



# Donwood West

*55 plus Life Lease,  
at Market Value*

*Resident Information Handbook*

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1460 PORTAGE AVENUE

*welcome*

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## Mission Statement

At Donwood West our mission is to care for seniors with dignity, respect and Christian Values.

## Vision Statement

We will actively anticipate and respond to the diverse needs of our seniors, employees, and community of today and tomorrow.

## Values

We remember that our Christian values are rooted in the Mennonite Brethren heritage.

We recognize the unique contribution made by the elderly to their families, churches and community

We commit to serve our residents, tenants, families, volunteers, staff and community with compassion, accountability, respect, and excellence.

## Introduction

In 1988 the construction of the 60 unit Donwood West Life Lease complex was completed. Donwood West is a non-profit corporation owned and operated by Donwood West Inc. .

There are varying sizes and configurations of Donwood West suites available:

- ◆ 1 Bedroom (14 suites) - 800 square feet
- ◆ 1 Bedroom (16 suites) - 841 square feet
- ◆ 2 Bedroom (8 suites) - 1030 square feet
- ◆ 2 Bedroom (22 suites) - 1038 square feet

Donwood West is associated with other Donwood facilities offering a continuum of health and housing services for seniors:

- ◆ Donwood Manor Personal Care Home
  - ◇ 121 beds with services funded by WRHA
- ◆ Donwood Manor Elderly Persons Housing
  - ◇ 119 units with rent subsidized by Manitoba Housing Authority
- ◆ Donwood South
  - ◇ 104 units with rent subsidized by Donwood
- ◆ Valhalla Cove
  - ◇ 48 unit life lease at market value

## Application & Admission Procedure

People interested in admission to Donwood West will frequently be in contact with a real estate agent acting for the existing owner of the desired suite. Additional information can be obtained from Donwood's Chief Executive Officer or designate. Donwood West reserves the right to approve each sale to new life lease owners in order to ensure that the principles upon which Donwood West was formed continue to be upheld.

## Tenant Representatives

Donwood West is governed and managed by the Donwood West Board of Directors. Residents at Donwood West are represented on the Donwood West Board by 2 non-voting Tenant Representatives. These positions are two year terms elected through a voting process and when vacancies arise, there is a *call for nominations*.

## Common Element Fees

Payment is due in advance on the first day of each month and may be paid via pre-authorized payment plan.

The following services and costs are included in the common element fees:

- ◆ Common area property taxes (building and land)
- ◆ Common area property insurance
- ◆ Common area repairs, janitorial and security services
- ◆ Common area maintenance of heating, ventilation and air conditioning equipment
- ◆ Water consumption
- ◆ Window cleaning (living room exterior only)
- ◆ Snow removal
- ◆ Trash removal
- ◆ Grounds keeping
- ◆ Maintenance of driveways, walkways and parking area surfaces
- ◆ Utilities supplied to common areas/community rooms
- ◆ Management and administration costs
- ◆ Accounting, audit and legal costs
- ◆ Reserve for major repairs and capital improvements

## Utilities and Costs

The resident/owner pays directly for suite-specific goods and services, including but not limited to:

- ◆ Electricity
- ◆ Telephone
- ◆ Cable
- ◆ Appliance repairs (i.e. stove, fridge, washer and dryer and replacements)
- ◆ Repairs and replacements to electrical outlets and electric baseboard heating
- ◆ Light bulb replacements/upgrades
- ◆ Janitorial services (suite-specific only)
- ◆ Insurance
- ◆ Balcony enclosures
- ◆ Window cleaning (balcony windows)
- ◆ Air conditioning systems and replacements
- ◆ Property taxes
- ◆ Painting and decorating

## Maintenance

To contact the maintenance staff during regular business hours, please phone the office at 204-783-8045. For emergencies only please call 204-770-2693.

## Resident Roster

This roster is updated regularly and provides the names, unit numbers and telephone numbers of each resident. Please do not put this roster in the trash can or recycling bin. Please bring it to the office for shredding.

## Parking

Parking spots are designed for one passenger vehicle. Bicycles may be parked in the parking spot, but you may not have both a vehicle and a bicycle in the spot at the same time. Improperly stored bicycles are a breach of fire regulations.

## Guest Parking

Parking passes for guests staying overnight are available in the library. Please sign out a parking pass on the Sign-out sheet and ask guests to place these on their dashboard. Return the pass to the library and sign it back in.

## Guest Suite

Donwood West has a furnished guest room available only to friends and relatives of Donwood West residents.

Arrangements for rental can be made with the designated contact; information on rental is kept in the Information Binder in the Library. Please refer to these rental agreement and guidelines.

## Lounge Rental

The lounge is available to rent. Please refer to the lounge Rental Agreement and Guidelines that are established by the Donwood West Resident's Association Committee.

The rental rate will be set by the Donwood West Resident's Association Committee and is subject to change without notice.

