



WELCOME TO
CAMPANALE

Resident Handbook



Welcome Home

Let us be the first to welcome you home! We are grateful to have you as part of the Campanale family. It is imperative that you are well taken care of, and your new home is everything you could have dreamed of!

As you are unpacking, you probably have a long list of duties that need to be completed and items that need to be organized. Well, we want to help relieve some of your stresses!

This Resident Handbook will provide you with everything you need. What to do when there is an emergency, and how to make a service request. We have general Campanale guidelines and procedures that will ensure you are satisfied. We have also supplied you with some tips on how to maintain your residence so it will continue to be a place you are proud to call home.

We are grateful that you have chosen Campanale, and it is our goal to build a healthy, long term relationship with you.

Sincerely,

Your Campanale Management Team

The Campanale Value

Vision

We strive to create communities that are of the highest caliber. It is our objective to provide you with a quality home that you are proud to live in. After all, our name is attached to the homes we build!

Mission

To provide long lasting quality homes with innovative designs and to secure customer satisfaction throughout the Ottawa Region.

Exceed Expectations

We hope that our residents have heard about our reputation and have high expectations on the quality of their home and the service we provide. It is our goal to exceed that expectation. Continuously improving your satisfaction is our priority.

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In Case of Emergency

Campanale Head Office: 1187 Bank Street, Suite 200, Ottawa, ON K1S 3X7

Property Manager:

Phone: 613-730-7000 ext. 316

Email: propertymgr@campanale.com

Property Administrator:

Phone: 613-730-7000 ext. 216

Email: propertyadmin@campanale.com

All inquiries regarding services or repairs please call 613-730-7000 ext. 216 between regular business hours, 8:30 a.m. and 5:00 p.m.

Any emergencies after regular business hours, please call **613-859-1468**.

(The following qualifies as an emergency: **Fire or Flood**)

About your Campanale Management Team

Your Campanale Management Team includes a Property Manager, Property Administrator and a Handyman. They are there to assist with any questions you may have about:

- ❖ Your Lease
- ❖ Rent Payments
- ❖ Service Requests and Maintenance Issues.

Regular Office hours are: Monday - Friday 8:30 a.m. - 5:00 p.m.

Saturday - Sunday Closed

Should something come up outside regular business hours, 24 Hour Emergency Service is available 7 days a week. Simply call **613-859-1468** and leave a voicemail stating your name, unit number, contact number, and emergency.

Handy Information

Keep the following information close at hand for emergencies and other issues related to your rental home.

For Service Requests

If you're experiencing issues in your home, let us know and a member of our Team will get back to you within 48 hours.

1. Email propertyadmin@campanale.com or propertymgr@campanale.com
2. Call us at: 613-730-7000 ext. 216 or ext. 316
3. Drop off your written request at our Campanale Head Office (page 2)
4. Make a service request on our website www.campanale.com

Always Improving

We are always looking for ways to do things better, and your feedback helps us to improve. Please let us know if we can help in any way or if you have any issues or concerns.

Placing a Service Request

- ❖ We may not be able to give you an exact time for our handyman to arrive, so we ask for your co-operation in giving us permission to enter your home in your absence.
- ❖ Regular service calls will be made between 7:30 a.m. and 4:30 p.m. Monday to Friday.
- ❖ Please ensure that any pets are safe and secure while you are away.

- ❖ Please see the ‘Caring for your Home’ section of this booklet for suggestion that may easily solve the problem and eliminate the need for a service call request.
- ❖ Non-emergency service calls requests will generally be completed within 48 hours (two business days). If we are not able to complete the work within that time, we will call and explain the reason for the delay, and arrange for a time to complete the necessary work.
- ❖ Keep in mind that identifying and addressing maintenance issues right away not only helps keep your home in good condition, it can also have an environmental benefit, such as saving water, conserving energy, or even extending the life of appliances and fixtures.

What to do in an Emergency

In the event of an emergency requiring police, the fire department or an ambulance, please CALL 911 immediately.

Please contact your Campanale Management Team for the following issues:

- ❖ No Heat
- ❖ A plumbing leak or sewer blockage that could damage your personal property or the premises.
- ❖ No electricity
- ❖ Any condition that could be a fire hazard
- ❖ Out of order refrigerator where the contents are in danger of spoiling, dishwasher not draining or stove not working properly.
- ❖ Blocked toilet or blocked sink.

