



# Home Care Guide 2016

**TRIDEL**<sup>®</sup>  
BUILT FOR LIFE





## WELCOME TO YOUR NEW HOME AT AVANI

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Tridel welcomes you to your beautiful new home at Avani.

Homeownership is an exciting and rewarding experience. We would, however, like to emphasize that it is also an ongoing responsibility. By taking the time to properly care for your home, it will continue to look its best, and work efficiently for many years to come.

The Home Care Guide serves as an excellent accompaniment to your new home in the many years ahead. We invest a significant amount of time and effort to ensure that the content is both accurate and relevant to you. It is designed to assist you in getting answers to questions regarding your home and community in the areas of functionality, warranty, and more. It is important to read it in its entirety as it will serve to make the transition into your new home both easier and more enjoyable. Should you have further questions or need additional information, please do not hesitate to contact Customer Care and we will be happy to assist you with your concerns, no matter how big or small!

As a new homeowner and valued customer, your opinion is of great importance to us. Your feedback will assist us in making certain that the homecare guide meets your requirements and desires, both now and in the future. After you have settled into your new home, we would greatly appreciate you taking the time to answer the following questions regarding the home care guide. To make it easier, your Customer Care Team will be glad to accept your survey at any time. Simply [click here](#) to enter your survey online.

Sincerely,

**Metrogate Inc.**

Per:

Customer Care



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# INTRODUCTION TO YOUR HOME

## Team Members

### Management

Del Property Management manages your new home. The Property Management office is located on the 2<sup>nd</sup> floor. The hours of operation are 9:00 a.m. to 5:00 p.m. Monday, Wednesday to Friday and 9:00 a.m. to 7:00 p.m. on Tuesdays. The office telephone number is (416) 645-8869. If management personnel are required outside of office hours to handle an emergency, please call the Del Emergency after hours number (416) 495-8866.

### The Concierge

The Concierge is responsible for access control of all guests to the property. Avani enjoys a 24-hour Concierge who is ready and willing to assist you. Should you be involved in leisurely interaction or conversation with the Concierge, please keep in mind that their primary task is the security of your community's residents.

### Customer Care

Tridel Customer Care is your primary contact for your in-suite service requests while your home is under warranty. After the warranty period, all in-suite maintenance and repairs are the homeowner's responsibility. Del Property Management often organizes community maintenance programs (e.g. fancoil maintenance) and can refer you to trades familiar with your home's features and finishes.

You may call your Customer Care Team to discuss your concerns at (416) 645-8869, email [avanicc@tridel.com](mailto:avanicc@tridel.com) or [www.tridel.com/service](http://www.tridel.com/service). We remind you that all service requests are to be submitted in writing.

## Quick Reference Telephone List

NAME	TELEPHONE	COMMENTS
Community Contact Number	(416) 645-8869	
Customer Care	option #2	Email: <a href="mailto:avanicc@tridel.com">avanicc@tridel.com</a> Weekend & After hours appointments are available upon request. Requests can be submitted through: <a href="http://www.tridel.com/service">www.tridel.com/service</a>
Del Property Management Head Office After hours Emergency	option #1 (416) 661-3151 (416) 495-8866	Located on the 2 <sup>nd</sup> floor of the Avani community Email: <a href="mailto:avanione.pm@delcondo.com">avanione.pm@delcondo.com</a>
EMERGENCY	911	POLICE, FIRE, AMBULANCE
Sales Office	option #3 or (416) 293-5535	Office Hours Mon-Thurs 11:00 am to 7:00 pm Sat-Sun 12:00 pm to 6:00 pm Friday Closed
The Concierge	option #0	24 hour service Email: <a href="mailto:avani.concierge@delcondo.com">avani.concierge@delcondo.com</a>
Tridel C <sup>3</sup> Centre	(416) 661-9394	Email: <a href="mailto:ask@tridel.com">ask@tridel.com</a>
Rogers Cable	1-866-558-1024	Cable Television, Telephone and Internet Services
Whirlpool Canada	(800) 807-6777	Appliance Service Requests

# MOVES AND DELIVERIES

## Booking Your Elevator

You should advise the Property Management Team of your move in date as well as any deliveries as soon as possible. This will avoid any conflict and also minimize confusion, as there are generally three to four move-ins scheduled each day.

When your moving company arrives, the Concierge will direct them to the loading dock area and the elevator will be placed on service.

Moving hours are:

Monday to Friday (12 p.m. - 9 p.m.)

Saturday, Sunday & Holidays (8:00 a.m. – 8:00 p.m.)

Moves and deliveries can be booked through bazinga! or with your Property Management Team and should be booked at least seven days in advance, so that the elevator may be protected with moving blankets and placed on service for your convenience. Reservations made are on a first come - first serve basis.

We recommend that you ask your moving or delivery people to remove all cardboard and boxes from the site. Otherwise, you are responsible to break the cardboard and boxes down and place them in the recycling containers located on the ground level.

## Packing Tips - General

- Disassemble any items you can.
- Ensure items with sharp corners or projections are prevented from puncturing or scratching.
- Reinforce the bottom of all boxes with tape.
- Pack one room at a time and label each box with room and contents.
- Mark boxes containing fragile items clearly as "Handle with Care", "Glass" or "Fragile". Load these boxes on top of all other freight and secure in place.
- Fill any unused space in boxes with paper or other filler to prevent shifting during transit.
- Dispose of items you do not need or want. Garage sales, consignment shops or charitable organizations are a great way to avoid moving unwanted items.
- Move your valuables, houseplants, necessities, and specialty items with you.

## Furniture

Pad all furniture with blankets or bubble wrap. Secure padding to furniture. Remove legs from furniture if possible. Place wing nuts or screws in envelopes or plastic bags and tape to underside of furniture. Coat fine wood furnishings with wax to protect against scratches.

Stand sofas on end and secure in place to minimize cargo space used. Place loose cushions in bags and use as filler between furniture pieces.

## Electronics

Whenever possible, use original shipping boxes for computers, printers, stereo equipment or televisions. Wrap each piece with bubble wrap or foam packing material. Immobilize any moving parts. Remove all cables and cords if possible. Color code or label wiring for easier reinstallation. Tape electrical cords to back of appliance to prevent plug damage. Follow manufacturer's instructions for moving when available.

## Dishes & Glassware

Each piece should be individually wrapped and packed in shredded newspaper in stout boxes. Plates should be packed on edge instead of flat. For the best protection, purchase the "dish packs" sold at local equipment rental or packaging stores. Fine silver should be wrapped in cloth or silver paper. Place these boxes on top of load and secure the boxes in place to prevent shifting during transit.

## Lamps

Remove all bulbs and shades before packing. Pack in sturdy cartons.

## Wall Hangings

Wrap each painting or framing individually with bubble wrap, blankets, or towels. Load items in carton on their edges, not flat. Label and mark cartons as fragile. Be sure to load these cartons in a safe position.

Please do not pack the following items:

Fuels	Aerosol Cans
Paint/Mineral Spirits	Flammable Liquids or Corrosives
Liquid Bleach	Fire Arms or Ammunition
Matches/Candles	Food in Glass Jars
Live Plants	Pets
Perishable Goods	Cleaning Chemicals

# MOVES AND DELIVERIES

## Loading Tips

- Be sure to lift items using your knees (not your back) to prevent injuries.
- Make sure ramps are sturdy and securely in place.
- Use dollies to load appliances and other heavy objects.
- Load heavy items on bottom, lighter items on top.

## Redirection of Mail

When Canada Post commences service to the building, you may pick up your mail in the mailroom located in the lobby.

Your mailing address is:

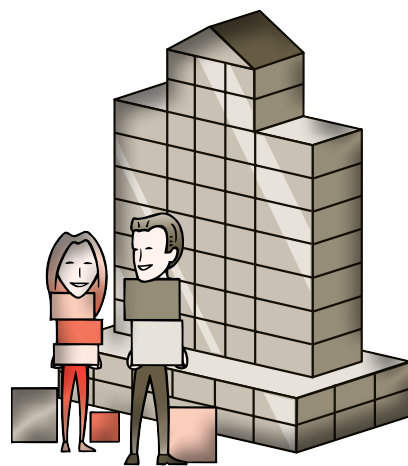
Your Suite #  
255 Village Green Square  
Scarborough, ON M1S 0L7

## Mail Pick Up

The Concierge/Security will be glad to accept parcels on your behalf provided that a waiver is pre-signed with the Property Management Office. Waivers will be included in the Homeowner Orientation package or can be downloaded from the documents section within Bazinga. They are however unable to sign for any registered mail.

## Vacations and Other Absences

If you intend to leave for an extended period of time, please notify the Property Management Office and include the names of people authorized to enter your home, as well as a contact person who we could call in case of an emergency. Place on hold newspaper and/or deliveries to your suite and make arrangements with a friend or neighbour to pick up your mail. You may also arrange with the post office to hold or forward your mail to a temporary address.



# GARBAGE AND RECYCLING

## Where is the Garbage Chute

The garbage chute is centrally located in the corridor of each floor. For the consideration of other residents, the garbage chute is only to be used between the hours of 8:00 a.m. and 10:00 p.m.

All garbage must be properly bound, packaged, bagged and sealed to prevent any undue odour, mess or damage during its descent within the garbage chute. All garbage must be firmly pushed down the garbage chute and not left within the container at the opening of the chute. Nothing is to be left on the floor of the disposal room.

Avani is equipped with a Tri-Sorter. The chutes sort three separate types of garbage - organic, normal waste and recycling. By simply pushing a button, each homeowner can help reduce their waste by diverting recycling and organic waste to the proper channels.

The following is a list of items that do not go down the chute. They are either hazardous material, or may block the chute, resulting in damage and costly repairs.

### ITEMS THAT DO NOT GO DOWN THE CHUTE

- Bulk Items i.e. coat hangers, cartons, kitty litter
- Paint
- Flammables / Combustibles
- Boxes / Move-in Containers

The above-mentioned items should be taken to designated disposal areas. If you are unsure of these locations or would like to know how to properly dispose of hazardous waste please contact Property Management office.

## All About Recycling

### ITEMS THAT SHOULD BE RECYCLED

- Glass bottles and jars (washed)
- Metal cans (washed, place loose lids inside)
- Plastic bottles & jugs (please remove caps, flatten if possible)
- Aluminium foil and containers (pie plates, baking pans, take out food)
- Corrugated cardboard, cleaned pizza boxes (no larger than 2' x 2' x 1", flatten)
- Newspapers, magazines, and catalogues, telephone books, books
- Egg cartons, milk and juice cartons (flattened), paper rolls and paper bags
- Cereal boxes, detergent boxes, drinking / juice boxes and shoe boxes
- Household paper (junk mail, envelopes, writing and computer paper)
- Gift wrap, cards (no ribbons or bows)

Please do not bag any recyclable items. All items must be individually pushed down the chute under the correct designation to ensure proper function of the system.

### ITEMS THAT MAY NOT BE RECYCLED

GLASS	drinking glasses, dishes, cups, crystal, window glass, light bulbs, mirrors, pottery, glass pots and pans and make up jars.
PLASTIC	dish pails, toys, make up jars, caulking tubes, foam cups and dishes, margarine, yogurt tubs and motor oil jugs.
METAL	coat hangers, pots and batteries.
ALUMINUM	foil wrap and bags (potato chip bags).
FIBRE	tissues, wax paper, foil gift wrap and boxes with plastic windows (remove windows to recycle).

# UTILITIES

## Cable & Telephone Service

Although your suite is pre-wired for television & telephone service, it is your responsibility to arrange for commencement of services.

Company	Product	Contact
Rogers Cable	Cable Television Programming	1-866-558-1024 move2rogers@rci.rogers.com

## Internet Service

Included within your maintenance fees is Rogers Hybrid Fibre 250 Internet. You will find the demarcation plates are typically located in the foyer closet or laundry room.

## Hydro and Water

The Condominium Corporation will be billed on a bulk basis for utilities. You pay these expenses through common element fees, and through sub metering.

For a typical, single fan-coil home at Avani the metering consists of 3 meters; an electrical meter, a thermal meter (located within a common area electrical closet), and a hot water meter within the suite. If a suite has more than one fan coil, then that suite will have 4 meters. Typically, each suite will receive a monthly bill from Provident Energy Management Inc. that will have 3 different charges. The meters are read from an electronic metering system and do not require access to the home. Access to the home will only be required if there is a problem with any of the meters located within the suite.

1. Electrical Meter – this meter is physically located in the electrical closets in the common area corridor. This is a smart meter that time stamps the electricity so that the resident will be charged based on time of use rates. Each resident will be charged for their actual hydro consumption.
2. Thermal Meter – is located inside the fan coil unit in the suite. The meter measures the amount of cooling or heating being used by each individual suite. The charges for this consumption will be comprised of different components in the winter and the summer. In the winter it will be comprised of the natural gas used

by the boilers to heat water as well as the electricity consumption of the main circulation pumps used to transmit the water to the suite. In the summer the charge will be comprised of the electricity used to power the chiller, cooling tower and the main circulation pumps.

3. Hot Water Meter – is located within the suite behind the access plate where the main hot water shut off valve is located. This meters the total amount of hot water that is consumed in the suite. The charges for hot water will include the cost of the water, the cost of the natural gas used to heat the water, and the distribution systems.

## Tips to Save Energy Around Your Home

- Use kitchen exhaust fans to quickly remove excess moisture.
- Fluorescent tubes last 16 times longer than incandescent light bulbs and use only 30% of the energy.
- Using timers for lights helps you to use electricity only when you need it.
- Use a toaster oven or microwave whenever possible, as both use less energy than a conventional oven.
- A clean air filter improves the efficiency of your fan coil.
- Redirect air that is being blocked by furniture for maximum efficiency.
- Dimmer switches reduce energy consumption and provide attractive lighting (must use dimmable bulbs).
- Lower your thermostat to 20°C (68F). For every degree above this setting your heating costs increase 5%.



