

**Sample**

# **Sunova Ridge Housing**

## **Facility Maintenance Manual**

February/2007

## **SUNOVA RIDGE:**

**Sunova Ridge Housing  
3490 Sunova Ridge Lane  
Toronto, Ontario  
M1P 3T3**

**Telephone: 416-896-4544**

**Fax: 416-895-8220**

**E-Mail: [sunovaridge@sympatico.ca](mailto:sunovaridge@sympatico.ca)**

**General Manager:**

**N. Reed**

**Assist. General Manager:**

**O. Peters**

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## **General Building Information:**

**Constructed: 1997**  
**Architect: KAZ Consulting Inc.**  
**Contractor: Acme Construction**

### **General Information:**

- 4-storey, 50 unit building
- concrete block/stucco construction
- 4-ply built-up roof
- double-glazed, argon-filled, low-e windows
- 39 space asphalt surface parking lot
- handicap accessible ramps at both front and rear access points including automatic door openers
- 2 hydraulic elevators in centre core
- central high-efficiency natural gas space heating and domestic hot water system
- 20 kva emergency diesel generator in exterior enclosure at building rear
- T-8, twin bulb fluorescent lighting in all common areas
- all units equipped with low flow shower heads, faucet aerators, and 6-litre toilets

## **Location of Plans/Specifications:**

- construction plans, specifications, and contract documents available
- on-site project office

## **Staffing Information:**

Section should include a list of each staff member including:

- position
- name
- home address
- home telephone #
- personal cell #
- personal e-mail address

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## **Business Continuity Plan:**

**This section to contain your business continuity plan, ie the process/plan that you will follow should a major problem occur that may cause you to lose all or part of your facility for an extended period of time.**

### **Typical problems:**

- **extended loss of electrical power**
- **extended loss of heat**
- **extended loss of domestic water supply**
- **fire**
- **natural gas leak**
- **interior electrical problems**
- **flood**
- **violence**
- **significant vandalism**
- **medical emergency**
- **public transit work stoppage**
- **and so forth**

### **Note:**

**Each facility should have a business continuity plan for emergency situations. If not, we strongly encourage you to develop one.**

**Including your plan in this document is optional – you may wish to locate it somewhere else. However, if you do so, we recommend that you simply include the location of the plan here.**

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## **Emergency Call-Out (Fan-Out) List:**

**Should an urgent or emergency situation occur, especially if it will be prolonged, there may be a need to contact staff to keep them updated and provide instructions. A fan-out or call-out tree is an excellent way to do this in a short period of time. To this end, we recommend that you include your tree or list in your facility maintenance manual.**

# **Medical Emergencies:** **Security Emergencies:**

**Medical and/or security emergencies require special attention and we recommend that you include a protocol to handle these situations in your manual.**

## **Suppliers:**

**This section should include information on your common suppliers.**

**Supply: JANITORIAL CLEANING PRODUCTS**

**Supplier: ABC Paper Products**

**Address: 154A Frederick Street  
Toronto, Ontario  
M51 4P0**

**Telephone: 905-555-7777**

**Fax: 905-555-8888**

**E-Mail: [abcpaper@rogers.com](mailto:abcpaper@rogers.com)**

**Contact: B. Wiseman, General Manager  
905-555-7777, ext. # 23  
905-555-2222 (cell)**

**Alternate Contact: B. Davis, Sales Manager  
905-555-7777, ext. # 27  
905-555-1234 (cell)**

**After-hours: F. Gerdard, Specialist  
416-555-3456 (res.)  
416-555-7666 (cell)**

**Contract: Jan. 1/2007 to Dec. 31/2009  
48 hours advance notice required for ordering  
List of standard products/supplied in supplier's file**

## **Service Contractors:**

**This section should include information on service contractors such as electrical, hvac, elevator, fire alarm, etc.**

**Trade: ELEVATORS**

**Contractor: GH Elevators Ltd.**

**Address: 1546C Plaza Lane  
Toronto, Ontario  
M51 6T3**

**Telephone: 905-555-4444**

**Fax: 905-555-4454**

**E-Mail: [ghelevatingdevices@sympatico.ca](mailto:ghelevatingdevices@sympatico.ca)**

**Contact: C. Noman, General Manager  
905-555-4444, ext. # 16  
905-555-4343 (cell)**

**Alternate Contact: B. Davis, Service Manager  
905-555-2331, ext. # 17  
905-554-1235 (cell)**

**After-hours: Emergency Response Service  
416-444-3456  
416-444-7666**

**Contract: Jan. 1/2007 to Dec. 31/2010  
Typical emergency response time – 1.0 hours  
24 hour availability**

## **General Contractors:**

**This section is intended to be populated with your usual day to day contractors, the ones that you call now and then for specific work, ie they do not have a long-term service contract with your organization.**

**Recommend a format/layout similar to that of service contractors**

**Recommend that you note if service contractors and general contractors are available to respond to after-hour emergencies or on weekends, holidays, etc. If not, you may wish to note that on the information sheet and include other contractors who will. As an alternative, you could set up an emergency response section.**

**You may also wish to include the names of several contractors that you could access under any one trade type – there is no rule saying that you can only have one.**

## **When and Who to Call:**

**You may find it beneficial to include a section that will allow users quick reference to what to do should a specific problem occur such as:**

**No heat in building – call heating contractor**

**No AC in building – call refrigeration contractor**

**Broken Window – call glazier**

**Roof Leak – call roofing contractor**

**No electricity – call utility, call electrician**