If an unauthorized vehicle is parked in your spot, please contact Bylaw Enforcement for the City of Ottawa at 613-580-2400 or 311.

If you suspect criminal activity or witness an offense, please contact Ottawa Police Service at 613-236-1222 or in an emergency, call 911.

About your Tenancy Agreement

The Tenancy Agreement is a contract binding both parties to all its terms and conditions. Please read your Tenancy Agreement carefully. Should you have any questions, please contact your Campanale Management Team.

Keys and Locks

Your key package contains at least two sets of keys to your home. Extra or replacement keys may be purchased at your cost and should be returned at the end of your lease.

If you find yourself locked out of your home, please call a locksmith at your own discretion and at your expense.

Your Tenancy Agreement does not permit the installation of additional locks or alteration of existing locks without written approval of Campanale Management. Approval may be obtained through your Campanale Management Team. A copy must be given to Campanale Management so that we may gain access to your home in the event of an emergency.

Insurance

An important obligation of your Tenancy Agreement is the requirement to carry sufficient and suitable tenant insurance for your own personal property, as well as public liability. In the event of fire, flood or other disaster, and regardless of fault, your furniture and other personal belongings, as well as any damage to neighbouring suites, are not covered by Campanale Management. Therefore you must carry your own Tenant Insurance Package. Please protect yourself.

Occupancy

You must identify and register all individuals who live in your home. Only those residents named on your lease are permitted to occupy your home. If you wish to change the registered occupants in your home, please contact your Campanale Management Team.

Utilities

Your Tenancy Agreement states that payment of utilities is your responsibility. You must notify hydro, water and/or gas companies of your occupancy date.

Telephone and Cable

All apartments and homes are phone and cable ready. Tenants must make their own arrangements for all connections, cancellations and repairs.

Renewing your Lease

Even though you have just moved in, we are already looking forward to a long relationship ahead. We will be in touch throughout your first year with us to ensure you're settling in and to answer any questions you may have about renewing your lease.

Paying your Rent

Your Tenancy Agreement outlines that your rent is due on the first of every month.

- ❖ You're encouraged to sign up for our pre-authorized debit, so all future rental payments are processed automatically and you don't have to give it a second thought. To find out how to get set up please contact your Campanale Management Team.
- ❖ Monthly cheques or money orders are made payable to Campanale Management and can be dropped off at the Campanale Head office on or before the first day of every month. Please note that Campanale Management does accept Debit and/or Cash payments.
- ❖ If you are mailing your payment, please allow at least five business days before the rent due date to avoid late payments, any effects on your credit rating, or issues with your tenancy.

- ❖ For your convenience, there is a red drop box located on the left side of the entrance to the Campanale Head office where you may leave cheques after hours. Please do not leave cash in the drop box.
- ❖ Please make sure your cheque is properly labeled with:
 - ❖ Your Name
 - ❖ Your Unit #
 - ❖ Your landlord's name (as indicated on your lease agreement).

Being a Good Neighbour

Being a kind and courteous neighbour is everyone's responsibility and it goes a long way when it comes to making your experience a positive one. This is your shared community, and we want you to enjoy it!

Here are a few basic guidelines to keep in mind:

- ❖ If you are entertaining company, keep noise to a minimum.
- ❖ Keep stereos and television at a reasonable volume.
- ❖ Smoking is not permitted in building lobbies, hallways or other common areas. As well, throwing cigarette butts not only makes the property messy, it can also be a fire hazard. Please obey all NO SMOKING signs.
- ❖ Place garbage, pet waste and recycling in the appropriate waste bins.
- ❖ Always be aware of your environment and surrounding neighbours.

If you have any concerns about a neighbour, please contact your Campanale Management Team.

Caring for your Home

It is important to love where you live, both inside and out. By following these simple, helpful guidelines, you'll keep the interior and exterior of your home in tiptop shape.

Appliances

If an appliance in your home isn't working, start by checking that it's correctly plugged in and that the circuit breaker or fuses haven't been tripped or blown before calling your Campanale Management Team. Most importantly, don't attempt to fix the appliance yourself.