# ACCESS

## Access to the Community

### Residents

Entry to the building is gained by using your access remote. The access remote works by simply placing it in close proximity to the readers mounted adjacent to the doors.

### Visitors

Visitors will need to register with the Concierge before entering the property. The Concierge will call to confirm you are at home and willing to have the guest authorized to enter the property. Please note that all staff have been given strict instructions to ensure all guests are announced before entering the building.

NOTE: For Security Purposes we strongly recommend that you DO NOT grant building access to anyone.

## Touch Screen Telephone Entry System

The door entry system, located at the ground floor lobby vestibule and visitor vestibule within the parking garage utilizes an auto-dialer to allow a visitor to quickly and conveniently announce their arrival. It is therefore a requirement for all residents to register their names and telephone numbers with the Property Management Office as soon as possible.

To use the entry panel, Visitors simply follow the instructions on the touch screen. Multiple languages are available to allow the user to select a desired language. Current languages supported include English, French, Spanish, Cantonese and Mandarin.

The Entry panel welcomes visitors and verbally assists the user by providing system instructions. Screen text also appears in the chosen language. The entry panel can easily be switched back to English in the event of error. All text is oversized to visually assist the user. The directory includes both tenant listings, additional important building information, and "hot buttons".

### To Answer the Enterphone

- To open the door: Answer the phone, speak to the guest and permit entry by pressing button "6" on the touch tone telephone.
- If you do not wish to allow a guest to enter, hang up. This will terminate the call.

### Tips When Expecting Guests/Visitors

When expecting visitors or taxis, informing the Concierge in advance will expedite their admittance.

If you intend to meet someone in the lobby, please contact the Concierge in advance to advise them and avoid the guest being turned away.

Should you experience problems with your guest arriving unannounced please feel free to contact the Property Management Office with the details of the date and time of the occurrence. Residents' input is always welcome.

## Access to Your Home

On your suite occupancy date, your Customer Care Team will contact you via email or phone to confirm with you that your suite keys have been released and are ready for pick up at the Concierge desk. You can contact your Customer Care Team at 416-645-8869 or email [avanicc@tridel.com](mailto:avanicc@tridel.com) during regular business hours, should you have any questions.

While obtaining your 2 suite keys, the Concierge will register your name and telephone number, if you have not already done so, to activate your fobs. For a nominal fee, see your Property Management office for extra suite entry door keys.

All suite entry door keys are on a master key. The master key allows Property Management to gain immediate access in the case of an emergency. Residents are not permitted to change the suite entry door lock without authorization from the Property Management Office. Safety chain/double locks, etc., may not be attached to suite entry doors without consent from your Property Manager.

# ACCESS

## Opening of Suite Doors

In order for our Concierge to grant access to the building for any individuals, either residents or guests, you must sign a waiver in advance whereby releasing the Condominium Corporation and the Declarant from any liability. The waiver may be downloaded from the documents section on Bazinga. The Concierge will grant access to the building only. Residents are responsible for providing a suite key to the person they wish to grant access to their suite.

If a remote is lost or stolen, you must report it immediately to the Property Management Office (at which time it will be de-activated from the system to avoid entry into your community by non-residents). Replacement (and additional) devices may be purchased from the Property Management Office.

## Lockers

Access to lockers is provided by a common area key, which is provided to you in your closing package. This gives you access to the locker room only. Within this room there are several lockers separated by caging. If you purchased a locker, then keys to your individual locker will be provided to you in your closing package as well. It is recommended for all items stored within the locker to be elevated off the floor and placed under a plastic cover.

## Common Area Access

Two access remotes are issued to each suite within your closing package. Should an owner require additional access remotes please contact the Property Management Office to purchase them. All keys and remotes must be turned over to the new owner upon sale of the unit. Non residents, agents, and/or visitors are not permitted to be given access remotes.

## Access to the Garage

Avani is our first community utilizing a new parking management solution designed with the residents in mind. The security of the building will now be enhanced with the capability of taking photos of the license plates of all vehicles entering the premises. The system will keep track of what vehicles have entered the property and at what time. This will provide your Property Management team with a true picture of what is happening in your parking garage. At the same time it also enhances your living environment by providing seamless access to your underground parking stall without having to push any buttons.

Should you not wish to use the new automatic license plate recognition system, you can still gain access by using your access remote received at closing.



## PARKING, LOCKERS & BICYCLES

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### Resident Parking

Please lock your vehicle at all times and avoid leaving valuables inside. When entering or leaving the premises, please operate your vehicle safely and drive at a speed of no more than 10 km/h and adhere to all posted signs.

Please ensure the Property Management Office has your correct license plate number and always use your own parking spot. In the event that you are unable to park in your designated space for whatever reason, PLEASE contact the Concierge for alternative parking arrangements. Vehicles parked in unauthorized spots will be ticketed and/or towed at owner's expense. Parking tickets will not be paid or cancelled by the Condominium Corporation or the Declarant. Please keep in mind that for legal reasons, it is the homeowner's responsibility to remove unauthorized vehicles that are in your designated parking spot.

Repairs, washing, oil changes and storage of non-functional vehicles or other items is not allowed in the parking areas. Parking spaces are for vehicles only and are not to be used for storage of ANY articles. Items left in the garage will be discarded.

Residents must park within their parking boundaries.

When entering the garage or barrier, use the access remote at all times. Any damage caused as a result of not using the access remote will be the responsibility of the resident.

### Visitor Parking

All Visitor parking is located on the ground level of the parking garage. Visitor parking spots are indicated with a "V." Visitors are unable to access resident parking units. Overnight visitor passes are required when guests intend to spend the evening past 2:00 a.m. It is the resident's obligation to notify the Concierge to ensure that the parking pass has been obtained and clearly displayed in the windshield of the vehicle. Visitor parking is available on a first come first served basis.

Residents are not to park in visitors parking at any time.

### Parking Garage

A rubberized membrane is installed on the garage floor surface of P1 to P2 levels to help prevent water and road salt brought into the garage on tires, from penetrating the concrete. The P3 level has an AV sealer over the concrete floor.

These coatings are very sensitive to oil, other chemicals and stress from turning tires when the car is not in motion. A quick look at the floor under your car will help you determine if the coating in your space is damaged. If oil leaks or spills of any kind occur, please clean them with soap and water or throw an absorbent material on the spot to soak up the spill and later clean the area. Leaks left for any period of time will result in damage to the garage surface and will be the financial responsibility of the owner of the parking space to repair to its original condition. Repairs to the membrane are expensive. A few minutes of your time could avoid this unnecessary expense.

### Lockers

Please ensure that all articles stored in lockers are kept within the space you have purchased. Remember that you have purchased the locker space itself not the area above or around the enclosure. We encourage you to ensure that all items within the locker room are kept elevated from the floor, and that the items are placed under a plastic cover as the Condominium Corporation or the declarant is not responsible for any items which are damaged as a result of water leakage. You may not store gasoline, propane or any other combustible materials.

Additional parking and lockers may be available for purchase through the Sales Office.

### Bicycle Storage

Bicycle storage will be available to visitors of the Avani community on the ground level of the parking garage.

Visitors are to contact the Concierge for bicycle storage assignment. Any unregistered bicycles are subject to removal without notice.

Resident bicycle storage is available on all underground levels of the parking garage. To register for a bicycle storage rack, please contact your Property Manager. Availability is on a first come, first served basis.

# SECURITY

## Alarm Panels

The security system is an added security feature, which monitors access to your suite through the suite front entry door and window balcony door (applicable suites only). The security panel in your suite is located close to the resident suite entry door.

1. Activating the security system. You can "arm" the security system by entering your personal four-digit code. The panel has a red light to indicate the alarm has been activated.
2. Deactivating the security system. To disarm the security panel, simply re-enter your four-digit code. The panel will beep and momentarily display (DISARMED!) Then return to the normal state displaying the status.

Please note if the alarm is not disarmed, the Concierge will receive a computer-generated signal, which informs them that someone has entered your home and the alarm system will be activated. The Concierge will then immediately contact the appropriate authorities.

It is essential that you provide Property Management with this master code. Please contact Customer Care or Property Management if you have equipment/service issues.

## Intercom System

There is a two-way audio communication intercom that has been installed around the community. This allows anyone to communicate with security on a twenty-four hour basis.

## Security Channel

The lobby entrance can be brought up on visual display through your television set, allowing you to see guests from within your home, prior to allowing entry. Turn to channel 998. A preset channel is designated for viewing. Please contact Property Management for further information.

## Panic Alarms

If you feel there is a threat or an emergency while you are in the residents' garage, simply hold the RED button on the access remote, this will activate the horns and strobe lights. At this same time, the Concierge will be notified of an alarm through the computer system and a channel of communication to the area will be opened. As closed circuit cameras strategically monitor the underground parking areas, the Concierge will be able to view your location and alert the appropriate authorities.

## Soliciting

Solicitation on the property is prohibited. If you receive a flyer at your door or witness someone distributing flyers please contact the Concierge or the Property Management Office.





# EMERGENCY AND FIRE SAFETY

## Emergency Procedures

For ambulance, call 911 directly; then call the Concierge to notify them of the emergency and to secure an elevator.

When calling outside emergency services, be sure to use the appropriate address:

Your Suite #  
255 Village Green Square  
Scarborough, ON M1S 0L7

## Fire Safety

This section outlines procedures and responsibilities for Residents and building personnel in a "fire emergency". For your own protection, please take a few minutes to read the following procedures. The complete co-operation of each person is mandatory if the plan is to be successful.

High rise condominiums are generally considered to be safer from the spread of fire than the average single family dwelling. The building has been constructed of fire resistant materials. Fire rated walls and floors inhibit the spread of fire from one suite to another suite.

**To avoid fire hazards you are advised of the following:**

- Do not permit anything to be done in your home which will in any way create a risk of fire.
- Do not bring anything into your home which will in any way create a risk of fire.
- For safety reasons, only artificial, non-combustible Christmas trees are permitted.
- Do not store propane or gasoline in your locker or on your balcony.
- Please avoid careless smoking and always use ashtrays for butts and ashes. Never smoke in bed.
- Do not put burning materials, such as cigarettes and ashes into the garbage.
- Do not dispose of flammable liquids or aerosol cans in these chutes.
- Avoid unsafe cooking practices such as deep fat frying, using too much heat, leaving stoves unattended and wearing loosely hanging clothing.
- Do not use the oven or microwave for drying garments.
- Do not use fuses in your stove of higher amperage than specified.
- Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.

The safe and orderly evacuation of all personnel in the building is of paramount importance. The following procedures are intended to achieve this goal in the event of a crisis, not only from fire, but from any other physical emergency.

The issue of whether to stay or go is an officially unresolved matter. The policy of the Ontario Fire Marshal's Office, and the approach widely accepted by the fire department is that the best place to be in case of a fire is outside the building. However the Coroner's Jury investigation recommends you should remain in your suite. When you hear a fire alarm, you must make up your mind right away whether to leave the suite or stay. Not leaving immediately may be too late because smoke, which contains poisonous gases may have filled the corridor or the stairwell.

To assist you in understanding what to do in the event of fire, and/or the sounding of the fire alarm, we recommend the following:

**In general, occupants are advised to:**

- Know where the alarm pull stations and exits are located.
- Call the Concierge and/or the fire emergency number (9.1.1) immediately.
- Know the correct building address and suite number.

**If you discover a fire in your suite or common area**

- Leave the fire area, remember to take your keys.
- Close all doors behind you.
- Activate the fire alarm (stations are located in the corridor).
- Use exit stairwells to leave the building immediately.
- Call the Concierge and/or the fire emergency number (9.1.1). Never assume that this has been done. Provide the address and location of fire in the building.
- Do not use elevators
- Do not return until it is declared safe to do so by a fire official.

**If you are in a suite and fire alarm is heard**

- Before opening door, feel door and handle for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close door quickly.
- If you find no fire or smoke in corridor, then take suite keys, close door behind you and leave by nearest exit stairwell.
- If you encounter smoke in corridor or stairwell, consider taking corridor to other side of building where stairwell may be clear, or return to your suite.
- If there is smoke on your floor or in the stairways, it is suggested to stay in your suite. Take actions to protect yourself from smoke. Call the Concierge and/or the fire emergency number (9.1.1) and provide details of your situation.

# EMERGENCY AND FIRE SAFETY

If you cannot leave your suite because of fire or heavy smoke, remain in your suite and:

- Close the door.
- Unlock door for possible entry of fire fighters.
- Call the Concierge and/or the fire emergency number (9.1.1). Tell them where you are, then signal to Fire Fighters by waving a sheet.
- Seal all openings where smoke can get in by using wet towels or sheets.
- Crouch low to the floor if smoke enters the room.
- Move to the balcony or most protected room and partially open the window for air. Close the window if smoke comes in.
- Wait to be rescued. Remain calm. Do not attempt to escape through a window or balcony. Listen for instruction or information which may be given by authorized personnel or over loudspeaker.

## Fire Detection System

### Smoke Alarm & Sprinkler System

Each suite has a smoke alarm (larger suites may have 2 or more smoke alarms) located on the ceiling. The smoke alarm is activated by the presence of smoke such as burning toast etc. The alarm will only be heard within your suite and can be de-activated by clearing the air around the device. The smoke alarms do not require a battery, as they are hardwired to the breaker panel.

**Maintenance:** Check at least once a month to ensure the smoke alarm is functioning properly. To do this, simply press the test button on the smoke alarm until it sounds. Should it not sound within a second or two, notify the Property Management Office immediately.

**Speaker:** Each suite has a fire alarm speaker (larger suites may have 2 or more speakers) located on the ceiling) as required by the fire code. The building fire alarm will be heard in each suite through the speaker. When this alarm sounds, the Concierge will follow with an announcement stating the nature of the alarm.

**Sprinklers:** are required by building code in all new high-rise condominiums in Ontario as part of the fire safety systems. They are activated when elevated temperatures are detected.

