



## M E M O R A N D U M

**TO:** All Owners & Residents  
Martello – 1550 Dresden Row

**FROM:** CitiGroup Properties Limited

**DATE:** May 10, 2007

**RE:** **IMPORTANT - SUITE KEY HANDLING PROCEDURES**

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On behalf of your Board of Directors, we wish to advise that to ensure the safety and security of all residents of the Martello, the following key handling procedures will be practiced by your Concierge staff at the Martello without exception.

1. All suite keys on hand are kept in a locked key control box.
2. Your suite keys will only be used without your prior consent in a situation where there is suspicion of fire, flood or other catastrophic situation which may potentially cause serious damage or threaten the safety of other residents. In this situation, a written report will be provided to Management and the suite owner will be notified as soon as possible.
3. Should you wish to have the concierge staff provide your key to another individual or service provider for any other reason, you will be required to request release of your key in writing. To make this as easy as possible, we have developed a form that will simply require a date, the name of the person the key is to be provided to and a signature (copy attached). The Key Release Form may be faxed or emailed. Copies of these forms will be kept at the Concierge desk for your convenience. **Please understand that your suite Key will not be provided to anyone without your signed authorization form.** You may authorize release of your key to an individual at any time by filling out the form as a permanent authorization—please see Ivan if you wish to take advantage of this.
4. All entries to suites required for building maintenance will be communicated by memo to all residents more than 24 hours (usually 2-3 days) prior. This will allow residents the opportunity to arrange to be at home or arrange to have someone there during the entry if they wish. An example of this type of entry would be for Fire/Safety systems inspections or for the regular filter maintenance of the A/C units in the suites.

The handling & safe-keeping of keys is taken very seriously. If you have any questions, please do not hesitate to contact us for clarification.