Refrigerator

All refrigerators are equipped with a thermostat control(s) to regulate the temperature inside the refrigerator and freezer. Choose the setting that suits you.

Stove

To reduce the risk of fire, clean grease and spilled food from the stovetop and oven frequently. Do not use aluminum foil on the bottom of the oven, on oven racks, or on pans under the stovetop elements, as this can cause a short circuit.

Exhaust Fan

Clean the exhaust fan filter regularly with hot soapy water and a brush to remove accumulated grease and dirt.

Washer & Dryer

If your home has a washer and dryer, clean the fabric softener dispenser and lint trap after each use. Also check and tighten water supply connections and drain hoses every now and then to avoid leaks and blocks. To conserve water and energy, wash in cold water do only full loads, and select the appropriate water level and drying time to match the size of your load.

Please note: Portable washer and/or dryer are not permitted in apartments. The plumbing is not designed to handle the drainage and will create back-ups in other apartments. Dryer vents are not available in apartments, and such a dryer is a fire hazard.

Dishwasher

If your unit has a dishwasher use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow.

For best results:

- ❖ Do not overload the dishwasher.
- ❖ Do run the machine with full load to save energy.
- ❖ Always scrape or rinse plates to avoid clogging the drain.

- ❖ Choose energy-saver or the shortest cycle, if applicable
- ❖ Allow dishes to air dry to save electricity.
- ❖ Scrape dishes before placing them in the dishwasher rather than rinsing to save water.

Bathroom Fixtures and Ceramic Tiles

Abrasive cleansers scratch the surface of bathroom fixtures and ceramic tiles and make them increasingly difficult to clean. It's best to use gel or foam cleaner.

Let your Campanale Management Team know if:

- ❖ Grouting or caulking begins to deteriorate. Wiping or squeegeeing the walls after showering can help prevent this.
- ❖ Taps are dripping. This wastes a great deal of water and may damage the porcelain finish on sinks and tubs. Toilets that run continuously also waste water and increase your water bill.
- ❖ Plumbing is leaking. Not only can this cause water damage to your home, leaking plumbing can also promote mould growth.

Power Failure

In the event of a power failure, first check the circuit breaker and fuse panel to see if anything has been tripped. If it has been tripped, return the breaker to the ON position. Call your Campanale Management Team if the breaker returns to the OFF position.

Fuses

Residents are responsible for replacing burnt out fuses with fuses of the same amperage. Never attempt to correct the problem by using a fuse of different amperage. If the new fuse burns out immediately please call your Campanale Management Team.

Light Bulbs

When you move in, all light bulbs will be installed and working. Burnt out bulbs inside your home or outside on your porch or balcony are your responsibility and shouldn't exceed the wattage printed on the fixture. You're encouraged to use energy-efficient LED bulbs.

Save electricity by turning off lights when you're not in the room.

Wood Burning Fireplace Operation

If your home has a fireplace:

- ❖ Open the damper and a window or door to create a draft. Close the door or window once the fire is burning.
- ❖ Light a piece of newspaper in the chimney opening to warm the flue and ensure that the smoke is drawn directly up the chimney.
- ❖ Build the fire on a grate using crushed newspaper or fine kindling and let it spread to small, dry logs. A large, dry log should be placed behind the small logs towards the rear wall with another small log burning behind it.

- ❖ Fireplaces with glass doors should be operated with the doors closed to prevent sparks from escaping. For other types of fireplaces, the spark screen must be in place.
- ❖ The glass on the door will withstand all normal firing conditions. However, intense fires close to the glass may result in breakage. Build medium-sized fires only, and build them towards the back of the fire box to protect the glass and to reduce the risk of chimney fires.

For Safety's Sake

- ❖ Do not use flammable fluids as fire starters.
- ❖ Burn only wood in the fireplace. Coal, driftwood or green wood must not be burned.
- ❖ Extinguish all fires before leaving your home or going to bed.
- ❖ Make sure ashes are cold before you remove them. Store ashes in a metal container.

Indoor Air Quality

Ensuring a safe and healthy environment for our tenants, staff and visitors means taking the right steps and making smart choices when it comes to preserving our air quality. Here are a few simple tips:

Products

Whenever possible, you're encouraged to use products that are neither toxic, solvent –based, nor scented, as these products release chemicals that can have a negative impact on indoor air quality for both you and your neighbours. The great thing is, there are now lots of environmentally friendly choices that are low- VOC (volatile organic compound), natural, biodegradable, and solvent-free.