**NOTE:** It is prohibited for any resident to disconnect the fire alarm speakers within your suite. In doing so, charges can be made against you as a result.

**CARBON MONOXIDE DETECTOR ONLY APPLICABLE IN CERTAIN SUITES**

## Fire Equipment

### Fire Extinguisher, Control and Confinement

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, then the door to the area should be closed to confine and contain the fire. Leave the fire area, ensure the Fire Department has been notified and wait for the Fire Department.

**NOTE:** Suite smoke alarms do not activate the fire alarm system. We suggest you take appropriate action to sound an alarm. In case of fire, proceed immediately to the closest pull station to activate the alarm. Then if safe to do so, proceed to the nearest exit.

Once the pull station has been activated the nature and location of the alarm is automatically indicated on a fire alarm/annunciator panel, located near the main entrance foyer.

### Safer Use of Household Fire Extinguishers

In addition to working smoke detectors, every household should have a fire extinguisher strategically placed in rooms such as the kitchen.

Don't just hang your extinguisher on the wall or in the cupboard! Plan ahead, read the instruction manual and know your extinguisher's capabilities before trying to fight a fire. Portable fire extinguishers are useful for putting out small fires, but recognize your limits and the limits of the extinguisher.

Using the wrong type of extinguisher on a fire can actually make it spread so its important to plan ahead when purchasing and placing fire extinguishers.

There are four types of household extinguishers:

### Extinguisher Rating - Intended Use

Type A - For use on fires involving combustible materials such as wood, cloth and paper.

Type B - For use on flammable liquid fires, including kitchen grease. Never use water on this type of fire!

Type C - For use in fires involving energized electrical equipment.

Type ABC - Works on all three types of fires listed above.

The manufacturer's use and care booklet provides guidance on the type and size of fire with which your extinguisher may be used. The booklet also provides tips on how to properly use and maintain your extinguisher.

# EMERGENCY AND FIRE SAFETY

Here's some basic rules to keep in mind when dealing with household fire extinguishers:

- If a fire breaks out, your first step is to call the fire department and get everyone out of the home. If the fire is not spreading and is confined to a small area, use the appropriate type of extinguisher for the fire. Know both your limits and the fire extinguisher's limits.
- Periodically inspect your extinguishers to determine if they need to be recharged or replaced. Extinguishers need to be recharged or replaced after each use—even if you haven't used all the extinguishing agent.
- When using a portable extinguisher, keep your back to an unobstructed exit that is free from fire.
- Check the manufacturer's instructions for operating guidelines, including proper distance between the extinguisher and fire. Always aim at the base of the fire.

## Fire hose cabinets and extinguishers

Fire hose cabinets and extinguishers are strategically located, equipped with 100 ft. of hose and a nozzle. Each cabinet is also equipped with a fire extinguisher. Additional fire extinguishers may be found in mechanical areas.

## Stand by power – emergency generator

The building is provided with emergency stand-by power in the event of an electrical power loss. During an emergency, emergency lighting, fire alarm and detection systems, sprinkler, fire pumps, stair and elevator pressurization systems go into effect.

The building air handling system automatically shuts down when a fire alarm signal sounds.

## Elevators

When the fire alarm is activated, all elevators will be brought to the ground floor automatically. Elevators will stop on the second floor if a fire alarm is activated on the ground floor. One elevator will remain operational for use by the fire department.

## Special Evacuation Procedures

The Fire Department requires that the Concierge have readily available a list of handicapped residents or any resident requiring assistance to evacuate the building. This list enables Fire Fighters to attend to people who are handicapped or people with special needs without delay.

It is crucial to keep this list accurate and up-to-date. Therefore, if there anyone within your home requiring assistance in case of an emergency please contact the Property Management Office to advise the disability and complete the appropriate form found within the document section on Bazinga.

## Electrical cords

Any electrical tool or appliance is only as good as the cord that connects it to the power source. It is important to use the right cord for the job and to use the cord properly.

Follow these tips for the safe use of electrical cords and extension cords:

- Look for the CSA mark on all electrical cords. This shows that the cord complies with recognized safety standards.
- Check appliance and extension cords regularly and replace them if they are worn or damaged. In particular, look for worn insulation and splices on the cord, and loose or exposed parts on the plug.
- Use an extension cord only as temporary connection.
- Make sure the extension cord is heavy enough for the intended load. For any device that draws more than 7 amps, use a heavy duty cord with No.16 or No.14 wire. (To determine how many amps a device will draw, divide the wattage by 110.)
- If a cord or plug becomes hot when it is plugged in, it may be overloaded. Unplug it immediately and replace it with a heavy duty cord.
- When working with power tools, use a heavy duty, grounded three-pronged cord.
- Never connect more than one extension cord together; instead use a single cord that is long enough to reach from the appliance to the outlet without stretching.
- Avoid using a cord that is too long for the job because a coiled or tangled cord can overheat and can also be a tripping hazard.
- Never run an electrical cord through a doorway, because if the door closes on the cord, the insulation could be damaged. Similarly, never run an electrical cord under a carpet or rug, because when people walk over the rug the weight and friction could damage the cord, increasing the risk of fire or electric shock.
- Always match the wide blade of the plug to the wide slot of the outlet. NEVER force a three-pronged plug into a two-pronged outlet or extension cord.
- Only store extension cords indoors at temperatures above 0° C (32° F). Outdoor conditions can deteriorate extension cords over a long period of time.
- For outdoors, use only cords that are clearly marked for outdoor use.
- Use electrical cords in dry locations only.
- Always unplug an extension cord when it is not in use.
- Never unplug an electrical cord by pulling on the cord.

# EMERGENCY AND FIRE SAFETY

## Emergency Service Requests

A true emergency exists when you are physically unable to occupy your home. They are most often a result of one of the following:

Total Loss of Heat  
Total Loss of Water  
Total Loss of Electrical Power  
Fire or Flood  
Major Water Leak

In the event of an emergency, whether it be water, electrical or heating, we recommend you do the following:

- Determine the problem
- Call the any of the following:

Your Concierge  
(416) 645-8869

Del Property Management Emergency  
(416) 495-8866

C<sup>3</sup> Centre  
(416) 661-9394

Emergency Service is your version of a 911 call. It is to be treated with the same sense of urgency and sensitivity. **We also want to emphasize that you do not hire independent contractors to make warranty repairs for you.** We will not be responsible for expenses incurred by others, unless authorized in writing by our Customer Care team.

### Kitchen Fires

The following information describes the types of fires you might expect in the kitchen ... and what to do about them.

#### Dry Cooking Fires

The most common type of cooking fire is the dry cooking fire. The water or moisture boils out of the pan and the food left in the pan, produces smoke. This usually does not cause a great deal of damage other than the heat may sometimes damage the surrounding area and the smoke may leave a residue and an odor. Hopefully a little cleaning up is all it takes.

#### Grease Fires

The grease fire occurs when oil or grease type foods are heated and ignite. A grease fire can do significant damage. Open flames can extend to surrounding cabinets or other combustible items. If unnoticed, a grease fire can become a major fire, engulfing the entire kitchen and adjacent rooms in the condo. This becomes a dangerous life-threatening fire.

When a pan filled with grease is heated to a high temperature during cooking, the vaporized grease can begin to burn. The additional heat energy released by the open flame will cause more and more grease to be vaporized and join in the combustion reaction. **You should NEVER throw water on to a grease fire, since this will intensify the reaction.** This is due to the fact that when the water comes in contact with the superheated grease, it will immediately vaporize. The liquid water vapor expands approximately 1000 times its volume as a liquid, carrying more grease particles with it. This increases the surface area of the grease, causing the rate of combustion to dramatically increase. The result is a flash of heat and light energy as the grease bursts into flames.

You might be able to extinguish a grease fire on the stove in several different ways. The simplest way is to place a lid on the pan and the fire should suffocate. A large amount of baking soda can also be used to extinguish a grease fire. Once you have the fire extinguished, don't forget to turn off the burner. But if the flames are too high, don't risk getting burned, instead, you may want to turn off power from the breaker panel.

### Oven Fires

Most of the time an oven fire is not serious. The fire is usually contained in the oven, which is designed for high heat anyway. The oven fire usually suffocates or is easily extinguished.

### Home Fire Safety Tips

- Make it a habit to unplug all counter appliances when not in use.
- Store cigarette lighters and matches out of the reach of children.
- Practice home fire drills regularly.
- Install a carbon monoxide detector, if you don't have one.
- Test your smoke detector monthly to make sure it's working properly.
- Make sure your extinguisher is full and not expired.



## INSURANCE

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One of the most important things that you should purchase as a homeowner is insurance. For a few dollars a month you can have peace of mind that your investment is looked after. The Corporation purchases insurance on behalf of all owners through the maintenance fees - **this insurance only covers your suite to the defined standard unit.** As an owner you cannot rely on this policy only as it does not cover your upgrades, flooring, countertops, appliances, furniture, artwork, the Corporation deductible or any of your personal belongings. It also will not protect you from liability in case someone is injured while in your suite.

**All on-site owners should obtain the following insurance:**

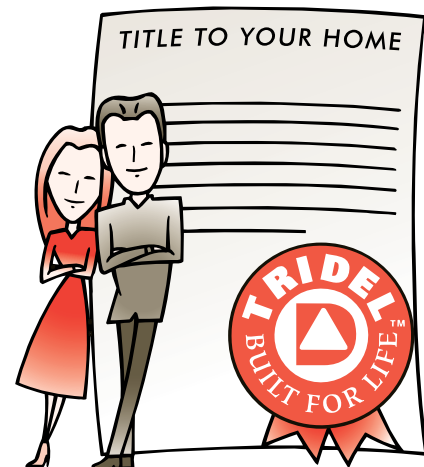
- Liability insurance
- Contents insurance
- Betterments and improvements insurance
- Accommodation insurance
- Loss assessment insurance
- Contingency insurance (covers the Corporation deductible)

**If you are an off-site owner renting your suite you still need insurance:**

- Liability insurance
- Appliance insurance
- Betterments and improvements insurance
- Contingency insurance (covers the Corporation deductible)
- Loss of income insurance

It is also important for tenants, renting your suite, to acquire insurance for liability, contents and contingency insurance.

We suggest that after settling in you take inventory of all your contents, and if possible, photograph or videotape the items. Pictures/videos say a thousand words in the event of a loss.



# WARRANTY

## TARION Warranty Corporation

The Ontario New Home Warranty Plan Act was enacted by Provincial legislation designed to protect the rights of homebuyers by providing industry-wide protective measures and consistent compensation. The Tarion Warranty Corporation is the administrative body, which enforces the Act and it acts as a private non-profit corporation.

Anyone building a new home in Ontario must register with Tarion and enrol each new home or condominium unit. When a home is completed, the buyer and the builder sign a Certificate of Completion and Possession (CCP) which confirms to the Corporation that the sale has taken place. The builder will give you a copy of the CCP and will send another copy to the Corporation. Signing the Certificate during the Home Orientation does not sign away your right to have Tridel repair any other items that are under warranty that may arise during your first year in the home.

## Tarion Warranty Program and Tridel

Each purchaser receives a new Homeowner Information Package, on or before P.D.I. The package explains your rights and responsibilities under the Tarion Warranties Plan Act, particularly what you need to do within the first 30 days after you get possession of your new home.

Please keep your Homeowner Information Package in a safe place along with copies of your Certificate of Completion and Possession (CCP) and your Purchase Agreement (and its attachments).

If you sell your home within seven years of the date of possession please give the Homeowners Information Package to the new owners.

Tridel has been rated excellent every year since the rating system was put in place. Tridel has successfully closed thousands of homes and has maintained an impeccable record throughout ONHWP history with not a single chargeable conciliation!

The Tarion Awards of Excellence are the only awards which recognize home builders from across Ontario exclusively for their after-sales customer service performance.

The Tarion Award for Ontario's High-Rise Builder of the Year is selected exclusively by homebuyers, and, as such, its one of the most prestigious awards a residential developer can receive. This is the thirteenth consecutive year that Tridel has been selected as a finalist or received this award.

## Insuite / Building Warranty

Condominiums have two sets of warranties: One for the homeowner, covering his or her home, and another for the condominium corporation, covering the common elements of the building.

Common elements are covered from the date the Condominium Corporation is registered, but an individual home is covered from the day the homeowner takes possession. The homeowner will not actually get title to their home until the entire complex is registered.

When a home changes owners, it continues to be covered up to the end of the original warranty period. The seller transfers the Warranty Certificate, along with any other related documents to the new owner. Basic warranty coverage applies to defects in workmanship and materials for one year. The builder warrants for one year from the date on the Warranty Certificate that the home is free from defects in workmanship and materials, that it is fit to live in and that it meets the requirements of the Ontario Building Code.

There is also a two-year warranty for "Power Train" items. The builder must warrant that the home is free of defects in material or workmanship in the electrical, plumbing and heating delivery distribution systems.

The "building envelope", referring to the wall and roof assemblies, must be free of defects in materials including caulking, windows and doors such that these materials prevent water penetration. Leaks in condominiums are warranted for two years, which includes all below ground areas such as parking garages.

# WARRANTY

There is further protection against major structural defects for seven years. Under the Act, major structural defects are defined as failure of a load-bearing part of the home's structure or as defects in material or workmanship that effect the use of the building as a home.

Condominium buyers receive full warranty protection, like any other homebuyer, but because condominiums are made up of both individual homes and shared areas called common elements, there are some differences.