### How to reserve the Lounge

1. Fill out Application (located in the Library)
2. Receive approval from committee representative
3. Pickup keys on day of rental

## Rules & Regulations

The following rules and regulations apply to the common areas and units in the Donwood West building:

- ◆ The sidewalks, walkways, passages and driveways shall not be obstructed or used for any purpose other than entry to and exit from the units and parking areas within the common areas.
- ◆ No motor vehicle other than a private passenger automobile, (including motor homes and trailers) shall be parked in any parking space within the common areas without the prior written consent of the Chief Executive Office or designate at Donwood West.
- ◆ No motor vehicle, boat, trailer, snowmobile, mechanical toboggan, machinery or equipment of any kind shall be parked or repaired on any part of the common areas, except while undergoing emergency repairs sufficient to enable their prompt removal.
- ◆ No one shall harm, destroy, alter or litter any of the landscaping work on the property, including grass, trees, shrubs, hedges, flowers or flower bed.
- ◆ No storage of flammable or offensive goods, provisions or materials shall be kept on any part of the common areas.
- ◆ No laundry shall be hung other than on the inside of a unit.

## Rules & Regulations *continued*

- ◆ No building, structure or tent shall be erected, located, kept or maintained in the common areas.
- ◆ No television antenna, satellite dish, aerial tower, signs, billboards, notices or other advertising matter of any kind shall be placed on any part of the common areas without the prior written consent of the Chief Executive Officer or designate at Donwood West.
- ◆ Donwood West is a pet free building. Service Animals are permitted.
- ◆ No awnings or shades shall be erected over or outside of the windows, nor shall any articles be hung or placed on any outside window sills of a unit. Nothing may be thrown out of the windows or doors of a unit.

## Security

A security system is installed at the Donwood West entrance. This consists of double doors, a camera which provides TV viewing of the entrance by residents and an intercom system. This TV viewing is available only through your service provider. The exterior doors are left unlocked, while the interior doors require a key to gain entrance. Visitors must be buzzed in by a resident by pressing the number 6 on their phone. Residents must not allow strangers into the building.

## No Smoking Policy

As we highly value the health of residents, staff and visitors, Donwood West is committed to providing a smoke free environment.

**Smoking is not permitted anywhere in the building, including balconies or outside within 30 feet of entry or exit doors.**

## Request for Alterations

When considering any alterations, renovations, and/or modifications to your suite, please submit a *request for alterations* to the Director of Facilities Maintenance. These forms are available in the library. All alterations must be approved by Donwood management.

## Church Involvement

For most residents, a link with their faith community is very important. Each resident's congregation is encouraged to visit and send bulletins to their respective members.

## Donwood West Residents Association

The Resident Association's purpose and function is to encourage a sense of community by organizing a variety of activities and outings for residents. The committee also manages the funds acquired through the rentals of the lounge and guest rooms. The Committee meets regularly except during July and August. Notices of events are posted on the bulletin board.

## Emergency Response Services

For emergencies only, the on call maintenance staff may be contacted via cell phone at 204-770-2693. The maintenance staff is not qualified to provide any healthcare services. Please call 911 for any health emergencies.

When residents leave for an extended period of time, it is most helpful if you inform the maintenance staff and provide a contact number or alternate contact person during your absence.

## In the Event of Discovering a Fire

- ◆ Leave the fire area and take your suite keys with you. Do not lock your door.
- ◆ Close all doors behind you.
- ◆ Call 911. Never assume that this has already been done. Provide the Donwood West address (1460 Portage Avenue) and the location of the fire in the building.
- ◆ Activate the fire alarm using the manual pull station.
- ◆ Use the exit stairwells to leave the building immediately.
- ◆ Do NOT use the elevators.
- ◆ Do NOT attempt to retrieve your vehicle from the parkade.
- ◆ Gather outside near the front main entrance keeping the driveway clear for the Fire Department.

## In the Event of Hearing the Fire Alarm while in your Suite

- ◆ Before opening the door, feel the door knob for heat. If not hot, brace yourself against the door and open slightly. If you feel air pressure or a hot draft, close the door quickly.
- ◆ If you find no fire or smoke in the corridor, take your keys, close the door behind you and leave by the nearest exit stairwell. Do not lock your door.

- ◆ If you encounter smoke in the stairwell or corridor, consider taking the corridor to the other side of the building where another stairwell may be clear, or return to your suite and remain calm.

## **In the event you cannot leave your suite or have returned because of heavy smoke or fire**

- ◆ Remain in your suite with the door closed and unlocked for easy entry of fire fighters.
- ◆ Call 911 to tell the operator where you are and signal to the Fire Fighters by waving a sheet in the window.
- ◆ Listen for instruction or information which may be given by authorized personnel or over loudspeakers.
- ◆ Use wet towels or sheets to seal openings under your door to help keep smoke out. Having a roll of wide, strong masking tape handy is useful.
- ◆ If smoke enters the room, crouch low to the floor.
- ◆ Move to the balcony or the most protected room and partially open the window for air (if smoke comes in, close the window).
- ◆ Wait to be rescued. Remain calm. Do not panic or jump.