Moisture

Moisture can lead to mould and mildew. You can minimize moisture buildup and improve indoor air quality by using exhaust fans or opening windows when cooking and showering, cleaning spills and wet areas as soon as possible, laundering towels and washcloths frequently, regularly disposing of food waste, and reporting water leaks as soon as possible. Exhaust fans should always be on during showers and left on for a minimum of 20 minutes after you are done showering.

Housekeeping

No need to wait for spring to do a big clean. Regular upkeep of your home can eliminate dust, pollen, and other allergens that can build up and affect air quality. Be sure to dust radiators and baseboards heaters too- dust absorbs heat, making the heating system less efficient.

Furniture

Take a look around your space and try to arrange furniture so it isn't blocking heating sources (vents, radiators, baseboard heaters). You may want to consider using an air deflector if a vent is under a piece of furniture.

Carpets

If you have carpets, we suggest vacuuming on a regular basis. You can also steam clean or shampoo carpets periodically to protect fibers and remove spots. Contact a professional carpet cleaner for hard to treat stains, and be sure your cleaners are bleach-free to avoid damaging the carpets.

Flooring

Sweep floors often to remove surface dirt and give them a good washing with clean, warm water when needed.

Hardwood

Regular dry mopping will help maintain the shine of your hardwood floors, however we ask that you not use self-polishing abrasive cleaners. Spills should also be wiped promptly to prevent spots and marks.

Furnace

Please Note: There is a service charge if a technician is sent due to unchanged filters or switches being turned off.

If you turn on the thermostat and nothing happens, check that the wall switch located in the furnace room is ON. Check and make sure your filter is clean, as the furnace will turn off due to a dirty filter. For your safety, please don't do anything else without assistance from your Campanale Management Team.

To keep your air flow clean and fresh, please replace the air filter located behind the rear or side panel of the furnace monthly.

Ducts

Do not forget about your duct work! Your air ducts can cause dust and debris and cleaning them improves the air quality in your home and ensure your furnace and air conditioner operate at maximum efficiency. It is recommended that duct cleaning be done every 3-5 years.

Please Note: Tenants are responsible for all expenses regarding duct cleaning.

Window Air Conditioners

Installation of air conditioner is the tenant's responsibility. They must be installed in a safe and secure manner and must be suitable in appearance from the outside of the building. While installing you're a/c unit you must make sure that it is secure and tilted out in order to allow water leak properly

outside and away from the building. You must use plexiglass or a piece of dark brown painted wood to secure the unit. All installation costs are the tenant's responsibility.

Please Note: An a/c unit is an appliance that is not permitted by the terms of your lease unless authorized by your Campanale Management Team.

Thermostat Control

Some apartments and homes are equipped with either wall-mounted thermostats or controls on the baseboard. At night and when you're away from home, turn your thermostat down to save energy. You are responsible for changing the batteries on your thermostat as required.

Turning your thermostat to the lowest setting during winter months may actually turn the heat off, putting pipes at risk for freezing- and causing extensive damage.

Kitchen cupboards and countertops

Cupboards and countertops should be wiped regularly with warm water and non –abrasive, grease- cutting detergent to avoid staining the surface. Please do not cut or place hot pots or dishes directly on the countertop.

Plumbing

The plumbing system in your home can only handle a certain amount of drainage. Portable washers, dryers or dishwashers can create drainage backups in other apartments and are not permitted in your suite or home.

The following should never be flushed down the sink or toilet:

- ❖ Grease
- ❖ Lint
- ❖ Diapers
- ❖ Sanitary Napkins
- ❖ Tampon Applicators
- ❖ Paint
- ❖ Food
- ❖ Paper Towels
- ❖ Q-tips
- ❖ Rags/ Cloths

Please Note: There is a minimum service charge to unblock sinks or toilets caused by neglect or misuse.

Windows

Here are a few tips to keep your home safe, warm and energy efficient:

- ❖ Keep windows shut during the cold winter months to avoid pipe freezing. Any damage that may result is the responsibility of the resident.