## Submitting a Request Form

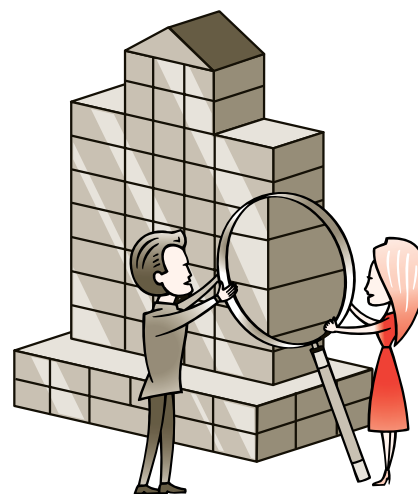
Any concerns regarding the interior finishes of your home should be addressed to the Customer Care team, within the warranty period. For any concerns with the common areas please contact the Property Management Office. To ensure that all requests are addressed promptly, please provide Customer Care with written documentation of any outstanding concerns. Written documentation is essential as it allows our Customer Care team to maintain a complete history for your home. Written documentation may be in any of the following four forms:

Apple or Android App:	Tridel Home Service
On-line Request Form:	<a href="http://www.tridel.com/service">www.tridel.com/service</a>
Email:	<a href="mailto:avanicc@tridel.com">avanicc@tridel.com</a>
Written or Typed Letter	Avani Customer Care 4800 Dufferin Street Toronto, ON M3H 5S9

When reporting a request within your suite, please include the following information:

- Name of your community.
- Your full name.
- Your suite number.
- Your home, business, cellular telephone numbers and e-mail address.
- Indicate whether permission to enter is granted to carry out the necessary repairs.
- A detailed description of the request, where it is located, what visible signs, what it is effecting.

Please keep in mind that it is essential to speak INITIALLY with Tridel Customer Care regarding any warranty service, since we are the ones actually responsible for approving and expediting any service. Overriding the Customer Care team, and speaking with others (including Tarion) may actually hinder the process, and cause a potential delay in resolving your issue. Please see the table of Maintenance and Repair, found on the following two pages to determine the responsibility of service before submitting your request.



# MAINTENANCE AND REPAIR

Table of Maintenance and Repair

ITEM	RESPONSIBILITIES	RESPONSIBLE ENTITY
1. Plumbing and Related Systems and Components thereof.	All maintenance, repair and replacement of all or any portion of system exclusively serving subject dwelling unit situate within the dwelling unit (but excluding suite shut off valves).	The Homeowner's responsibility after the two year warranty period.
2. Plumbing and Related Systems and Components thereof.	All maintenance, repair and replacement of all or any portion of system serving more than one dwelling unit and/or the common elements, or situate outside the dwelling unit boundaries and suite shut off valves.	The Corporation's responsibility (except as indicated above).
3. Electrical and Related Systems and Components thereof.	All maintenance, repair and replacement of all or any portion of system exclusively serving subject dwelling unit situate within the dwelling unit (but excluding individual suite panel disconnect).	The Homeowner's responsibility after the two year warranty period.
4. Electrical and Related Systems and Components thereof.	All maintenance, repair and replacement of all or any portion of system serving more than one dwelling unit and/or the common elements or situate outside the dwelling unit boundaries and individual suite panel disconnect.	The Corporation's responsibility.
5. Heating/Cooling, integrated ERV and Related Systems and Components thereof.	All maintenance, repair and replacement of all or any portion of system exclusively serving subject dwelling unit (including fan coil units, filters, etc.) situate within the dwelling unit exclusively.	The Homeowner's responsibility after the two year warranty period. (But to be arranged by the Corporation)
6. Heating/Cooling and Related Systems and Components thereof.	All maintenance, repair and replacement of all or any portion of system serving more than one dwelling unit and/or the common elements or situate outside the dwelling unit boundaries.	The Corporation's responsibility.
7. Building, Exterior Roof, Vertical Walls, Foundations, Corridors, Lobbies and Common Areas.	All responsibilities.	The Corporation's responsibility.
8. Balconies, Patios & Terraces.	Maintenance (cleaning, sweeping).	The Homeowner's responsibility.
9. Windows, Glass Balcony, Railings & Dividers.	Cleaning of the interior surfaces of all windows serving the dwelling units, and the cleaning of all exterior surfaces accessible by patio, terrace or balcony, (including railing), plus breakage of any windows through dwelling unit Owner's/tenant's negligence.	The Homeowner's responsibility.  Windows and railings need to be repaired by corporation approved contractors only.
10. Windows.	All exterior surfaces (except those accessible by patio, terrace or balcony) and all other common element area windows.	The Corporation's responsibility.



# MAINTENANCE AND REPAIR

ITEM	RESPONSIBILITIES	RESPONSIBLE ENTITY
11. All Entry Doors and Door frames to Dwelling Units	All repairs except those due to dwelling unit Owner's and/or tenant's negligence. Maintenance of exterior. Maintenance of interior surfaces.	The Corporation's responsibility.  The Corporation's responsibility. The Homeowner's responsibility.
12. Doors Situate Within Dwelling Units (including all interior surfaces, locks, frames, hinges and hardware on doors providing access to dwelling units)	All responsibilities.	The Homeowner's responsibility.
13. Refuse Collection System	All responsibilities from point of drop off.	The Corporation's responsibility.
14. Parking Garage and Units	Sweeping, maintenance, repair.	The Corporation's responsibility.
15. Recreational Facilities	All.	The Corporation's responsibility.
16. Dwelling Unit Appliances	All.	The Homeowner's responsibility.
17. Locker Rooms	Locker room: repair and maintenance of exterior walls, corridors etc. Maintenance of heating and ventilation.	The Corporation's responsibility.
18. Terraces/Patios	Concrete pavers.	The Homeowner's responsibility.
19. Terraces/Patios	All waterproofing/weatherproofing materials beneath the concrete pavers.	The Corporation's responsibility.

## Notes:

1. This chart and the titles and headings used herein are not intended to describe or encompass all maintenance functions nor to delineate all respective responsibilities between the dwelling unit owners (singly or severally) and the Corporation. The placement of responsibility under any specific column does not always accurately reflect the precise character and nature of ownership. Notwithstanding any of the above, in all instances, the appropriate sections of the Declaration should be referred to, in order to determine both responsibilities and ownership.
2. The items listed are illustrative and not exhaustive.
3. Responsibility for determining and providing for the maintenance, repair and replacement requirements for the common elements and determining the costs thereof shall be primarily the responsibility of the Corporation and such designees to which it may delegate certain such responsibilities.
4. Responsibility for determining the maintenance, repair and replacement requirements of the exclusive use common elements shall be a shared responsibility between the Corporation and the owner of a dwelling unit to which a specific exclusive use common element is exclusively appurtenant, provided however, that the Corporation shall have the final responsibility for determining the need for and accomplishing such maintenance, repair and replacement activities.
5. Damage to other units or common elements resulting from the negligence of any unit owner/occupant will be repaired by the Corporation; however, the Corporation will seek reimbursement from the responsible unit owner/occupant.

## MAINTENANCE AND REPAIR

During your first year of occupancy, please contact Customer Care with concerns regarding the standard warranty & functionality of the features in your new home.

If you are thinking of additional customization or alterations, or have questions following your post warranty period, please see review the trades below that are familiar with your community.

### Suite Contractor Information

Item	Contractor	Telephone	Warranty Period
Appliances	Whirlpool	(800) 807-6777	3 Years
INTERIOR FINISHES			
Carpentry	Professional Carpentry	(905) 670-1736	1 year
Locks & Hardware	Citywide Hardware	(905) 264-4401	1 year
Cabinetry	Royal Laser	(905) 674-8800	1 year
Kitchen Countertops & Sinks	Bimbok Tile & Marble	(905) 738-7222	1 year
Vanity Countertop & Window Sills	Mr. Marble	(905) 669-3877	1 year
Shower Enclosures, Vanity Mirrors, Closet Sliders & Shelving	JJ Home Products	(905) 798-7785	1 year
Stipple Ceilings	Highrise Drywall	(905) 629-9944	
FLOORING			
Tile	Ashby Contracting	(905) 738-1261	1 year*
Laminate Flooring	Rose Wood Flooring	(416) 633-5757	1 year*
ELECTRICAL, PLUMBING AND MECHANICAL			
Electrical	Mayfair Electric Limited	(905) 738-2244	2 year
Light Fixtures	O'Neil Electric	(416) 609-7394	1 year
Plumbing	Stellar Mechanical	(416) 748-8088	1 year
Ventilation	Cooltech Air Systems	(905) 951-0885	1 year

\* Some restrictions may apply

## MAINTENANCE AND REPAIR

### Appliances

Operating, care and maintenance instructions for your appliances can be found within the document section on Bazinga. We recommend you read and follow the instructions, which will provide you with valuable information.

All appliances are the owner's responsibility. If you experience problems with your appliances, please contact the appliance company directly (see in suite warrantable items in previous table). No service charges apply to warrantable problems reported within the first three years.

As an additional measure we have provided some instructions below regarding your appliances.

#### ENERGY STAR® DISHWASHER

Only use dishwasher soap made specifically for dishwashers, as substitutions may result in leakage and excessive bubbles. In order to prolong the life of your dishwasher we urge you to ensure plastic items are dishwasher safe. Rinse Aid is recommended for use for every load of dishes.

#### MICROWAVE

Do not use metal or metal trimmed pots or glasses, or metal foil in the microwave. The microwave must not be used to dry garments, as fire may result.

#### REFRIGERATOR

Your refrigerator has a control that lets you regulate the temperature in the freezer and refrigerator compartments.

#### COOKTOP & WALL OVEN

Baking times may vary due to the lower voltage of 208V in condominium living. The oven must not be used to dry garments, as fire may result.

#### DRYER

You should clean the lint from the dryer door and lint trap, which is located on the ceiling, after each use. The exhaust fan automatically comes on when the dryer is running, as it is triggered by a current sensor. The exhaust fan helps direct moist air to the exterior. We do not recommend shoes being put in the dryer as this may cause damage.

We also suggest that on an annual basis, you call in a technician who will inspect the following four items;

- (1) Lint Trap
- (2) Transition Duct
- (3) Exhaust Duct
- (4) Drum

If need be, Property Management can provide you with the name of a qualified technician.

Should the lint not be cleared from the drum, you will find that clothes will take a longer period of time to dry properly, with excessive humidity, or a burning odour, which may cause damage to the dryer motor and switches.

The transition duct, which extends from the back/top of the dryer to the ceiling, should be cleaned two times per year.

Over the course of a year the average washer and dryer sees about 477 loads of laundry, or about nine loads per week. These machines are designed to handle this type of activity and they will do it efficiently if they are properly maintained.

Lint that is allowed to build up, however, does not only interfere with the performance of the appliance, but is also a significant fire hazard. Preventative maintenance is simple and effective. Most people clean out the lint trap before drying the next load – a good habit to get into. But more maintenance is needed to minimize the fire hazard.

During the lint screen cleaning, some of the lint becomes air borne and settles in the surrounding area. This lint, along with the pipe lint particles that happen to escape the lint trap in the normal drying process, can accumulate and build up, increasing the fire hazard. The areas behind and under the dryer are typical areas where this build-up can occur unnoticed.

## MAINTENANCE AND REPAIR

Many dryer ventilation systems, utilize flexible vent tubes. This is another area where lint collects. In condominiums, the ducts are typically greater than 15 feet. Installing a booster fan, which pushes moist, humid air outside of the building, compensates for this excess length. All these areas need to be cleaned on an annual basis. One area that most people do not clean or even think about is the inside of the dryer cabinet. Removal of the back service panel is best left to the professional, however; so we recommend a service specialist to thoroughly clean your dryer.

### LINT SAFETY TIPS:

- Clean the lint screen after every load. Your clothes will dry quicker, your dryer will operate more efficiently AND you'll reduce the fire hazard.
- Vacuum the area around the appliance weekly.
- Softener sheets can cause a waxy build-up on the lint screen. Wash the lint screen in warm soapy water and dry it completely before replacing it in the dryer.
- Do not operate the dryer if the lint screen is clogged or missing.
- Do not block the flow of ventilating air. Keep the area around the machine and the exhaust opening clutter free.

### PREVENTATIVE MAINTENANCE TIPS:

- Keep the area around the dryer clear of combustible items.
- Inspect the electrical supply cord for fraying, cracking or exposed wires.
- Do not leave damp items in a warm or hot dryer – start the drying cycle immediately.

### DON'T LEAVE WET CLOTHES INSIDE YOUR DRYER

Leaving damp clothes inside the drum may have adverse effects. A chemical chain reaction may occur when and if the conditions are right. Spontaneous ignition has proven to be the source of numerous laundry fires. The damp cloth plus the hot dry environment creates the conditions that support unassisted combustion.

Once a fire starts inside the clothes drum it has the opportunity to grow and consume everything that is combustible. Lint in the trap, around the outside of the drum, under and behind the machine is fuel that ignites easily. When the fire reaches the outside of the machine, it is free and will search for more fuel. Any clothing piled up on the floor in front of the washer and dryer becomes that fuel. Unchecked fire will double its size every minute, and will quickly reach ceiling temperatures of 704 degrees celsius.

- Have the interior of the dryer, lint screen and exhaust duct cleaned by a qualified service technician annually.
- Follow manufacturer instructions in manual on using fabric softeners in dryer, and do not use any type they warn against.
- Be careful in using laundry products not to spill them on the exterior surface of any washer or dryer. Wipe up any spills promptly with a damp soft cloth or paper towel. Most exteriors are painted synthetic enamel, which can be damaged or removed by chlorine bleach, ammonia, solvents or other chemicals often used in laundering and stain removal.
- Do not use dryer top as work-top for stain removal unless it is protected by a heavy plastic cover, or for rust removal. Use sink instead.

### ENVIRONMENT TIPS:

- The best time to do laundry is in the early morning or late evening. There is usually less demand on energy resources at that time.
- To reduce drying times, use a wash cycle with a fast spin speed to remove water from heavy items.
- Choose the automatic drying cycle for accurate drying time to save energy and time.
- If you are drying multiple loads, keep the time short between loads. This way, the dryer will need less time to reach the desired temperature.
- Do not hang cloths on your Terrace or Balcony as a drying method.

