



LOUVRE  
AT CENTURY PARK



# RESIDENT HANDBOOK

## Welcome to The Louvre!

We look forward to welcoming you to your new home at The Louvre. We have included this guide to help ensure your move is as seamless and stress-free as possible.

## Louvre Contact Numbers

Property Management Office	587.689.5490
Property Management After Hours	587.689.5490
Property Management Email	<a href="mailto:louvre@procura.ca">louvre@procura.ca</a>
After Hours Maintenance Emergencies	780.224.0104
Leasing Office	587.405.1823
Emergency Services - Fire, Ambulance, Police Services	911
Edmonton Non-Emergency Police Services	780.423.4567

## Amenities at The Louvre

### Fitness Centre

Our Fitness Centre is on the 3rd Floor and accessible 24hours/day with your fob! It features commercial grade equipment including free weights, Smith machine, power rack, and plenty of cardio equipment to choose from. It also provides access to the Courtyard.

### Kitchen & Lounge

Our Kitchen & Lounge is on the 3rd Floor and provides access to the Courtyard. You are free to use the space at your leisure but it can also be booked by contacting property management. There is no cost to use but we kindly ask that you clean the space after use to avoid any additional cleaning fees charged back to you.

### Meditation & Yoga Space

Our Yoga and Meditation Lounge is on the 4th Floor with a large balcony that overlooks the inner Courtyard. Just grab your yoga mat and Zen out!

### Media & Golf Lounge

Our Media & Golf Lounge is on the 3<sup>rd</sup> Floor. Play virtual courses from all over the world without leaving the building! It is available to use on a first come first serve basis, or you can book the space by contacting a member of our property management team.

### Games Room

Our Games Room is on the 4th Floor. It features a pool table and table tennis, with lounge seating and a balcony overlooking the Courtyard.

### Hobby Room

Our Hobby & Craft Room is on the 3rd Floor. It is the perfect place to go to play cards and board games, paint, do puzzles, whatever you like. It has tables and chairs that you can move around for whatever you have in mind.

### Library

Our Library is on the 5th Floor. It has lounge seating, tables, and a side room - perfect for working or studying.

### Courtyard

Our beautiful private interior Courtyard is accessible from the Kitchen & Lounge and Fitness Centre, or from the south side outside the building with your fob at the gate.

### Bicycle Storage

Complimentary Bicycle Storage is available on P1 level. Please contact a member of our property management team for details.

### Century Bark

Century Bark is a 2.5-acre gated dog park steps away, on the northeast corner of Century Park. We kindly ask that you are mindful and always pick up after your pets.

## Louvre Resident Information

### Building Intercom System/Remote Visitor Access via Phone

The Louvre has a main floor entrance intercom that we program to dial your phone (cell or landline) directly. To remotely allow any authorized guests or couriers access to the building please see below:

- To unlock the main door, press "9"
- To unlock the auxiliary door, press "6"
- To refuse entry, press "4"

### Entrances & Exits to Louvre

All entrances and exits are fob accessible and monitored by video surveillance. To help support us in keeping our building secure and safe for all residents, we kindly ask that when entering or exiting the building by car or foot, please ensure the doors are secure and that no unauthorized persons are by-passing our security measures.

### Elevators

There are four elevators at the Louvre - two are accessible from the main lobby on the north side of the building, the other two are accessible on the west and east side of the building and goes directly to the parkade. If you need to book the elevator for a delivery or a move, please contact a member of our property management team.

### Loading Dock

Our loading dock is located on the west side of the building. It serves as a convenient way to get deliveries of large items or to use for a move. You can book the loading dock by contacting a member of our property management team.

### Insurance

Residents are responsible for their own Contents Insurance and must carry \$1 million in liability coverage. Any changes in your insurance policy must be communicated to a member of our property management team.

### Electricity Billing

Each suite in Louvre is metered separately. The meters are 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.

### Maintenance & Repairs/ Filter Changes

Louvre offers routine maintenance and repairs. Should you require additional maintenance in your suite, please notify a member of our property management team and we would be more than happy to book a maintenance request that will accommodate your schedule.

*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.*

## Guests

We kindly ask that you notify a member of our property management team should you have any guests staying longer than 14 days.