## **Fire Hazards**

In order to avoid fire hazards, please take note of the following:

- ◆ Do not put burning material or ashes into garbage chutes.
- ◆ Do not dispose of flammable liquids or aerosol cans in the garbage chutes.
- ◆ Do not force cartons, coat hangers or bundles of paper into the garbage chute as it may become blocked.
- ◆ Do not cook carelessly (unattended stoves, loosely hanging sleeves, etc.)
- ◆ Do not use unsafe electrical appliances, frayed cords or overloaded outlets.
- ◆ Do not smoke or allow smoking anywhere in the Donwood West building.

To be prepared for a fire, please take note of the following:

- ◆ Know where the alarm pull stations and exits are located.
- ◆ Call the Fire Department immediately whenever you need assistance.
- ◆ Know the Donwood West address.
- ◆ Know the location of the fire hoses and extinguishers.
- ◆ Please cooperate with the Fire Department staff.



## Moving In/Out of Suite

- ◆ The Chief Executive Officer or designate advises the maintenance staff of the date that the new resident takes legal occupancy of the suite.
- ◆ The resident contacts the maintenance staff to make an appointment for the moving time and date desired. Moving dates are restricted Monday through Saturday, between 8:00 a.m. and 9:00 p.m. unless alternate arrangements have been made with the maintenance staff. Arrangements must be made a minimum of one week in advance of the actual move date.
- ◆ The resident moving in or out will:
  - ◇ Be responsible for damages/breakage occurring in common areas.
  - ◇ Appoint someone to greet movers/helpers at the door throughout the move.
  - ◇ Ensure orderly parking of movers.
  - ◇ Avoid leaving entrance or exit doors propped open and unattended.
- ◆ Ensure movers do not roam through the building. On completion of the move, the resident advises the maintenance staff that all door props can be removed and the elevator can be returned to normal service.
- ◆ It is the responsibility of both parties to read the electrical meter upon their departure or arrival and inform Manitoba Hydro of the necessary information.

- ◆ The Maintenance staff will be available at an agreed upon time during the move to:
  - ◇ Welcome and orient the new resident to the premises.
  - ◇ Reserve the elevator for the date and time of the moving appointment. Install/remove protective blankets to elevator.
  - ◇ Assist with questions that may arise during the move.

## Rental of Suites

- ◆ The owner advises Donwood's Chief Executive Officer or designate that the suite is available for rent. If applicable, a rental agent is required to sign the Donwood West Receipt of Keys form.
- ◆ Once the owner and resident have reached a tentative agreement (security deposit, monthly rent, tentative possession date, etc.), the owner contacts the Chief Executive Officer or designate who:
  - ◇ Initiates an assessment interview with the potential resident to ensure the resident understands that Donwood is operated by a faith-based, non-profit organization and will comply with the terms of the lease.
  - ◇ Confirms Donwood's approval of the potential tenant or reasons for objection.
  - ◇ Provides an information booklet to each new tenant.

## Rental of Suites *continued*

- ◇ Obtains the resident's signature on the Donwood West Receipt of Keys form.
- ◇ Obtains other information from each new resident, including proof of insurance as called for in the Donwood West Resident Information Sheet.
- ◆ All documents on Tenancy of each suite are retained on file at Donwood Manor.

## Resale of Suites

- ◆ The Seller advises Donwood's Chief Executive Officer or designate that the keys have been turned over to the Seller's agent for resale. The agent is required to sign the Donwood West Receipt of Keys form.
- ◆ The potential purchaser or their agent contacts the Chief Executive Officer or designate advising interest in suites for sale at Donwood West.
- ◆ Once the purchaser and Seller have reached a tentative agreement (selling price, tentative possession date, etc.), the purchasing agent contact the Chief Executive Officer or designate, who:
  - ◇ Initiates an assessment interview with the potential purchaser to ensure the applicant understands that Donwood is operated by a faith-based, non-profit organization and will comply with the terms of the lease.

- ◇ Confirms Donwood's approval of the potential purchaser or reasons for objection.
- ◇ Provides information required by the purchaser via Donwood's standard form letter on Insurance, Estoppel Certificates, Common Element Fees and the Reserve Fund.
- ◇ Ensures that Donwood West's standard lease form has been properly completed and signed by the purchaser and Donwood.
- ◇ Returns one signed copy of the lease to the purchaser with keys enabling possession. The purchaser is required to sign the Donwood West Receipt of Keys form.
- ◇ Provides an information booklet to each new tenant.
- ◇ Obtains other information from each new resident, including proof of insurance.



**Caring for Seniors with Dignity,  
Respect and Christian Values**