### WASHER

When not using your washing machine, we suggest that you turn the shuts off valves to the OFF position to avoid flooding. We urge you to periodically inspect the washer hoses for signs of wear and tear and possible loose connections. Hoses that break can cause substantial water damage not only to your suite but to suites below. Replacement hoses require 250 PSI working pressure and 1,000 PSI burst pressure.

Do not overload the washer. Load the drum evenly or the washer will vibrate excessively.

Do not leave the suite unattended while appliances are operating. A potential leak or electrical short may occur, resulting in a flood or fire.

# MAINTENANCE AND REPAIR

## Interior Finishes

### Drywall, Stucco, Painting and Mouldings

As your new home begins to settle and drying occurs you may notice small cracks developing on your walls or at joints between walls and trim. Do not be alarmed, as this is a natural occurrence in new homes.

Drywall nail pops or shrinkage cracks will be repaired ONCE if requested by the Homeowner, just prior to the expiration of the 1-year Builder Warranty period. Repairs will be limited to drywall only, any wall decorations such as paint etc. will be the responsibility of the Homeowner. Any wall with wallpaper applied will not be repaired unless wallpaper is removed by the Homeowner prior to drywall repair.

**Wood doors** - Wipe wood doors with a damp, soft cloth. Dry immediately with a dry, soft, cloth. Follow with a coat of high quality liquid or paste furniture polish. Clean and polish at least every six months.

### Cabinetry

Regular cleaning of doors – Wipe with a damp soft cloth and dry immediately with a dry, soft cloth.

Major cleaning of doors – Wipe door with a mild soap and water solution and dry immediately with a soft dry cloth. Excess moisture is the worst enemy of any finish. Dry off any water immediately with a soft dry cloth.

Joints between cabinets and the wall as well as the adjustments on doors and drawers may need to be resealed or adjusted because of the settling and drying out of the home. This is not a warranty item.

### Granite and Quartz Countertops

Cleaning the surface – Clean with a damp soapy cloth. For stubborn stains use a household solvent, rinsing thoroughly with clean water. Household bleach should not be used on the surface. Never use abrasive cleaners or steel wool to clean your countertops. This will damage the surface.

Due to settlement in the home, the filler between the countertop and wall might come loose. If so, cover with silicone caulking.

### Windows

In accordance with the Ontario Building Code, all of the windows in your suite will only open four inches. This safety feature helps to prevent the possibility of large items falling from the windows. All windows are tinted to minimize heat gain in the summer and protect furniture from the damaging ultra violet rays of the sun. An additional benefit to tinted windows is a reduction of the fading in both carpets and furniture that can occur due to

prolonged exposure to direct sunlight. To further prevent this, we recommend window treatments.

The manufacturer warrants thermal pane sealed units for two years. If you notice that there is moisture between the panes of glass causing visibility to be effected, it may mean that the seal on your window has failed. Please contact the management office immediately to arrange the replacement of the window unit.

Cleaning of the interior side of the windows is the homeowner's responsibility. The Condominium Corporation will clean all inaccessible exterior windows annually. You will be notified in advance of exterior window cleaning.

### Screens

Unclip to remove screen. Hold the screen inline with the frame to reinstall.

### Shower Enclosures

1. Do not use abrasive cleaners - Always use a glass cleaner to clean residue from glass. The same cleaner can be used for aluminium.
2. Maintenance of silicone - Be sure to check and touch up silicone semi-annually in order to maintain effectiveness.
3. Do not use any force - Never force a shower door open or closed. Be sure not to use excess force when cleaning shower enclosure seams.
4. Reducing cleaning time - It is suggested that a good quality car wax be applied to the complete interior glass and aluminium finish in order to help water bead and run off smoothly, therefore reducing regular cleaning time. This should be carried out on a monthly basis.



# MAINTENANCE AND REPAIR

## Flooring

### Laminate Floors

A truly “forgiving” floor

- Wear and stain resistant – Unlike carpeting or solid wood flooring, where stains can be extremely destructive, stains can be removed with a slightly damp cloth.
- Impact-resistant – The high-density fiberboard allows the flooring to withstand sudden and localized impact such as heels and falling objects. Long term local strain from furniture legs, pianos and refrigerators are usually withstood.
- Although scratch-resistant this floor like all other floors is not scratch proof. Metal and sharp edges can scratch the floor. It is recommended that felt protectors be used to reduce this possibility.
- Fade resistant – Unlike wood floors, these floors will not tend to discolor from normal sunlight exposure.
- Hygienic - Due to the sealed surface, dust cannot attach to the surface. House mites and other allergy-causing substances cannot survive on the flooring to cause allergic reactions.

### Ceramic and Porcelain

Porcelain and ceramic tile maintenance is simple, as it requires no sealant, waxes or other frequent treatments. Most dirt will not adhere to the surface of the ceramic or porcelain tile and generally a mild detergent and water will remove any spills or stains.

Always rinse cleaned areas thoroughly with a soap-less detergent in water. If a film appears, rinse again. Wipe dry with a soft cloth or sponge. Do not use soap to clean ceramic tiles, as it forms a film, which not only dulls colours, but also can support growth of bacteria and mildew.

Do not use phosphate detergents in areas where moisture is continually present, such as the tub or shower enclosures, unless the grout is water repellent i.e. furan, epoxy resins, or silicone rubber. Phosphate in the detergent actually encourages subsequent growth of mildew and mould on cement and mastic grouts.

Do not mix chlorine bleach with other cleaning supplies containing ammonia or acids, such as vinegar. Dangerous gases are formed through this combination.

Hard water scum formation – A 50 - 50 mixture of white vinegar and water may be useful in removing this type of deposit. This mixture may cause colour shift and surface cracking in certain kinds of glazed tile. Experiment first on a small area of the affected surface. The mixtures will not harm most glazes or the surfaces of unglazed tile if rinsed promptly. Commercial tile cleaners are also available to remove hard water deposits.

Do not use steel wool on tile except with great caution. Always use new pads, since rust will stain light coloured tile. Use only fine textured pads to avoid scratching. The cleaning pads developed to scour adhesive surfaces like Teflon are safer to all kinds and grades of tile.

The Developer will repair and/or replace cracked or loose tiles for a period of 1 year. In making repairs, it is not always a possibility to get a perfect match with original tiles. The builder will not replace whole floors to avoid a slight mismatch. A tile package has been left in the suite for future repairs.

### Marble

Marble is a natural stone that has been used in homes for three thousand years. Although very soft, it is a very durable material. Due to the fact that marble is a product of nature, it is not possible to guarantee that all colour and markings will be present in each tile or finish.

Scratches will always be present in marble and cannot be eliminated entirely, as this is the nature of the stone. The beauty and lustre of the marble, although slightly impaired, will still look as appealing. There is no effective way to prevent scratches from occurring. To further protect marble, a system called “crystallization” can be applied which basically activates an iron exchange in the bonding of the calcium in marble, hides minor scratches and gives the marble a rejuvenated look.

Marble is a very sensitive material and if subjected to rapid temperature changes, it may crack along its natural veins.

### General Maintenance

1. Do not allow dirt to stand or accumulate on marble surfaces, as this will scratch the marble. Marble should be wiped down with water and/or dishwashing liquid (a non-acidic type - 1 capful per gallon of water). Rinse with clear water. Make sure that excessive water is completely wiped up.
  2. NEVER use any acid, ammonia or chlorine based cleaning products, since marble has a calcium based nature and applying these cleaning products may burn the surface. AVOID: coke, apple juice, wine, vinegar, alcohol, Windex, Fantastic, CLR, tile grout cleaner, contact lens cleaner, toothpaste, etc.
- Any staining caused by acids must be re-polished in order to remove the damage. Do not attempt to remove this stain by scrubbing or other methods, as it will cause further damage.
3. Use a soft cloth to clean the marble surface.

## MAINTENANCE AND REPAIR

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### Caulking and Grout

Some items in your new home will require proper preventative maintenance or periodic monitoring as to alleviate problems in the future. Both caulking and grout are susceptible to shrinkage, drying or cracking over time. The caulking and grouting can easily be checked during your usual cleaning.

Caulking is a sealant, which is applied to plumbing fixtures and joints between floor and wall areas, which will be exposed to water. It is a very pliable material and is easy to use. There are many different types and brands available on the market. For bathroom areas, we recommend silicone (mildew resistant) caulking.

Once the one-year warranty period has expired, it is the responsibility of the homeowner to ensure that the caulking around any bathtubs, toilet bowls, and shower stalls is maintained in good condition and in position.

When re-applying caulking to the bathtub areas, it is advisable to fill the tub with water prior to application. This procedure should help eliminate the possibility of the caulking coming loose when weight is applied.

To re-apply silicone (mildew resistant) caulking, follow these simple instructions:

1. Prepare area - Remove all old existing sealant. Wash area with a non-abrasive cleaner. Wipe area dry. Wipe area with rubbing alcohol. Wait for 1-2 minutes and wipe with a clean cloth.
2. Applying the caulking - Apply silicone caulking and smooth out with tip of Popsicle type stick. For easier smoothing out, dip the stick in dishwashing liquid to moisten the tip. Make sure all cavities and openings (including corners) are covered completely.
3. Curing - Let cure for a minimum of 6 hours. Note: It is recommended that the bathtub/shower stall area not be used for at least 24 hours after application. The sealant will release an acetic acid during the curing period. The odour is similar to vinegar.

Please check the manufacturer's directions listed on the tube itself for further instructions.

Grout is the material used to fill the joints between tiles on floors and walls. Grout between the tiles and in the corners should be checked during regular cleaning. Any cavities found should be filled in as soon as possible. Again, after the one-year warranty period, it is the responsibility of the homeowner to ensure that this material has the proper coverage and is maintained in good condition.

# MAINTENANCE AND REPAIR

## Electrical, Plumbing & Mechanical

### Breaker Panel

Your suite is serviced by a single electrical panel. The location will vary from suite to suite. The panel provides power to your suite and several circuit breakers. Each breaker provides power to a specific area, or item within the suite. The breakers are labelled, so that you will be able to quickly determine which area and/or appliance each one applies to.

If you overload one of the electrical outlets the breaker will trip. Unlike a fuse, you do not have to replace a breaker if it overloads. Just follow the simple procedure below to restore power.

1. Locate the breaker that has tripped on the breaker panel. A tripped breaker will be set in the middle position.
2. Unplug everything that was plugged into the outlet(s) serviced by that particular breaker.
3. First turn the breaker to the off position, then turn it back on. This will reset it and power should be restored to the outlet(s).

### Ground Fault Circuit Interrupter (G.F.C.I.)

The Electrical Safety code requires G.F.C.I. outlets to be installed in at least one residential bathroom in a new home and will also be located on the kitchen counter backsplash if located by the sink. One bathroom will have the G.F.C.I. outlet while the other bathroom outlet is wired back to the G.F.C.I. The G.F.C.I. is designed to protect against accidental electrical shock. In the event of an electrical short, the G.F.C.I. will stop the flow of electrical current through the circuit within fractions of a second. The interruption in electrical current helps prevent further injury.

### Testing

Make sure power is available, as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.

To test the function of the RESET button, push the TEST button and immediately the RESET button should pop-up. If the RESET button does not pop-up when the test button is depressed, do not use the G.F.C.I. outlet. Notify the Customer Care team or a qualified electrician of this test failure (based on the warranty status of your suite).

### To Restore Power

Push RESET button firmly into device until an audible click is heard. Please note if the G.F.C.I. trips when an appliance is used, the appliance may be defective and should be repaired or replaced.

### Switched Outlet (which is labelled)

As there is no ceiling outlet in the living room, we have installed a switch, which will work in conjunction with one of the two receptacles at a designated electrical outlet.

Simply plug in your table lamp into the switched portion of the outlet and turn the lamp to the "on" position. The wall switch may now be used to operate this lamp. The other portion of this electrical outlet is not switched and will operate as a normal outlet.

### Electrical Safety at Home - Source: Toronto Hydro

Electricity can do wonderful things for us. However, if improperly used, electricity can be hazardous. This information will familiarize you with the most common types of electrical hazards and give tips on how to protect yourself from electrical shock.

### Children's Areas

- Make sure toddlers never poke anything into an electrical receptacle.
- Install approved plastic safety on all wall outlets.
- Keep electrical cords away from crawlers and early walkers. Teething on an electrical cord could cause a severe or even fatal electrical shock.
- Keep heaters and fans away from curious youngsters.
- Safety pins, paper clips, and other small objects are hazardous to small children and can become lethal if they are poked into electrical outlets.

### The Bathroom

- Avoid playing an electrical radio or TV near a bath or sink, and always stand in a dry place when you're operating an electrical appliance, such as a hair dryer.
- "Unplug it" is an important practice, especially if you have children in the household.
- If a product that is plugged in falls into a sink or other vessel of water, unplug it before you retrieve it.
- Never leave irons, or small appliances within the reach of youngsters.
- Discard or repair an appliance that causes the slightest shock.

### The Kitchen

- Unplug the toaster before you pry out that errant piece of toast with a knife or fork. You may still get a shock from some models, even if the toaster is turned off!
- Have Ground Fault Circuit Interrupters installed, particularly near the sink and other water sources.
- Unplug appliances before cleaning them. Don't become a conductor!
- Never touch a tap or other grounded metal while in contact with an electric appliance.

### The Living Room

- Multiple plugs can be a fire hazard. If you don't have enough outlets, have a qualified electrician install more.
- An extension cord under a carpet can cause electric shock or fire. Have an additional plug installed instead.

## MAINTENANCE AND REPAIR

### PLUMBING

The plumbing in your suite was installed by a professional plumber and generally should need only minimum maintenance if cared for properly.

Each plumbing fixture in your home has a drain trap. This piece of pipe is designed to provide a water barrier that prevents any air borne bacteria and sewer gas odour from entering the suite.

Any fixture that is used infrequently (such as a secondary shower or toilet) should be turned on or flushed at regular intervals, to replace evaporating water and ensure that the water barrier remains in place.

