



Summer 2026



1. Board of Directors' Message

Friends and Neighbours,

Twin Brooks is a self-governing, owner operated organization. We have no employees or staff and all services are provided by contractors and administered by the volunteer Board of Directors. Fortunately, our excellent Property Management team has been with us for more than a decade offering us valuable experience and an excellent understanding of what makes things operate smoothly. It behoves all owners to be aware of which of their neighbours is currently on the Board and have the Property Management teams' contact information close at hand. This is all available on the last page of the semi-annual newsletter of which is posted on the community's website: <https://twin-brooks-condominiums.yolasite.com>.

Contact information held by the Property Manager must be accurate and up-to-date. This is essential so that notices can be reliably disseminated and exterior work can be coordinated. Very importantly, it is a requirement for our group insurance. Further to this, the Property Manager must be informed of any absences and the property must be checked regularly. Some insurance companies consider an absence of more than 48 hours as extended. An unchecked plumbing leak could jeopardize our coverage or cause substantial premium increases.

Our buildings require considerable work and over the next few months, you'll see exterior doors, driveways and roofs replaced. We ask for everyone's patience as this work will be noisy and disruptive. Two years remain until the roofing project is completed. As many as twenty-eight units (nine buildings) will be reroofed per year. Parking will be challenging as affected owners will not have access to their driveways for five days or more. Everyone needs to support the volunteer coordinators who will be extremely busy working with owners and the contractor. Safety will be paramount as the buildings and surrounding areas will effectively be construction zones. Anyone not essential to the work must keep clear.

2. Important Reminders

This brief list is intended to draw attention to several important issues:

- a. Visitors parking is for visitors only and not residents. As well, parking of vehicles on lawns is prohibited;
- b. The Property Manager is to be notified immediately of any damage or repair needs and is the only authority permitted to deal with contractors;

- c. Renovations considered by a unit owner must be approved in writing by the Board. In most cases city permits must be applied for and only licensed contractors may be utilized;
- d. Flower beds, shrubs and trees in the vicinity of each unit are the owner's responsibility. They need to be kept neat and pruned, making it possible for the lawncare team to mow around them;
- e. Unit owners are responsible for cleaning under their patios. Discarded BBQs, hot water heaters and propane tanks must be disposed of without delay;
- f. External cleaning of siding, windows and doors is the owner's responsibility;
- g. Garbage or recycled materials are not to be placed on the street the night before collection but between 6 a.m. and 8 a.m. on the scheduled day only; and
- h. Birds or wildlife are not to be fed near units as this attracts rodents.

3. Spring Outside Housekeeping

Other than lawn care, unit owners are responsible for the state of their yard. This includes the area under decks and any ground level patio areas. Refuse should never be stored under decks as it attracts rodents that will inevitably find their way into homes. Larger items such as BBQs and hot water tanks should be taken directly to the City's landfill.

Flower beds, shrubs and trees in the vicinity of each unit are the owner's responsibility. They need to be pruned, as this makes it possible for our lawncare team to mow around them. Garden waste, including used potting soil, should be placed in approved yard waste paper bags and placed at the curb for the biweekly city pickup. Discarded pots and planters should be disposed of through recycling or the weekly garbage pick up.

4. Garbage and Recycling

Garbage is to be placed in the Garbage Cart provided by the City, or covered with a net or blanket if the City has approved a Garbage Cart Exemption Application. For more information concerning this exemption contact the Access St. John's Centre at 311. Garbage must be in clear, colourless bags - with the exception of one 'privacy' bag per week that can be in a non-transparent (black) bag. Only transparent blue bags are to be used for recycling. All elements of garbage are to be separated along the curb by at least one metre; i.e., one metre between the garbage cart, recycling, garden waste and from any stationary object such as a car.

Garbage or recycling materials should not be placed outside your unit on the night before collection is scheduled. To ensure that your garbage and recyclables will be collected, they must be put out prior to 8 a.m. on the scheduled day only.

5. Residents' Maintenance and Care

Garage door and exterior door weatherstripping, and door base sweeps are the responsibility of unit owners. Normally they should last about five years but if you notice drafts or can see the light around your door then it is probably time for replacement.

In order to maintain their appearance and to extend their life, driveways should be sealed every two to three years. Too frequent sealing can lead to surface cracking and peeling.

Pressure washing your siding will improve appearance but it should be done by an experienced person. The pressure setting should be on low so as to prevent damage to the siding or the breaking of window seals. Pressure washers should never be directed under eave soffits as this will wet the insulation in the attic and could lead to the development of mold.

Decks and wooden steps should be stained or sealed regularly in order to extend their life and maintain their appearance. When using a pressure washer, the pressure setting should be on low to prevent damage to the deck boards.

