an [Application to Modify Unit and Common Element \(Form 2010-2\)](#) to the Corporation and receive written approval before starting. If you want to decorate, alter the surface on any wall or ceiling within your unit, permission is not required. (see Section B of The Rules). Please ensure your contractors remove all of their waste and debris resulting from your renovation and do not to dispose of it in our waste bins or garbage rooms.

6. Whom should I contact if Bell/Rogers/Hydro etc. service people are coming to do some installation work?

Please notify the Property Manager as they may require access to the mechanical room in the garage.

7. Do I need to notify anyone when I go away?

Residents are required to provide the Property Manager with up-to-date emergency contact information and the contact information for alternate residence (winter home/summer cottages). Residents who will be away for more than one week need to notify the Property Manager.

8. If I decide to rent out my unit, what should I do?

For all condo leasing arrangements requirements, see Section C of The Rules and 3.4.1 of the Corporation's Declaration.

9. Can I have a BBQ on my balcony?

Unfortunately, no. Barbecues (gas or otherwise) are not to be used in the unit or common elements.

10. Can I store my bicycle on my balcony?

Nothing is to be kept on balconies or patios except patio furniture. Balconies and patios need to be kept clean at all times. Bicycle racks are provided in the bike enclosure. Please mark your bike with your name and unit number.

11. Can I install a satellite television system?

Television antennae, aerials, towers, satellite dishes or similar structure are not allowed to be erected on or fastened to any unit, or any portion of the common elements, except by the Corporation in connection with a common television cable system.

12. Does the Waterbrooke have a recycling program?

Absolutely, the Waterbrooke is proud of its recycling options. Please separate your waste and deposit it into the appropriate containers for paper and cardboard (large yellow and small blue), plastic and metal (large blue), and compostable materials (green). Ensure the lid of the Green bins are carefully closed after compost waste is deposited. Please wrap compost waste in newspaper before disposing as this helps in controlling maggots.

13. Where can my visitors park?

Your guests are welcome to park in the designated 'visitor vehicle only' spaces located outside in the back of the garage on Level 1. This area is accessible from Columbus Avenue. These spaces are not intended for residents who have a second vehicle (except for motorcycles, which should be registered with the Property Manager and should be parked in the far right space beside the shed). Any other second vehicle permanently parked in the visitor's spaces will be towed at the resident's risk and expense. Overnight visitors require an "Overnight Visitors Parking Authorization Permits" from the unit owner or tenant, or risk having their vehicle towed at the visitor's risk and expense.

14. How should I request maintenance repairs to common elements within my unit?

Owners should submit a Work Request Form available at the Forms section to the Management Office (see Section E of the Rules).

15. How should I request common area maintenance?

Owners should complete a [Work Request Form](#) (*Form 2010-1*) available in the Forms section of the website and submit it to the Management Office (see Section E of the Rules).

16. What can I store in my parking spot in the garage?

Each parking space should be kept clean and tidy. Owners are allowed to place resin or metal cupboards to keep personal items. Articles are to be kept in the cupboard, not on top or around the cupboard. Flammable liquids, tires or cumbersome equipment are prohibited. A standard bicycle may be stored within a parking space. All items in the parking space must fit within the boundaries of that space with no spill-over onto a common element.

17. How should I register a concern, complaint, or suggestion?

Please submit any concern, complaint, or suggestion in writing to the Management Office.

More questions? Please ask our Property Manager!