## Visitor Parking

There is visitor parking surrounding the outside of the Louvre with signs to identify visitor parking spots and time limits:

- 12-hour visitor parking is on the southwest corner of the Louvre.
- 30-minute visitor parking is on each side of the Louvre.

Note: Parking is monitored and enforced - should a visitor exceed the parking time limit, they will be ticketed and can result in being tagged and towed at the owner's expense.

## Pets & Pet Care

Louvre is a pet-friendly building. We kindly ask that you ensure your pet is always on a leash in any of the common areas and that you pick up after your pet.

## Quiet Enjoyment

Please be mindful of the time of day and the level of noise (volume) within your suite. Should you ever experience any noise disturbances, please contact a member of our property management team, and we would be happy to address them for you.

## Waste

Please ensure all waste is properly secured, bagged, and disposed of in the appropriate bins and/or chutes. Waste cannot be kept on balconies, or any of the common areas, including hallways, entrances, and parking facilities, at any time. No appliances or cardboard boxes should be disposed of down the garbage chutes at any time.

## Barbecues

Residents are more than welcome to have Electric BBQs on their balconies at Louvre. Propane BBQs are not permitted on balconies for safety reasons.

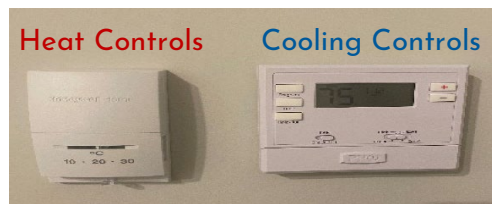
## Moving/Large Deliveries

To make your move as seamless and stress-free as possible, a member of our property management team will contact you to book your move-in inspection and the loading dock to make moving your larger item as easy as possible!

- A member of our property management team will conduct a move-in inspection with you prior to moving any items, and you will be given a copy for your records.
- 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 loading dock area on the same day, so we kindly ask that you adhere to your reserved time. Please contact us if there are any changes.
- If you are expecting any large deliveries, please coordinate and schedule the loading dock with a member of our property management team. All large items are to be loaded through the loading dock only.

# LOUVRE BUILDING HEATING / COOLING INSTRUCTIONS

This instruction guide is intended for the general operation of both thermostats in your suite. Should you require any assistance please call Property Management at: 587.689.5490 or email [louvre@procura.ca](mailto:louvre@procura.ca)



## COOLING (SUMMER MODE)

- Every suite has its own separate cooling system located above the window in your living space
- The digital thermostat (**Cooling Controls** panel seen above) located on your wall must be set to 'COOL'
- The cooling unit will turn on and off to maintain the temperature that you have set it to
- Never run your thermostat below 67 degrees
- Do not run A/C and leave your windows open. This will result in higher electricity costs and inefficient cooling of your space
- Turning the FAN setting to 'ON' will allow fresh air to circulate into your suite. Turning the FAN setting to 'AUTO' will cycle the Fan on and off to maintain cooling

## HEATING (WINTER MODE)

- **In winter never open a window or patio door for cooling. This can quickly freeze the heating lines and cause flooding**
- Turn digital thermostat to 'OFF'
- The smaller sliding thermostat (**Heat Controls** panel seen above) controls the heat in your suite.
- The digital thermostat (**Cooling Controls** panel seen above) provides NO heat control at all
- Never set heat above 25 degrees or below 18 degrees
- On winter days if your suite becomes too warm set the digital thermostat mode to 'COOL' and FAN to 'AUTO'. This will allow fresh air to cool your space. When not requiring cooling in the winter set digital thermostat to 'OFF'

## GENERAL INFORMATION

- The heat is supplied from the baseboard heaters located on the perimeter of your suite
- Base building airflow is supplied 24/7 from an air duct located at the entrance to your suite. This airflow is tempered air and is not meant to heat or cool your entire suite but to always provide air flow and circulation to your suite
- On cooler summer days to save electricity open windows, or set digital thermostat (**Cooling Controls**) fan mode to 'ON'
- In extreme cold weather **do not** turn sliding thermostat (**Heat Controls**) all the way up. If the temperature is not reaching setpoint then please call Property Management and our maintenance team will assist

## Thank You for Choosing Louvre

We would like to truly thank you for choosing Louvre as your new home!

Should you ever require assistance or have any questions, please feel free to contact any member of our property management team at any time, and we would be more than happy to assist you!