Air exchangers are critical to the maintenance of clean fresh air in your home. Make sure to have the air exchanger serviced annually and take a moment to understand its operation. A properly operating air exchanger will even make sleeping more comfortable.

If much of this is beyond your capabilities you should look into hiring someone to do the work for you. Many residents have found good help at reasonable rates. Ask your neighbours for possible contacts that could aid you with cleaning up your garden, pressure washing your siding, staining your deck or disposing of items no longer needed.

6. Repairs, Maintenance and Alterations

Most of our external repair and maintenance needs are provided through the Corporation and our combined investment. The list of Common Elements covered includes lawns, driveways, roofs, siding, doors, windows, decks, rear eavestroughs and external lighting fixtures.

All repair and maintenance carried out in the community is done under the authority of the Board of Directors and performed by independent contractors. The Property Manager is the coordinator of this work and is the only one permitted to deal with the contractors. The Property

Manager is to be notified immediately of any damage or repair needs. Delays in this reporting could allow the damage to worsen and inflate the repair costs unnecessarily. Any problems or comments with regard to contractors are to be directed to the Property Manager.

If an alteration or repair is considered by a resident, they should first contact the Property Manager to seek direction. Examples include adding a heat pump, finishing a basement or renovating a bathroom. Changes to Common Elements are exclusively controlled by the Board. After consulting with the Property Manager, the resident will be required to submit a request in writing to the Board. In order not to jeopardize our group insurance, Board approval must be given, city permits must be secured, and only licensed contractors may be utilized.

7. Lawn Care Contract

The lawn care contract starts in May and runs through October. It includes spring clean up, several fertilizer and weed control sessions, fall aeration and calcitic lime treatment, and approximately a dozen mowings. Timings are all weather dependent. To ensure a strong root structure the grass will not be cut closer than three inches.

Resident volunteers do walk arounds shortly after the lawns have been cut. If you have any concerns about lawn care do not discuss these directly with the contractor's team but instead pass them on to the Property Manager who will direct them to the appropriate Board member.

8. Insurance

Insurance coverage for condominium owners consist of two parts; condominium corporation insurance and your personal insurance policy. Each policy has its own distinct purpose and they work together to protect you and your condo.

Smoke detectors need to be checked and batteries replaced yearly. There are some new detectors that have a ten-year lithium-ion battery. If you have mobility, sight or hearing difficulties you should consider a remotely monitored system and visual enhancements (strobe light).

While in use, BBQs and stoves must be attended at all times. Appropriate and tested first-aid-extinguishers should be close at hand.

If you plan to be away for more than 24 hours you should turn off your water main (front wall of basement). While away, have your home checked daily by a family member or friend. Insurance companies only consider incidents to be covered if they are accidental and do not occur over a period of time, possibly as short as 24 hours.

If an unexpected event occurs, your immediate action is crucial. Obviously, personnel safety is first and foremost. In the case of a fire raise the alarm and dial 911. If possible, remove the source of the fire and use a first aid extinguisher. When leaking or

flooding is detected, turn off the source of the water. This may include turning off your water main. Drain away or clean up the standing water as soon as possible. A plumber should be brought in immediately to correct the issue.

All incidents should be reported to the Property Manager but only those covered by the Corporation's insurance will be pursued further. You will have to contact your personal insurance agent for everything else.

The Corporation's insurance policy covers liability for common areas and damage caused by major perils to the standard unit and common elements as defined in the Corporation's bylaws. Your insurance should cover personal liability within your unit, personal property and contents, and any additions or upgrades you or your predecessors have made. Examples include anything beyond the concrete floor and walls of the basement, custom flooring and countertops, and upgraded lighting. Another consideration is that the Corporation's insurance deductible in most cases is \$ 2,500 whereas the deductible for personal insurance policies is normally \$ 1,000.

It is in your best interests to discuss your insurance requirements with your agent and confirm that you have the coverage you need.

9. Join the Board

There comes a time when the present group of volunteers must step aside for various reasons. Several of the current members are into multiple terms (three years in each term). If you are interested in putting your name forward or have a question, you should get in touch with one of the current Board members or send an email to twinbrooknl@gmail.com.

10. Contact Information

PROPERTY MANAGERS:

Len & Doreen Bennink (TOSS Property Management) Phone: (709) 728-5277

Email: lenb899@gmail.com

BOARD OF DIRECTORS:

Email for All: twinbrooksnl@gmail.com

Darryl Howell - President

Dawn Pollard - Vice-President

Harvey Hunt - Treasurer

Linda Cashin - Secretary

Barb Howlett - Director