- ❖ When your windows are closed it's best to keep them locked to prevent rattling, breaking, and water seepage and for your general safety.
- ❖ Lever- operated windows must not be unhooked as there's a chance they may slam shut and become damaged. Drain holes in the tracks of sliding windows should be checked and cleaned regularly to avoid water damage.
- ❖ Child safety locks on windows should never be removed. If they are removed you may be subject to fines or back charges.
- ❖ During the winter, open your drapes to let the sunlight warm the air and to help prevent condensation and to lower your utility expenses.
- ❖ For safety's sake and energy efficiency, it is advisable to ensure that drapes stop three inches above baseboard heaters.
- ❖ Close drapes on hot summer days to reduce heat build- up.

Lawn and Yards

In order to provide tenants with beautiful outdoor spaces, we maintain the patios, yard and common areas of our communities. If you'd like to plant trees or shrubs of your own, or plan to install a structure (play set or a shed), you'll need written permission from your Campanale Management Team.

Please Note: Tenants who damage any trees or shrubs will be required to reimburse the cost of materials, replacement or repair.

Balconies

If your suite has a balcony, it can be a lovely extension of your home. We ask that you follow these guidelines to ensure everyone enjoys the space as much as you do:

- ❖ All furniture should be secured to avoid blowing or banging in the wind.
- ❖ Planters should be placed on the inside of the balcony only, not affixed to the walls or hanging over the railing.
- ❖ Satellite dishes are not permitted on balconies unless specified otherwise.
- ❖ Barbecuing is a safety hazard and is not permitted on balconies.
- ❖ Hanging clothes/ clothes lines are not permitted.
- ❖ Be considerate of neighbours if you choose to smoke on your balcony.
Remember: throwing cigarette butts over the railing is a fire hazard.
- ❖ Balconies should never be used for storage.

Snow Removal

Our Tenants safety is a top priority, so we remove snow from sidewalks, parking lots and driveways as quickly as possible. Tenants of townhomes and single homes are responsible for clearing their own walkways and driveways and steps, so please check the back page of your tenancy agreement if you are responsible for the snow removal.

Pets

Campanale Management offers pet friendly units, however any damages caused by pets will be the responsibility of the tenant.

The following rules must be followed:

- ❖ Your pet must be kept on a leash in all common areas of the building as well as on the grounds.
- ❖ You are not to allow your pet to defecate and/or urinate in your unit, on the balcony nor in any common area of the premises. If any “accidents” occur, you as the pet owner are responsible for the cleanup.
- ❖ Cat litter boxes must be cleaned and freshened regularly.
- ❖ Dog owners must follow the “Stoop and Scoop” Bylaw and pick up after their pets.
- ❖ Cat owners should check with their local municipality regarding any applicable bylaws.

General Community Rules

- ❖ Window coverings must be drapes or blinds. Coverings such as sheets, blankets, flags or aluminum foil are not acceptable.
- ❖ Exterior windowsills should be kept clear. Your Campanale Management Team must approve any additions such as planter boxes.
- ❖ Front lawns, all parking areas, and common areas such as sidewalks, stairways and halls are not to be cluttered by personal property.
- ❖ Signs or notices may not be publicly displayed inside or outside the home.

- ❖ Satellite dishes, telephone or computer cables or wires, air conditioners, wall to wall carpeting, or permanent alterations, may not be installed in, on or about any part of the home, without the prior written authorization of Campanale Management. Landscaping alterations also require prior written authorization.

Please Note: Tenants are responsible for damage caused by abuse or neglect. For additional information, call your Campanale Management Team.

Common Areas

Recycling

Campanale Management is proud to support recycling in our communities. We hope you'll join us by participating in the waste diversion programs, and recycle items in the appropriate bins, chute or collection area provided.

Here are a few quick tips:

- ❖ Make sure only items that can be recycled go into the bins.
- ❖ Remove food and liquids.
- ❖ Rinse containers.
- ❖ Remove plastic covers and overwrap from cardboard containers, magazines and other waste paper.
- ❖ Flatten boxes.
- ❖ Do not throw plastic bags into the recycling bins.

We should all do what we can to cut back on the amount of waste we produce.

