

SECTION A: CONTACT INFORMATION AND EMERGENCY PHONE NUMBERS

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PROPERTY MANAGEMENT EXECUTIVE INFORMATION

FirstService Residential
2645, Skymark Avenue, Suite 101
Mississauga, ON, M9W 6R4

Emergency Phone Number after Hours 416-293-5900

After Hours Emergency Customer Care..... 855-244-8854

Lana Lewin, Property Manager, Email: lane.lewin@fsresidential.com

Direct Phone.....416-847-4709

Head Office Phone 416-293-5900

Fax No 416-293-5904

Ballantrae Email Address: ballantrae.community@fsresidential.com

BOARD OF DIRECTORS Y.R.V.L.C.C. 1079 as of most recent AGM – July 22, 2021

PRESIDENT – Jenny Gould

TREASURER – Joanne Pagliocca

SECRETARY – Doug Major

DIRECTOR – David Small

DIRECTOR – Steve Smith

BALLANTRAE COMMUNITY

Melfer (Emergency only)905-640-5111

Recreation Centre.....905-640-1055

Ballantrae Golf & Country Club.....905-640-6333

PROPERTY MANAGEMENT CONTACT INFORMATION

Alteration Requests: The Alteration Request form can be found on this website under the section Printable Forms.at <https://www.hotg.ca/wp-content/uploads/2019/05/FSR-Alteration-Request-Fillable-Feb-2017-3.pdf> Please email the completed form to your Property Manager or drop it in the mailbox at the Rec Center. A response/approval will be sent back to the Owner usually within two weeks.

Security Gate Questions: Contact the Property Manager

Grass: Contact the Property Management

- a) If this is a grass cutting or maintenance question it will be addressed with our Grounds Maintenance Contractor.
- b) If necessary the Grounds Maintenance Contractor will visit to address the concern.
- c) If the grass needs repair or replacement, then to be safe the Irrigation Contractor can be contacted by Property Management prior to the grass repair to check that the irrigation system is working in this area.
- d) If the grass needs repair or replacement then this is an Owner's responsibility

Plants and Gardens: Contact Property Management

- a) If this is a gardening or maintenance question, it will be addressed with our Grounds Maintenance Contractor.
- b) If a plant is dead it is the Owner's responsibility to replace the plantings with Board approved plantings.

Trees: Contact Property Management

- a) If a tree is dead or must be replaced, the arborist can be contacted for a professional opinion.
- b) Property Management will pass the report from the arborist back to the Owner.
- c) If a tree is dead it is the Owner's responsibility to replace the tree and an Alteration Request Form will be required.

Irrigation: Contact Porcupine Irrigation info@ballantraegolfclub.com

- a) Our Irrigation Contractor will check out the area of concern within three (3) days.

Contact Property Management for any other concerns

EMERGENCY SERVICES

Call 911 to report a fire, save a life, or for other emergencies requiring immediate response.

When you call 911, Emergency Services asks that as well as your street address, **you must tell the operator that you live in the Ballantrae Golf & Country Club Community.**

Emergency services are prepared to respond and have been issued emergency access to the Ballantrae Golf & Country Club Community

PLEASE NOTE: Additional contact information is available on the Community Website – www.hotg.ca and is being updated on a regular basis. Please refer to the Helpful tab and Helpful Contacts page on the menu bar at the top of the page.

COMMUNITY ACTIVITIES

The Recreation Centre is the hub of social and athletic activities for the Ballantrae Golf and Country Club (BG&CC) Community. In addition to the pool, tennis courts, snooker tables and horseshoe pitch there is an exercise room with treadmills, stationary bicycles, weight machines, and free weights. There are supervised exercise programs, for which you must register and pay a fee. A wide range of activities is organized and conducted by both community volunteers and Recreation Centre Staff. For complete information on activities and contacts, please consult the Recreation Guide on the Ballantrae Community website www.hotg.ca.

The library in the Recreation Centre is available for everyone to use. It has been created by residents who donate books and by volunteers manning it daily to keep it in order. Books can be signed out on a regular basis. The library also has four computers for the residents to use; access to the Internet is available any time that the centre is open.

Entrance to the Recreation Centre requires the use of your electronic key or 'fob', which is issued to Owners at the Recreation Centre Office.

'Home on the Green' is a high-quality magazine written, illustrated and edited by residents of the BG&CC Community and is published four times a year. Contents include reports on past and future events in our community and the magazine also profiles members of the community. The magazine is financed through advertising funds received from local business enterprises.

An active BG&CC Social Committee comprised of volunteers from each of the condo groups, organizes community activities including theatre outings, casino and shopping excursions, musical concerts, featured speakers, dances and assorted weekly events in the Recreation Centre. Annual highlights include a Christmas dinner and dance held at a local venue and each Labour Day, 'Cocktails on the Green' at the Recreation Centre, is an extremely popular event featuring potluck hors d'oeuvres and drinks. Bring a chair and enjoy the camaraderie, music and dancing on the patio.

You are able to buy a permanent name badge which is very useful when attending social functions in our community. These badges are magnetic and very attractive. For those unable to wear magnets, for medical reasons, badges are also available in a pin type. If you would like to have your own badge, the contact information is noted in "Home on the Green Magazine"

YRVLCC 1079 has earned a reputation in our community as enjoying a good time and we are very fortunate in having a number of our residents who are determined to keep up our reputation. Some of the past events have included a summer street party.

We have an email Directory that is a convenient and inexpensive way for your Board to send out timely information to our Owners. Please contact a Board member if you wish to add your name and email address to the Directory. We realize that some of our Owners do not have computers. If you do not have a computer, we would encourage you to talk to your neighbours and if one of them is receiving information from the Board, please arrange to have him or her give you copies of our communiqués.