Toilet bowls are installed with a rubber gasket at the floor flange, which seals the toilet bowl and the drainpipe. Infrequent flushing will allow the water to evaporate in the toilet bowl. The rubber gasket dries out and becomes brittle, which could lead to leakage and damages.

Also, chemicals found in some toilet bowl cleaners, particularly the tank-installed automatic dispensing type will cause the toilet tank components to fail prematurely. We do not recommend the use of these types of cleaners.

### Water Shut Off Valve

There are two types of hot and cold water shut-off valves (levers) located in your suite. Our Customer Care Representatives will have shown you these locations during your Homeowner Orientation.

In the vicinity of the stacked washer/dryer, shut-off valves for both the hot and cold water have been installed. The shut-off is in the form of a typical hose-bib shut-off.

To turn water off, turn valves clockwise. It is best to close shut-offs at all times while the washer is not in use.

In case of a plumbing emergency, every member of the household should know the location of these valves.

The developer assumes responsibility for clogged fixtures and drains where defective construction or workmanship can be demonstrated to have caused the problem.

The developer cannot take responsibility for any damage to contents resulting from a water leak. It is each homeowner's responsibility to obtain adequate home insurance for their contents, betterments and improvements.

### Water Saving Toilets

Each suite is equipped with a dual flush water saving toilet. The dual flush toilet specifically meets the building code standards of Ontario. When flushing these toilets it may be necessary to hold the button down to ensure a complete flush and waste removal.

### Plumbing Specifications

Item	Make	Model/Details
Toilet	Contrac	Carson
Bathtub	Lyons	Linear LLT016032 L/R
Shower Fixture	Monitor	13 Series T13420
Kitchen Sink	Castle Bay	Atlantic
TYPICAL COLLECTION SUITES		
Kitchen Faucet	Delta	Palo 467-DST-1.5
Lavatory Faucet	Delta	540-LPU-DST
DIAMOND COLLECTION SUITES		
Kitchen Faucet	Delta	4159-DST-1.5
Lavatory Faucet	Delta	Compel 561LF-MPU-0.5
2D1 / 2C OPTION TWO KITCHENETTE		
Sink	Blanco 401648	401648
Faucet	Delta	Classic 1903-DST-1.5

Note: The plumbing fixtures should be operated periodically in order to prevent the controls from seizing, washers and seals from drying out and water trap barriers from evaporating.

## Hanging Pictures

Stand back and take a good look at the room in which you're going to hang the picture(s). Consider the room's color, décor and furnishings. A framed piece of art should complement everything else in the room, not detract from it or fight for attention. Take a moment to think about how the pieces you've chosen to hang will look together. Think about the overall impression the room will make once you've hung the artwork.

### Find the Best Spot on the Wall

Have someone hold the artwork up so the geometric center of the image is at eye level. Measure the distance on either side of the frame toward the end of the adjoining artwork or furniture. Make sure the spaces are even on both sides.

### Mark the Spot

Hold the picture with one hand on the wire and the other on the frame's bottom. On the hand holding the wire, hook your middle finger around the center of the wire so the artwork hangs straight. This is where the nail or hook will go. Hold the art up to the wall again, making sure it's centered and straight. Keep your finger firmly on the wall and remove the picture. Take a pencil and draw a small mark on the wall exactly where your finger held the wire. This is where the hook or nail will be placed in the wall.

### Install Hanging Fixtures

For frames under 10 pounds, you can use picture hooks. Place the bottom of the hook on the wall at the pencil mark you made. At the top of the hook is a nail slot. Hold the hook and nail steady with one hand and use a hammer to get the nail started. Be careful not to let the nail slide down. Once you have the nail established, drive it in.

You can also use nails to hang your framed artwork. Use a one-inch finishing nail for lightweight framed pieces (under 10 pounds). To ensure the picture will stay securely on the wall, nail downwards at a 45-degree angle.

For heavier pictures (over 10 pounds) hammer nail into a wall stud. If there isn't a stud under your mark, use a wall anchor and screw. Wall anchors will hold the wall together while supporting the weight of the framed art. Follow the instructions on the back of the wall anchor package to install.

## Hanging Art

Use frame hangers to hang your framed print. They will do the least damage to your wall and they are designed to safely hold up framed art. Be sure that the hanger will bear the weight of the particular framed print. If the frame to be hanged is large and heavy, use two hangers spaced about 6" apart and distribute the weight evenly.

### Decorating Tips - Photographs and Artwork

More and more people are integrating art into their home décor. As home décor becomes increasingly flexible, so are your options for placing art. You can put anything you want in any room of the house. Just make it work for you. Although there are no set rules about decorating with art, there are some basic considerations, regardless of the style or mood of the décor, that will help you to achieve a more organic feel and look. You may wish to consider the following design principles of scale, balance, colour etc.

### Scale

Large pictures suit a large room. Small pictures get lost in the more-than-ample wall space. On the other hand, a large picture in a closet-size powder room can be so dominant that it makes someone in the room feel uncomfortable. Similarly, regardless of room size, a large photograph should go on a large wall; small pictures on a small wall.

Make sure the picture you're hanging is to scale with the wall it is hanging on. A large framed work that may be appropriate for a high ceiling house could look out of place in a smaller condominium. Conversely, on a large wall, a small picture or a group of small pictures could look insignificant.

A picture should also relate in scale with the furniture it is hanging over. The rule of thumb is that it should be at least half the width of the furniture. If the piece is not large enough, consider surrounding it with supporting pieces.

Certain parts of the home are traditionally sites for large works of art - for example, the wall above the sofa. Again, if you can't find a suitable large piece, consider a grouping of two or more pieces.



## Height

Whenever a picture is to be hung alone, the focus should generally be at eye level. This is the most comfortable viewing level. But, of course, eye level is not a constant. It is relative to where you are either standing or sitting. In a sitting room, pictures should be hung a little lower than, say, in a hallway where you are primarily standing. If the viewer is positioned more than three feet away, this horizontal line dips about six inches.

Hang pictures no more than 12 to 16 inches above a piece of furniture.

## Balance

To create an informal group, arrange pictures asymmetrically. For example, place one large piece on one side with two smaller ones on the other. Hanging pictures in symmetrical fashion (pictures of equal size placed at an equal distance from each other) will create a more formal impression. In this situation, the drama and formality of symmetrical grouping is increased with the use of identical frames.

## Colour

Grouping pictures with similar colors and subjects together can heighten the dramatic impact of these photos.

## Composition

This is the way you arrange the subject matter. Consider the vertical and horizontal lines. In the photo itself, and the way persons are facing in the photographs, or the direction vehicles are facing or in which they are travelling.

## Lighting

Hanging your artwork in sunlight will increase the potential for light damage and could increase the amount of reflection. Arrange your framed pictures for maximum illumination from the lighting that is normally available in the room, but watch for reflections from floor lamps or windows on the other side of the room. Lighting is a critical element in picture placement, and you should keep it in mind when you consider your picture-hanging layout. A beautifully framed and outstanding picture loses its impact when placed in a shadowed area where its details cannot properly be seen.

## Traffic

Room traffic is a factor in picture placement. A wall at the end of a hall is an excellent location for a large image in a large frame because people using the wall will see it from a distance and appreciate it more as they approach it. A grouping of small pictures in the same location would have no impact until the viewer is up close, and by that time, the viewer will

be ready to turn at the end of the hall. If there is a natural assembly or conversation area, that is where to place a group of smaller framed pictures. People will be stopped there and will have the time to better digest them as they converse.

## Narrow Hallways

Larger pieces may not work well in narrow hallways because you don't have the right viewing distance from which to enjoy them. Try smaller pieces. Small pencil or charcoal sketches, mini-prints, photographs, or small etchings will work well here because they demand a shorter viewing distance.



# CLIMATE CONTROL

## Interpreting Thermostat Switch Positions

Fan Switch Auto	
On Position	The fan will run continuously.
Auto Position	The fan is controlled by the system.
Fan Speed Switch	
Low	Lowest fan speed setting
Medium	Medium fan speed setting
High	Highest fan speed setting
Temperature Settings	
▲	Pushing this button will increase the desired temperature
▼	Pushing this button will decrease the desired temperature

It may be necessary to adjust or balance the airflow to achieve the desired temperature in each room. Individual preferences can be accommodated by adjusting (opening and closing) the louvers on the air supply grilles to regulate the amount of conditioned air allowed to enter each room. You can contact your Property Management team with questions on adjusting the airflow balance within your suite.

## REPLACEMENT PARTS

Standard replacements are available from the manufacturer. When ordering, specify unit size, serial number and the part number.

Many options are available which may include parts other than those listed as standard. To order replacement parts in these instances, provide a complete description of the part required. To order replacement parts, contact the Property Management Office.

## Indoor Air Quality and the "Sick Building Syndrome"

Indoor Air Pollution may be two to five times higher than outdoor levels. It has been identified as one of the top five urgent environmental risks to the public health.

Over the past several decades, our exposure to indoor air pollutants is believed to have increased due to a variety of factors, primarily the construction of more tightly sealed buildings. The intent in tightly sealed structures is predominantly to conserve energy and reduce the amount required to heat and cool the home.

The high incidence of indoor air pollution has brought a new phrase into our language, referred to as "Sick Building Syndrome." The cooling and heating systems maintain livable temperatures and humidity levels within the home by re-circulation of air. The downfall is that the same air is circulated throughout your home repeatedly, and with that air may be pollutants such as dust, pollen, and pet dander. The dust can come from skin, hair, clothes or just come off shoes when we walk in and out. Along with the dust there is a potential to bring mildew, fungus and molds into your home.

Most pollutants are so small (about half the size of a sharp pencil point) that standard throw away air filters trap only 15% of the pollutant particles circulating in the air. In fact, the particles you see in a beam of afternoon sunlight streaming through window only represent about 1% of the of airborne contaminants, most of which you can't see. Fortunately, indoor air quality can be greatly improved by the proper use of filtration systems, which trap and remove the pollutants that build up in the air, and by the regular maintenance of your home's heating and cooling systems.

### Filtering the Air We Breathe

- The most important step in filter improvement is to make sure that all the air is filtered. Filters come in different efficiencies that are measured in the percentage of arrestance of particles. Simply stated, what amount and size of particles do they stop? The higher the percentage, the smaller the particle that the filter will stop.
- Do not be frugal when it comes to air filters. The more inexpensive types do little to nothing at all for equipment protection or dust production. The higher end filters are more efficient, therefore require more frequent changing.
- Beware of "lifetime" air filters. Manufacturers have found that, over time, the middle layers on lifetime air filters become clogged with things such as hair spray, cooking grease deposits, residue from all aerosol products, etc. These middle layers can not be cleaned effectively, and as a result, these filters end up restricting air flow and choking down the system possibly causing equipment damage.

# CLIMATE CONTROL

- Replace the filter regularly. It may require more frequent changing in certain circumstances, such as if you have pets, during high allergy season, or if there is any construction within or in close proximity to your home. It is wise to inspect the filter periodically.
- Regular maintenance by a licensed technician of your homes heating and cooling system is recommended.

## Using Your Humidifier Safely is the Key to Healthy Indoor Air

Humidifiers are commonly used in homes to relieve the physical discomforts of a dry nose, throat, lips, and skin. The moisture they add to dry air also helps alleviate common nuisances brought on by winter heating, such as static electricity, peeling wallpaper, and cracks in paint and furniture. However, excess moisture can encourage the growth of biological organisms in the home. These organisms include dust mites, which are microscopic animals that produce materials causing allergic reactions to household dust, and moulds.

Recent studies by the Environmental Protection Agency (EPA) and the Consumer Product Safety Commission (CPSC) have shown that ultrasonic and impeller (or "cool mist") humidifiers can disperse materials, such as microorganisms and minerals, from their water tanks into indoor air. At present, only limited information is available on the growth of microorganisms and minerals by home humidifiers.

Proper care and cleaning of ultrasonic and impeller humidifiers are important for reducing potential exposures to microorganisms, such as bacteria and molds. Microorganisms usually grow in humidifiers which are equipped with tanks containing standing water.

It has not yet been concluded that the dispersal of minerals by home humidifiers poses a serious health risk. Nevertheless, using water with lower mineral content will reduce exposures to these materials.

The young, the elderly, and those people with lung diseases or respiratory allergies may be particularly susceptible to certain types of airborne pollutants. However, if you follow the recommendations for the use and care of home humidifiers provided in this fact sheet, the potential for dispersal of microorganisms and minerals from your humidifier should be reduced.

### Can I Use Tap Water in My Ultrasonic or Impeller Humidifier?

Researchers have documented that these humidifiers are very efficient at dispersing minerals in tap water into the air, although have not concluded it poses a serious health risk.

In addition, some consumers are bothered by a "white dust" that may appear on surfaces during use of these devices. Most importantly, minerals in tap water may increase the development of crusty deposits, or scale, in humidifiers. Scale can be a breeding ground for microorganisms.

Retarding the growth of scale is the most compelling reason to find alternatives to tap water. For this reason, or if white dust is a problem or you wish to minimize your exposure to minerals in the tap water as a matter of prudence, you should either:

1. Use bottled water labeled "distilled." It will likely contain lower mineral content than most tap water. Distillation is the most effective method for removing minerals from water. Bottled waters labeled "spring", "artesian" or "mineral" have not been treated to remove mineral content.
2. Consider using demineralization cartridges, cassettes, or filters if supplied or recommended for use with your humidifier.

Be aware, however, that the ability of these devices to remove minerals may vary widely. Further research is needed to determine how well, and how long, these devices work. Watch for the appearance of "white dust," which would indicate that minerals are not being removed.

### Types of Humidifiers and Associated Pollutants

Console humidifiers are encased in cabinets which are designed for floor use. Portable humidifiers are smaller and more readily moved. Central humidifiers are built into heating and air-conditioning systems, and humidify the whole house.

