

Board Talk

YRCC 616 - Observatory II

January 2023

Rogers *Ignite* TV, Internet, and Home Phone

Although the renewed Rogers contract officially comes into effect February 1, many residents have already upgraded to the new service. Once upgraded, most find the new service is easy to use and reliable. There are differences and new features. We expect most people will soon find their way around. For those who still have questions, we have arranged with Rogers to present two information meetings/demonstrations in the Card Room. The dates for these are:

Thursday, **February 23**, 1:00 p.m.

Thursday, **March 2**, 7:00 p.m.

Rogers *Ignite* Internet is available on the same basis as under the old contract:

150 megabits/second for \$35 per month

500 megabits/second for \$40 per month

1,000 megabits/second for \$50 per month

All plans offer unlimited data transfers. These are advantageous rates.

Ignite Internet is not required to use *Ignite* TV but is required to use the apps (Netflix, YouTube, etc.) through the *Ignite* TV box. If you can manage without these things, or can access them independently of the *Ignite* TV box, there may be good reasons to stay with your existing Internet Service Provider especially if they can be persuaded to offer competitive pricing.

To arrange for the upgrade, call Rogers Bulk Customer Care at 1-855-759-5856. Installation is **free through February 19**. The old Rogers Netbox TV/Home Phone **will stop working May 1**. If you are unable on reasonable grounds to arrange for installation during the free installation period, please speak with the Management office. They will ask Rogers to waive your installation fee.

Plumbing Upgrades

The first phase of plumbing upgrades – ensuring that all suite shut-off valves are recent, up to specification, and operable – is now complete. Work to close holes in drywall will be scheduled later. The second phase – upgrades and repairs to in suite plumbing issues – will commence soon. In this phase, owners will be able to take advantage of bulk rates for labour and materials to fix issues identified during inspections that are owner responsibilities.

Our intention with this work is to reduce expenses and inconveniences caused by flooding and, by demonstrating to our insurers that we take such matters seriously, to keep our insurance premiums low.

Thank You

Thank you to everyone who contributed to the Seasonal food and toy drive, and to Lois and Derek Kay for organising it.

Bulky Waste Items

Residents must NOT dump bulky waste items – sofas, furniture, mattresses, etc. – outside the disposal room doors. Bulk items are collected by the City of Richmond Hill by appointment only. If you have such bulk items for disposal **please speak with the Management Office to make an arrangement for the next pick-up date.**

Lock Box Cabinet

Residents who use *LifeLine* or similar emergency alert services must register with the Management Office. Lock boxes are the sole responsibility of the resident. Lock boxes are available commercially at various price points, from alert services, and from the Management office at cost. An *Information Session* for users of such services was held mid-December and may be repeated if there is sufficient interest.

What to do in a Fire or Flood

If there is a fire, call **911 and pull one of the Fire Alarm Pull Stations**. Do **not** use the elevators.

If there is a flood or water leak **during the Superintendent's on-call hours**, call his number, **416-648-8735**. The Superintendent is on call:

Monday-Thursday, 6 a.m.-10 p.m.

Friday, 6 a.m.-6 p.m.

Saturday, Sunday and Statutory Holidays, 8 a.m.-4 p.m.

At all other times, call **905-625-1522**, the Management Company's emergency number.

Minutes

Minutes of monthly Board Meetings are available in the Library. Owners are encouraged to review them.

Issues and Concerns

The Directors ask that if you have issues or concerns that you please submit them in writing: either in a traditional letter dropped in the mailbox by the Management Office, or by e-mail to yrcc616office@gmail.com. While we are always here to listen, written communications allow issues to be recorded, discussed, and appropriately acted upon by the Directors at their regular Board Meetings. Neither verbal nor written harassment of Staff and Directors is acceptable at any time.

Annual Plan Updates for February

- Start budget preparation
- Fan coil spring service & inspection

Board Talk is published monthly by the Board of Directors