

## 1.0 WELCOME TO 180 QUEEN STREET WEST

### 1.1 INTRODUCTION

On behalf of GWL Realty Advisors Inc., we wish to extend to you our warmest welcome as you begin your Tenancy and hope that you enjoy 180 Queen Street West as your new address.

Our objective is to offer our Tenants the most pleasing and efficient work environment possible. This Tenant Services manual is a small part of the process. This manual has been designed to familiarize you with 180 Queen Street West, its operation, services and procedures to help you run your business smoothly and make your transition comfortable.

Completed in 2006, 180 Queen Street West is located directly adjacent to Toronto's financial core, and in close proximity to Osgoode Hall, Four Seasons Centre for the Performing Arts, Osgoode and St. Patrick subway stations and provides easy access to the many shopping, dining and other amenities located on Queen Street. This smart new building is the Toronto home of Canada's Federal Courts and associated agencies. It is the fourth building built around the fabulous Canada Life Building (of 1930s heritage), and was designed to provide an up to the minute, modern profile while still respecting the historical and elegant feel of the Canada Life Campus. It possesses several distinctive architectural features, as well as installations of works by various Canadian artists in the main lobby.

Additional parking and bicycle storage is available in the above ground garage located at 206 Simcoe Street, just to the North.

### 1.2 THE MANAGEMENT OFFICE

The Property Management Office is located at 190 Simcoe Street, 2<sup>nd</sup> floor.

**Office Hours:** Monday through Friday 9:00 a.m. to 5:00 p.m.  
**Telephone:** (416) 552-3961  
**Fax:** (416) 552-6351

**Mailing Address:** GWL Realty Advisors.  
Canada Life Campus  
330 University Ave.  
Toronto, Ontario  
M5G 1R8

**Web Address:** [www.gwlrealtyadvisors.com](http://www.gwlrealtyadvisors.com)

**Onsite Security** is located on the main floor of 180 Queen Street West, 24 hours per day, Seven days per week, and can be reached at (416) 408-4720 ext. 1.

After these hours, Security can be reached in the main lobby of 330 University Avenue (24 hours per day) at: **(416) 552-5330**.

**Website:** [www.canadalifecampus.com](http://www.canadalifecampus.com)

### **1.3 MAINTENANCE & SERVICE REQUESTS TENANT SERVICES INTERNET MAINTENANCE SYSTEM**

GWL Realty Advisors utilizes a web-based Tenant Service system known as Angus Anywhere. This system allows tenants to communicate with our Tenant Service Coordinator electronically on all types of maintenance and service requests. This system can provide you with tracking on progress of all your Work Order requests and notifies the sender when the work has been completed.

We ask that you provide us with the e-mail information of one or two of your staff, who will be responsible for communicating maintenance & service requests. We will arrange to have your representative(s) oriented with the Angus Anywhere system.

Please contact our Tenant Services Coordinator at (416) 552-3961 for further information.

### **1.4 TENANT SUGGESTIONS/ COMMENTS**

We always welcome your feedback and would appreciate hearing from you if you notice anything that needs attention within the building or if you have suggestions as to how we can improve any aspect of our operation.

Your comments can be called in to our main line (416) 552-3961, faxed to (416) 552-6351 or dropped off at the security desk in the main lobby.

An example of the 'Tenant Suggestion/ Comment' form is located on page 19 of the Tenant Information Manual and a 'working' copy can be found in the 'Forms' Section of the Tenant Services Manual.

## 1.5 FREQUENTLY USED NUMBERS

Security – Main Lobby	Naeemul Ebad, Director	(416) 552-5190
Tenant Services Coordinator	Emma Messum <a href="mailto:Emma.Messum@qwlra.com">Emma.Messum@qwlra.com</a>	(416) 552-3961
Operations Supervisor	Joaquim Miguel <a href="mailto:joaquim.miguel@qwlra.com">joaquim.miguel@qwlra.com</a>	(416) 552-3961
Technical Services	Bruce Wilhelm <a href="mailto:bruce.wilhelm@qwlra.com">bruce.wilhelm@qwlra.com</a>	(416) 552-3982
Property Manager	Audrey Thompson <a href="mailto:audrey.thompson@qwlra.com">audrey.thompson@qwlra.com</a>	(416) 552-3377
Assistant Property Manager Central Toronto	Janis Braun <a href="mailto:Janis.braun@qwlra.com">Janis.braun@qwlra.com</a>	(416) 552-6370
Property Administrator	Jeff Watson <a href="mailto:jeff.watson@qwlra.com">jeff.watson@qwlra.com</a>	(416) 552-6856
Director, Property Management Central Toronto	Winnie Jorgensen <a href="mailto:winnie.jorgensen@qwlra.com">winnie.jorgensen@qwlra.com</a>	(416) 552-5400