The two types of humidifiers which generally appear to produce the greatest dispersions of both microorganisms and minerals are:

- Ultrasonic, which creates a cool mist by means of ultrasonic sound vibrations.
- Impeller, or "cool mist," which produces a cool mist by means of a high speed rotating disk. Two additional types of humidifiers can allow for growth of micro-organisms if they are equipped with a tank that holds standing water, but generally disperse less, if any, of these pollutants in to the air.

### These are:

- Evaporative, which transmit moisture into the air invisibly by using a fan to blow air through a moistened absorbent material, such as a belt, wick, or filter.

# CLIMATE CONTROL

Steam vaporizers create steam by heating water with an electrical heating element or electrodes. "Warm mist" humidifiers are a type of steam vaporizer humidifier in which the steam is cooled before exiting the machine.

Note: Steam vaporizer and evaporative humidifiers are not expected to disperse substantial amounts of minerals. A steam vaporizer tested by EPA did not disperse measurable amounts of minerals; evaporative humidifiers have not been tested by EPA for mineral dispersal.

## Recommendations for Use and Care

It is important to use a humidifier only when conditions require it, to use the correct moisture setting for existing conditions, and to clean it thoroughly.

The possible health effects resulting from the dispersal of microorganisms and minerals by home humidifiers are not fully understood. Meanwhile, it may be prudent to reduce the potential for personal exposures to these materials by taking the following precautions, particularly when using ultrasonic and impeller humidifiers.

- Empty the tank, wipe all surfaces dry, and refill the water in portable humidifiers daily to reduce any growth of microorganisms; follow the manufacturer's instructions for changing water in console humidifiers. Be sure you unplug the unit from the electrical socket first.
- Use water with low mineral content to prevent the build-up of scale and the dispersal of minerals into the air.
- Clean portable humidifiers every third day. Empty the tank and use a brush or other scrubber to clean it. Remove any scale, deposits, or film that has formed on the sides of the tank or on interior surfaces, and wipe all surfaces dry. Again, be sure you unplug the unit.
- Follow the manufacturer's suggestions on the use of cleaning products or disinfectants. In the absence of specific recommendations, clean all surfaces coming in contact with water with a 3% solution of hydrogen peroxide. If you use any cleaning or disinfecting agent, rinse the tank thoroughly with several changes of tap water to prevent dispersal of chemicals into the air during use.
- Follow the manufacturer's directions on cleaning and maintaining console and central (furnace mounted) humidifiers. In particular, if the humidifier contains a tank, do not allow water to stand in the tank for extended periods of time, and keep the water clean.
- Keep steam vaporizer humidifiers out of the reach of children. Steam and boiling water may cause burns.

- Higher humidity levels may encourage the growth of biological organisms in the home. If water condenses on windows, walls, or pictures, either relocate the humidifier, lower its humidistat setting or reduce its use.
- Do not permit the area around the humidifier to become damp or wet. If dampness occurs, turn the output volume of the humidifier down. If the humidifier output volume cannot be turned down, use the humidifier intermittently. Do not allow absorbent materials, such as carpeting, drapes, or table cloths, to become damp.
- Follow the manufacturer's instructions regarding the use, maintenance, and replacement of any materials supplied with the humidifier. Use appropriate materials as recommended by the product manufacturer. Clean the humidifier, as directed, at the end of the humidifying season or when the product will not be in frequent use. Before storage, make sure all the parts are dry. Dispose of all used demineralization cartridges, cassettes, or filters. Store the unit in a dry location. After storage, clean the unit again and remove any dust on the outside.
- Stop using your humidifier and contact your physician if you have respiratory symptoms which you believe are associated with periods of use of your home humidifier, even if you are following maintenance directions.

## Getting the Most Out of Your Air Conditioner

Operation of an air conditioning system is a lot like an automobile: efficiency depends greatly on the way it is maintained and operated. Cars give better mileage and last longer when they get proper care and attention and are driven moderately. The same thing is true of air conditioning systems.

## Clean the Filter

Air conditioning systems do more than just cool the air. They lower humidity, and also remove dust and dirt by moving the air through filters. When these filters become clogged with dirt, the system must work harder to do its job. This wastes energy and can make utility bills rise. Depending on the amount of dust in the air, filters can become clogged in just a month or two of operation. Most residential systems have disposable filters. These should be checked every two months (once a month during peak use) and replaced when necessary. Permanent filters should be cleaned in accordance with the manufacturer's instructions. Under no circumstances should you operate your systems without filters.

# CLIMATE CONTROL

## Sunlight

The sunlight which streams in windows in the winter can provide a great deal of heat inside the home. But that same sunlight during the summer or in warmer parts of the country can make an air conditioning system work harder than it should. Insulated or thermal windows can help. Draperies and shades pulled over the windows when the sun is hitting them directly (especially in the late afternoon) will reduce the cooling load significantly. Some people install awnings over windows and doors to provide shade.

## Appliances

The operation of appliances can generate heat and humidity inside. As well washers, dryers, ovens and ranges can put out both heat and moisture when they're operating. Using these appliances during the warmest times of the day, when your cooling system is working the hardest, just adds to the burden. By scheduling washing, drying, baking and cooking for mornings and evenings when its cooler, you can remove this extra burden from your air conditioning system. Your exhaust can help remove some of the excess heat as well as uncomfortable humidity from cooking.

Preventive maintenance is the least expensive kind. Not only that, but also keeping your system in top shape through regular checkups is the best way to ensure it will keep working for you when you need it most. The best time to have your system checked by a competent service technician is in early spring, before the cooling season starts.

Many companies offer a service contract which provides routine maintenance, including lubrication of motors, tightening of belts and checking of refrigerant levels. There are some maintenance checks you can make yourself.

\* Information for this article was provided by the Department of Energy, and the Air Conditioning & Refrigeration Institute.

## Condensation in the Home

Condensation and moisture on windows is a common complaint from today's homeowners.

Fortunately, the homeowner can control most condensation problems. The key to controlling excess condensation lies in understanding today's building standards and how relative humidity impacts on airtight homes. Listed below is a chart indicating recommended maximum relative humidity levels for different outside temperatures.

Outside Air Temperature (Celsius)	Desirable Maximum Inside Relative Humidity (%) Indoor Temperature of 70 F (21 C)
-30 and colder	not over 15%
-30 to -25	not over 20%
-24 to 19	not over 25%
-18 to -13	not over 30%
-12 to -7	not over 35%
- 6 to 0	not over 40%

\* Please note the above chart is designed to be used as a guideline only.

Stained ceilings, water streaming from windows, mould on walls and windowsills are often indications of excessive water vapour in the air.

Condensation problems arise because air can only hold a limited amount of water vapour, an amount that varies with temperature. For example, cold air is able to hold less water vapour than warm air.

Air cooled by contact with cooler surfaces such as windows will therefore deposit water vapour on the glass or the sash because as the air is cooled it loses its ability to hold water vapour. This surface condensation can therefore be an indication of excessive water vapour in the air.

The first step in solving condensation problems in your home is a willingness to reduce humidity levels. While some humidity is recognized as necessary for comfort and health, any increase in moisture levels must be monitored to alleviate excess condensation.



# CLIMATE CONTROL

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Windows have a limited heat loss resistance and are often the coolest component of the home's enclosure. Because of this characteristic, windows are usually the area where condensation is most visible. As condensation occurs on the inside window surfaces, it may be a warning signal to reduce the humidity level in your home.

## CONTROLLING HUMIDITY AND RELATED SURFACE CONDENSATION ON WINDOWS

- Make it a habit to use your kitchen exhaust fan when cooking. This procedure will help remove the moist air from your home.
- Refrain from the use of humidifiers unless the relative humidity levels are below the levels suggested in the chart on the previous page.
- Refrain from over watering household plants.
- Leave the fan running on the vertical fan coil unit during extremely cold weather to help the air circulation throughout the home.
- Avoid hanging wet clothes inside the home. Ensure the clothes dryer is vented to the exterior and the exhaust fan is operating during the use of the dryer.
- When smoking in the unit we ask that all residents ensure that their kitchen exhaust fan is running to avoid air filtration into the common area hallways.
- Free circulation of air is important. Keep drapes open as much as possible so the air can circulate freely over the windows. If necessary you may open your windows to reduce localized condensation.

Do not worry about the small amount of heat you will lose by providing enough ventilation in cold weather to control the humidity. It will cost a great deal less than the damage condensation can do to your windows, walls and woodwork. Remember that it is the homeowner's responsibility to use the ventilation system properly to protect the home from stale air and moisture damage.

# VENTILATION

## Integrated Fancoil with Energy Recovery Ventilation System

### HOW DOES A FAN COIL WORK?

The built in vertical fan coil unit(s) in your suite is your source of heating and cooling which allows temperature control all year. Heated and cooled air is produced through the circulation of hot and cold water in the piping loop contained within the fan coil unit depending on the time of year. The fan coil motor blows air across this piping loop to produce either warmed or cooled air.

### HOW DOES THE ERV WORK?

Waste energy from stale air is used to warm up incoming air in winter and cool down incoming air in summer while recovering energy from the departing airstream and ensuring better indoor air quality.

### USE

Each vertical fan coil unit is equipped with a programmable thermostat to regulate the temperature. The fan can also be set to three different speeds, 1 - LOW, 2 - MEDIUM and 3 - HIGH.

It is recommended that the fan be used to run continually at 1 (LOW) speed. The constant air circulation will help to create an even temperature throughout your unit.

### ERV Control

The ERV built in your fancoil unit runs continually at low speed, thus ensuring the minimum amount of outside ventilation air is always delivered into your living space. When an increased amount of outside air is needed, the wall switch offers three options to switching the ERV to a higher volume of outside air for the duration corresponding to the number on each button:

20 Minutes - recommended when the washroom is in use.

40 Minutes - recommended when the shower is in use.

60 Minutes - recommended when cooking.

When on vacation or for general household activities no option is required to be selected.

### REGULAR MAINTENANCE

NOTE: HAVE A QUALIFIED PROFESSIONAL CARRY OUT ANY WORK INVOLVING REMOVAL OF THE INLET GRILL. THE EXPOSURE TO LIVE ELECTRICAL AND ROTATING PARTS IS HIGHLY DANGEROUS.

1. Filter check. The dust filter, mounted behind the inlet grill, should be checked at least once a month and replaced if dirty (the filter should be replaced at a minimum, every six

months). With the return air grill off, remove the two screws at the bottom of the return baffle, this panel can be raised to expose the fan and motor assembly, drain pan and coil.

A clogged filter resulting from lack of maintenance restricts the flow of air and consequently the efficiency of the fan coil unit.

2. Drain Pan Check. While front cover is open, check the drain pan at the base of the coil and remove any dirt or debris that may have collected there. Ensure that the drain spout is clear and that the plastic drain hose from the pan is not kinked or obstructed.

3. ERV Maintenance. Your suite is equipped with an Energy Recovery Ventilation (ERV) unit integrated with the fan coil. The integrated ERV unit needs regular maintenance in the form of core and filter cleaning. Your Property Management Team on behalf of the corporation will arrange to carry out ERV maintenance on a regular basis at the owners cost.



# VENTILATION

## Exhaust Fans

Exhaust fans are provided in the kitchen (i.e. range hood fan), and laundry room. The fans should be used to remove lingering odours and humidity in the air, which can cause condensation.

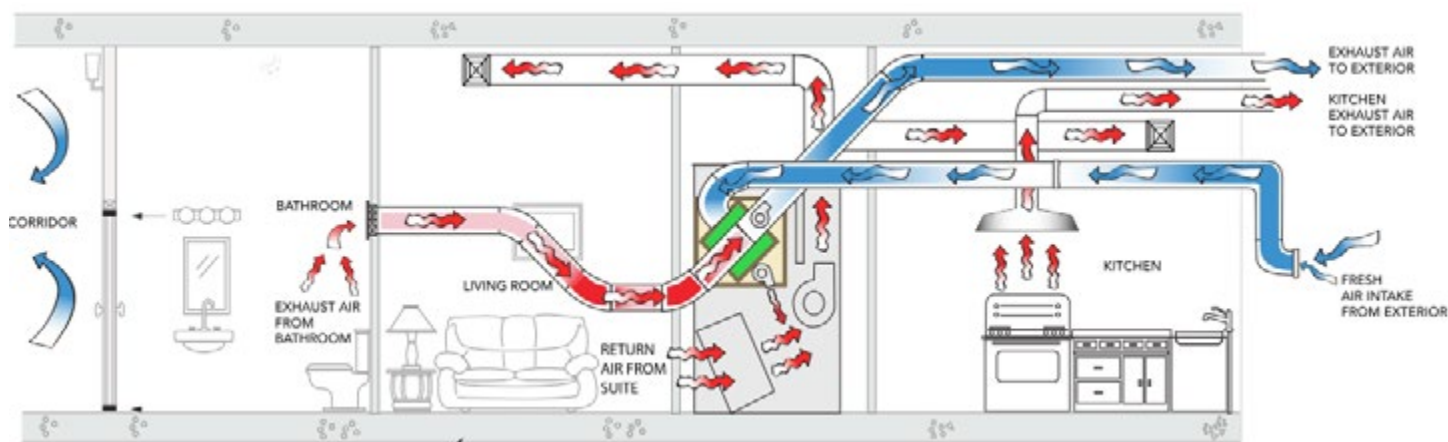
**Bathrooms** - The bathrooms are connected to an energy recovery ventilator. An ERV is a type of mechanical equipment that features a heat exchanger combined with a ventilation system providing fresh air into and out of suite units. The ERV air exchanger not only improves indoor air but it also recovers heat and moisture to control the comfort level and enhance energy efficiency in heated or air-conditioned suites.

Simply put, this unit allows the delivery of fresh air directly into your home, while recovering 60%-70% of the energy of your outgoing air.

It is suggested when in your bathroom to activate the exhaust timer for 20, 40 or 60 minute settings. This will turn the ERV fan on high for that time duration and help control humidity.