Garbage Disposal

Apartments

All garbage must be securely wrapped in a small plastic bag before being dropped placed in the containers provided at your community. Recyclables should be taken to designated areas within your community, along with boxes and large items. Please recycle items in the appropriate bins provided.

Townhomes/Single homes

All garbage must be properly secured in garbage bags. Please keep garbage in your backyard / garage until garbage day. Place garbage in the designated area, and only at the time specified. No garbage is to be left out in front of a home at any time.

Hazardous, Electronic and Bulk/Oversize Waste

There are many items that can be found in your household that cannot be disposed of with your regular recycling and garbage. Properly disposing of hazardous, electronic and bulk/oversize waste will both help our environment and the safety of our community.

If your community doesn't collect hazardous or electronic waste, check with our local retailer about a take-back program, contact the city or municipality to find out about drop off sites.

Household hazardous waste includes:	Electronic waste includes:
Aerosol containers (not empty)	Cell phones
Batteries	Computers
Bleach	Keyboards
Cleaners (drain, oven etc.)	Monitors
Fluorescent bulbs and tubes	Televisions
Gasoline	Printers
Medications	Stereo Equipment
Motor oil	Radios
Etc...	Cameras

Laundry Facilities

All apartments are equipped with laundry rooms with pay-for-use washers and dryers. Please follow the instructions posted, and show consideration for others by leaving the machines and the laundry room clean and tidy. To conserve water and electricity, wash in cold water, do only full loads and select the appropriate water level and drying time to suite the size of your load.

Never leave your laundry unattended. Campanale Management will not be held responsible for damaged or stolen articles.

Staying Safe

Here are a few easy and inexpensive ways to help safeguard your home and your community.

- ❖ Report anything suspicious to the police first and then to your Campanale Management Team.
- ❖ Ask a friend to check on your home and to collect mail and papers while you are away. Notify your Campanale Management Team in writing, if you'll be away for an extended period of time. Leave name of a person to contact in the event of an emergency. Campanale Management will not be responsible for checking your home during your absence.
- ❖ Do not admit any strangers into the building or underground garage.
- ❖ Keep your doors and vehicles locked at all times. If you have an attached garage, make sure to close the garage door when you're away and don't leave anything of value in your vehicle.
- ❖ Participate in fire drills and make sure that every member of your household is familiar with the emergency procedure. Tenants who require assistance to evacuate are encouraged to register their name and telephone number with your Campanale Management Team.
- ❖ Do not temper with the fire alarms, smoke detectors or intercom systems in your apartment or homes as this affect the overall systems and you could be charged under the Fire Code legislation. Please report any malfunctions to your Campanale Management Team.

- ❖ Your home has been equipped with at least one battery or electrically operated smoke detector. For battery operated detectors, “Beeps” will sound in short intervals if the battery needs replacing. Tenants are responsible for replacing dead batteries. Should the smoke detector fail to operate for any other reason, contact your Campanale Management Team. Please, for the safety of your family, your neighbours and yourself - **NEVER** disconnect your smoke detector.
- ❖ Also for safety reasons, natural Christmas trees are not permitted in homes, apartment buildings or on balconies.
- ❖ By direction of the Fire Marshall, barbecues are not permitted on balconies, unless specified otherwise.
- ❖ Encourage your children to practice safety precautions. Please do not leave bicycles or toys on sidewalks, in stairways or in hallways. For children safety, we recommend that they be closely supervised in playgrounds and other recreational areas.
- ❖ Tenants are encouraged to contact the local Police Service to find out about neighbourhood crime awareness and crime prevention programs.

Parking

If you have been assigned one or more parking spaces, there are a few general guidelines that will help avoid unnecessary hassles:

- ❖ Only park in the space(s) assigned to you.
- ❖ Where applicable, your parking identification sticker(s) should be affixed to the front windshield of your vehicle, or wrapped in plastic and placed face up on your dashboard.
- ❖ If an unauthorized vehicle takes your parking space(s), call your Campanale Management Team.
- ❖ If you'd like to rent or cancel and additional parking space(s), please contact your Campanale Management Team.
- ❖ Vehicles illegally parked in visitor's parking may be ticketed or towed without notice at the owner's risk and expense.
- ❖ For the convenience of all our tenants and their guests, tenants must not park in visitor's parking at any time.