**Laundry Room** - In the laundry room, the exhaust fan is controlled by a relay sensor which activates the exhaust fan motor when the dryer is in use.

**Kitchen** - Use your exhaust fan whenever cooking on the stove to avoid cooking odours which may disturb your neighbours, and to lessen grease build-up on kitchen surfaces. The exhaust fan is also a great tool in filtering air to the exterior. To minimize the transmission of cooking odours from your suite to the common corridor, always use your kitchen exhaust fan while cooking and for approximately half an hour afterwards.



# AMENITIES AND COMMON AREAS

## Common Areas

NOTE: Enclosed in your Welcome Package you will find a complete set of common area and amenity guidelines. Please review these for more detailed rules and regulations.

Listed below are a few items, which we would like you to pay particular attention to:

- Residents are not permitted to install or affix anything to the common elements including any decoration, doorbell, doorknocker or religious symbol without obtaining written approval of the Declarant or Board of Directors.
- Residents are not permitted to obstruct the common element hallway with mats, shoes, boot trays, carts or strollers. The common element hallway must remain clear at all times in case of an emergency.
- Barbecues (unless installed by the Declarant) are not permitted on the balcony or terrace areas.
- Pets must be exercised off the property and must be on a leash at all times.
- For safety reasons, only artificial, non-combustible Christmas trees are permitted.
- Residents or guests are not permitted to smoke or eat in the common element areas.
- Proper footwear and clothing must be worn in the common areas of the building at all times.
- Grocery store shopping carts are not permitted in the building.
- Loud music, boisterous parties in overcrowded apartments, uncarpeted floors, obnoxious conduct or an unwillingness to restrict such behaviour will result in action being taken by the management and on site staff to obtain compliance. Bumping, banging or drilling on walls or floors especially non carpeted floors will inconvenience your neighbours.

## Amenities

For Amenity hours of operation, please check in with the Property Management Office or the Concierge Desk in the lobby area.

- Residents are not permitted to bring more than four guests into the recreation facility.
- Guests must be accompanied at all times.

- Children under the age of twelve are not permitted in the facility unless accompanied by an adult resident not under 18 years of age.

- Pets are not permitted in the facilities.

All facilities can be reserved no more than one week in advance by completing the reservation form located at the Property Management Office or Concierge desk. The Party Room is booked through the Management Office on a first come, first served basis

## Balconies, Patios & Terraces

Outlined below are some regulations used in the building:

- Propane and gas barbecues are only to be stored or used on terraces with gas line connections.
- Planters must not be installed on the outer side of the balcony railing
- Do not shake your carpets, area rugs, brooms etc. over your balcony
- Please do not sweep the dirt off your balcony
- Bird feeders are not permitted
- Do not throw any items off the balcony for example, cigarette butts, bottle caps or garbage
- Do not hang articles of any type over your balcony i.e. rugs, clothing

Terraces are equipped with hose bibs and gas lines. Hose bibs must be shut off by the middle of October to avoid freezing the pipes and damage to other suites.

Proper cleaning procedures for cleaning balconies and terraces includes blocking the main drain, damp mopping the area and soaking up excessive water prior to unplugging the drain. You are responsible for any damage resulting from not following the above procedure.

# WHAT IS A CONDOMINIUM?

## Glossary

A Condominium is a group of “units” to which individual owners hold registered title. The Condominium owner holds title to his/her own unit and at the same time, shares with all other owners an interest in the balance of the property constituting the Condominium.

### Board of Directors

At the turnover meeting, a Board of Directors is elected. The Board of Directors consist of a minimum of three people and can be increased to five or seven depending on what is allowed for in the by-laws. Typically, they consist of five people. As elected representatives of the owners, the Board takes responsibility for managing the Condominium Corporation’s property and business affairs. The Board of Directors is obligated to enforce the Act and the Condominium documents (declaration, by-laws and rules).

### Condominium Act

The Condominium Act governs Condominium ownership. The act takes precedence over the Condominium documents and over all agreements where a conflict arises.

### Declaration

The Declaration deals with certain basic aspects of the corporation and outlines what constitutes the division of ownership within the corporation by detailing the common elements, the units, the percentage of ownership each owner has in common elements, common expense proportions and creation of exclusive use common elements. In most circumstances, the declaration cannot be changed without the consent of all owners and mortgagees.

### By-laws

The by-laws are usually registered by Tridel and indicate how the corporation will be organized. The by-laws deal generally with the Board of Directors and the manner in which they govern the condominium. By-laws are passed by the Board of Directors and require approval by the owners at an Annual General Meeting or a meeting specifically called for this purpose. They must be registered with the local land registry office in order to become effective.

### Rules

Rules relate to the use of the common elements and units. The Board of Directors passes rules, they do not require approval of the owners. Rules become effective thirty days after notice of the rule has been given to each owner, unless during that period the Board of Directors receive a requisition, signed by the owners of at least 15% of the units, requiring a meeting of owners to consider amending said rule(s).

### What are Common Expenses

Along with the purchase of your unit comes the responsibility to contribute to the budget to repair and maintain the common elements, including exclusive use common elements. The Board of Directors is responsible to prepare an estimated operating budget for the fiscal year of the Corporation. Once completed based on the proportionate share of the common elements found in schedule “D” of the Declaration the common expenses are calculated. An owner can not waive his/her right to use all or any part of the common elements in order to reduce his/her contribution.

## Commonly Asked Questions

Questions and Answers to the most commonly asked questions

### 1. What is my common expense payment, will there be an increase and why is it so high?

Also referred to as maintenance fees, they are a monthly charge for the utilities, regular upkeep, management, administration and insurance for the common element areas. The fees vary according to project and the suite size. The portion of these expenses is set out in the budget statement, which lists the percentage for which each suite is responsible.

### 2. Can the Property Management pick up my mail, etc. while I am away?

Management does not have the facilities, it is always safer and more convenient to utilize Canada Post or a neighbour.

### 3. What does the maintenance fee include?

The maintenance fees include all services necessary to run the corporation. There is also a projection of expenses made to cover repairs and maintenance of the common elements. The final contribution is made to the reserve fund in accordance with an engineered reserve fund study to allow for future expenses with regard to Repair and Replacement of the common elements to avoid any financial stress on a future homeowner.

### 4. Why do I pay for insurance?

It is the homeowners responsibilities to obtain a condominium homeowners insurance package that covers contents, betterments, improvements, assessment and contingency insurance.

## WHAT IS A CONDOMINIUM?

### 5. Who and where do I send my cheques to?

Prior to closing you will receive notification as to what your maintenance fees are going to be and where to send them. Following registration please bring your cheques to the management office payable to the registered Corporation number.

### 6. Where is the noise coming from?

Noise in a Condominium travels, should you experience problems with noise please contact the building security or staff to investigate.

### 7. What is the Corporation responsible for paying after damage?

The corporation will repair the units after damage less the deductible portion of the insurance.

### 8. Can Property Management recommend trades?

Yes, please contact the Property Management Office. It is imperative during the first year that the installer be used to ensure that there is no effect on warranties.

### 9. Are there any extra parking and lockers available for rent or sale?

Check with the Sales Office.

### 10. Does the Property Management Office have extra mail box keys?

No, two keys are supplied at occupancy. You may make your own arrangements to cut additional keys.

### 11. Who is responsible for vehicles damaged in the garage?

Each individual case will be reviewed as it occurs.

### 12. Who is responsible for replacing windows and balcony doors?

The responsible party is outlined in the Declaration.

### 13. Can I change my parking space?

Parking spaces can be sold separately from your unit, however there is no allowance for swapping spaces.

### 14. Any suites for rent?

Please check with the Del Rental Office at 416-296-1012.

### 15. Can my guests use the facilities if I am not with them?

No. The adult resident must accompany all guests at all times.

### 16. I forgot my key, can you let me in?

Some buildings do allow this service provided that a waiver has been signed. Please verify with the Property Management Office.

### 17. Can a non-resident park in my parking space while I'm out of town?

This would require either permission by the Property Management Office or the Board of Directors.

### 18. Can you let a trade or delivery into my unit while I'm out?

No, as we do not have the staff available to accompany or wait until they are finished.

### 19. Can I use your fax machine?

This is an individual building policy, please check with the Property Management Office.

### 20. Can Property Management accept cash for payments?

No. We do not accept cash under any circumstances due to the liability.

### 21. When is the window cleaning going to be done?

This is an individual building policy, the Board of Directors will make this decision on an annual basis.

### 22. Why does the snow plow come so early in the morning?

The snow is required to be cleared for safety reasons, regardless of the time of night or morning.

### 23. What is the square footage of my unit?

Please refer to your floor plan.



# WHAT IS A CONDOMINIUM?

Thou shalt read this

## Ten commandments to keep condo life enjoyable for all

Donna Laporte, STAFF REPORTER - Toronto Star, January 13, 2001

The only way by which any one divests himself of his natural liberty and puts on the bonds of civil society is by agreeing with other men to join and unite into a community.  
- John Locke

John Locke's inspired thoughts, first written in 1690, are as applicable today as then. Living in a community entails both rights and responsibilities, a curtailing of personal freedoms for the greater comfort of all.

In a neighbourhood, it might mean not firing up the lawn mower at dawn, or turning down the outdoor stereo after dusk. Good fences make for good neighbours; they're a way to balance privacy and civility.

Living in such close proximity isn't for everyone. You should think long and hard about buying a condo if you're not prepared to co-exist. Renters, too, should know that living in a condo is different from apartment dwelling. They are also bound by the corporation's rules. Ignorance is no excuse.

Herewith, our version of the Ten Commandments of Condominium Living.

### 1. Honour thy neighbour.

Keep the noise down - or invite them to the party - the same way you would wind down a backyard barbecue before the wee hours. Saying hello as you pass in the hall, holding the door for someone with packages in hand, not pushing the CLOSE button on the elevator when you can hear footsteps approach - all are measures of common courtesy.

### 2. Respect thy property manager.

You employ this person to ensure the quiet enjoyment of your home. If someone three floors away is drilling holes or laying a parquet floor outside the approved hours, let the property manager handle it.

Often, this can be done with a phone call or a formal letter, leaving you anonymous. That way, the complaint is on file and you avoid any dangerous confrontations. The management can pursue legal remedies, if necessary. Also, give praise where it's due. A good property manager is the glue that holds a condominium community together.

In a condominium highrise, the only fences are the walls between units. But whether it's a tiny row of townhouses or a vertical community larger than many towns, co-operation is key.

### 3. Respect all of thy property.

You own it all, from the lounge to the common areas, the garage (if you have one), the sauna, the pool. Any deterioration or damage to the building will bring down your property values. So, champagne glasses in the hot tub? Cigarette burns on the hall carpet? Gouged hallways from moving? Peeing in the pool? Just say no. (I once saw a woman spray-painting a wooden stool in the hallway!) If you see it, report it to your property manager or security personnel, if you have them. Otherwise, contact your board of directors - or police if it's serious enough.

### 4. Push thine own garbage all the way down the chute.

Not halfway, not unbagged or untied and, if it's too big (such as a box from a large appliance), take it to the garbage room. It's your garbage, your responsibility. Preventing the infestation of pests is everybody's concern. Enough said.

### 5. Thou shalt control thy pets.

To avoid a cat fight, we'll leave aside the issue of people who bring pets into a no-pets building - out of ignorance or wilfulness. If you have a pet, you should be in control of it at all times: in a crowded elevator, where inappropriate sniffing, licking or jumping occurs; in the hallways, where it is not suitable to let the animal out for a walk; on common-area balconies or roof decks, where Skippy might opt for a constitutional. People who fear large dogs or are allergic to cats or ferrets will appreciate your sensitivity and good manners. When taking your pet outside for his daily walk, remember your manners and city bylaws: Stoop and scoop.

### 6. Thou shalt control thy children.

Little darlings running amok in hallways, pressing all the elevator buttons or leaving footprints on walls do not endear themselves to their parents or their neighbours. Worse, children left alone or unsupervised around pools, saunas, balconies or exercise machinery can be injured or killed. Whether they're your kids or they are in your temporary care, keep a watchful eye. Please.

### 7. Thou shalt help keep thy building safe.

If you have a security staff, let them know if something doesn't seem right. Lurking strangers, defaced property, dangerous doings in the stairwells, newspapers piling up outside someone's door.

## WHAT IS A CONDOMINIUM?

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Got leftover food after a big party? Offer it to the staff, who often work long hours for low pay. Have free tickets to a sports event or concert that you can't use? Pass them on. If staff can't use them, you can bet they know another resident who can. If you have no on-site security staff, don't let someone you don't recognize follow you inside. Insist their hosts buzz them up. You have a right to know who's on your property.

**8. Thou shalt not toss cigarette butts, ashes or floor sweepings off the balcony.**

Your neighbour below has a right to enjoy the fresh air without having to hold an umbrella. Be careful when watering plants that a torrent of water doesn't ruin Mrs. Pumpernickel's new blue rinse. Above all, don't barbecue on your balcony.

**9. Thou shalt not leave water running when leaving the building.**

In highrises, damage from floods costs several hundred thousand dollars a year.

Burst washing machine hoses, overflowing toilets and dishwasher disasters can all wreak havoc for residents several floors below you. If you're going away for an extended period, shut off water supplies to appliances and toilets to prevent unwanted surprises.

**10. Thou shalt not treat the parking garage as an Indy 500 test track.**

Roaring around corners or racing along the underground straightaway can seriously injure someone exiting their parked car, walking with a baby in a stroller, or moving slowly because of age or infirmity. A minute's thoughtlessness could lead to a lifetime of tragedy.

Will the extra minute saved really matter? Think about it.

Last, you should read and understand the by-laws and rules regarding your condo corporation.

By finding out such things as how the building runs, when large deliveries are allowed or how locker rooms with shared keys work, you can avoid potential conflicts with your neighbours and, worse, any legal headaches arising from inappropriate actions.

