



SELENE<sup>TM</sup>  
METROGATE

TRIDEL<sup>®</sup>  
BUILT FOR LIFE

# YOUR HOMECARE GUIDE

EVERYTHING YOU NEED TO KNOW ABOUT TAKING CARE OF  
YOUR NEW HOME

# Welcome to Your New Home at Selene

Tridel welcomes you to your beautiful new home at Selene at Metrogate.

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 Homecare 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 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 Homecare 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,

**The Selene Customer Care Team**



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# Introduction to Your New Home

## Team Members

### Management

Del Property Management manages your new home. The Property Management Office is located on the ground 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) 649-2712. If management personnel are required outside of office hours to handle an emergency, please call the Del Emergency line after-hours number at (416) 495-8866.

### The Concierge

The Concierge is responsible for access control of all guests to the property. Selene 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. fan coil 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) 649-2712, email [selenecc@tridel.com](mailto:selenecc@tridel.com) or visit [www.tridel.com/service](http://www.tridel.com/service). We remind you that all service requests are to be submitted in writing.

NAME	TELEPHONE	COMMENTS
Community Number	(416) 649-2712	
The Concierge	option #0	24-hour service Email: <a href="mailto:selene.concierge@delcondo.com">selene.concierge@delcondo.com</a>
Del Property Management After-hours emergency	option #1 (416) 495-8866	Located on the ground floor Email: <a href="mailto:selene.PM@delcondo.com">selene.PM@delcondo.com</a>
Customer Care	option #2	Email: <a href="mailto:selenecc@tridel.com">selenecc@tridel.com</a>  Requests can be submitted through: <a href="http://www.tridel.com/service">www.tridel.com/service</a> or our Tridel Home Service App
Sales Office	option #3 or (416) 293-5535	Office Hours: Mon-Thurs 11:00 a.m. to 7:00 p.m. Sat-Sun 12:00 p.m. to 6:00 p.m. Friday Closed
EMERGENCY	911	POLICE, FIRE, AMBULANCE
Tridel C <sup>3</sup> Centre	(416) 661-9394	Email: <a href="mailto:ask@tridel.com">ask@tridel.com</a>
Rogers	1-866-902-9534	Cable television, telephone and internet services
Whirlpool Canada	1-800-807-6777	Whirlpool appliance service requests
Appliance Canada	(905) 660-2424 ext: 2318	Fulgor Milano or Blomberg appliance service requests

# Moves & 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. - 8 p.m.)

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

Moves and deliveries can be booked through your online community platform 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 Bulky Items room located on the ground level at the North West end of the corridor next to the garbage room.

## Redirection of Mail

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

Your mailing address is:

Your Suite #

225 Village Green Square

Scarborough, ON

M1S 0N4

## Parcel Pick Up

The Selene community will be utilizing the LuxerOne system for parcels. Parcels will be placed in a locker and a unique pin will be texted to your cell phone that will open the locker for you to retrieve your package. More information is available at <https://luxerone.com>.

# Garbage & Recycling

## Where is the Garbage Chute?

The garbage chute is located on the North West end of the corridor on every 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.

Selene 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 located on the ground level. 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 and 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, catalogues, telephone books, books
- Egg cartons, milk and juice cartons (flattened), paper rolls and paper bags
- Cereal boxes, detergent boxes, drinking boxes, 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 (i.e. potato chip bags).
FIBRE	Tissues, wax paper, foil gift wrap and boxes with plastic windows (remove windows to recycle).

# Utilities

## Internet Service

Included within your maintenance fees is Rogers Ignite Internet Gigabit. You will find the demarcation plates are typically located in the foyer closet or laundry room. To activate services, contact your dedicated Rogers representative at 1-866-902-9534.

## Cable & Telephone

Although your suite is pre-wired for cable, telephone & internet services, it is your responsibility to arrange for the commencement of these services. Contact your dedicated Rogers Representative at 1.866.902.9534 or [move2rogers@rci.rogers.com](mailto:move2rogers@rci.rogers.com) to activate services.

## 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 Selene 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 Meters – are located within the suite behind the access plate where the main water shut off valves are 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

- LED bulbs last 16 times longer than incandescent light bulbs and use only 30% of the energy.
- Using timers for lights helps you 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 (68°F). 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 FOB. The access FOB works by simply placing it in close proximity to the readers mounted adjacent to the doors.

## Touch Screen Telephone Entry System

The door entry system, located in the ground floor lobby vestibules 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 with the Property Management Team as soon as possible.

To use the entry system panel, visitors simply follow the instructions on the touch screen. The entry panel welcomes visitors and assists the user by providing system instructions. The directory includes both resident listings, additional important building information, and more.

### To Answer the Enterphone

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

### Tips When Expecting Guests/Visitors

When expecting visitors, 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 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 416-649-2712 or email [selenecc@tridel.com](mailto:selenecc@tridel.com) during regular business hours, should you have any questions.

Once you fill out the required forms, the concierge will register your name and phone number to activate your FOBs. For a fee, you may request additional FOBs through the Property Management office.

All suite door keys are on one master key. The master key system allows Property Management to gain immediate access in case of an emergency. Residents are not permitted to change the suite door lock without authorization from the Property Management Office. Safety chain or double locks of any sort may not be attached to suite entry door without consent from the Declarant or Board of Directors.

## Opening of Suite Doors

In order for our Concierge to grant access to the building for any individuals either resident or guest, 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 BuildingLink. 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.

## Lockers

Access to lockers is provided by a FOB, which is provided to you in your closing package. 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 FOBs 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 suite. Non-residents, agents, and/or visitors are not permitted to be given access remotes.

## Access to the Garage

The garage entrance is located off of Village Green Square. Selene is utilizing License Plate Recognition. This is a 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.

# Parking, Lockers & Bicycles

## 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 the 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.

## Visitor's Parking

All Visitor parking is located on 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 surfaces of 2<sup>nd</sup> and 3<sup>rd</sup> floors as well as P1 level to help prevent water and road salt brought into the garage on tires, from penetrating the concrete. The P2 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 Selene community on the ground floor.

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 the ground floor, P1 and P2 levels. To register for a bicycle storage rack, please contact your Property Management Team. 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 suite windows and doors for terrace suites. The security panel in your suite is located at 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.

## Panic Alarms

If you feel there is a threat or an emergency while you are in the parking garage, simply press the button on the FOB which will automatically activate the horns and strobe lights. At the 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 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 & 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 #  
225 Village Green Square  
Scarborough, ON M1S 0N4

## 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 cooperation 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.

### 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 the garbage 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 (911) 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 (911). 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 the door, feel the door and handle for heat. If it's not hot, brace yourself against the door and open slightly. If you feel air pressure or a hot draft, close the door quickly.
- If you find no fire or smoke in the corridor, then take your suite keys, close the door behind you and leave by the nearest exit stairwell.
- If you encounter smoke in corridor or stairwell, consider taking the corridor to other side of building where the 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 (911) and provide details of your situation.

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

- Close the door.
- Unlock the door for possible entry of fire fighters.
- Call the Concierge and/or the fire emergency number (911). 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.

Maintenance: Change the smoke alarm battery every year. 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, change the battery.

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 MAP ONLY BE 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 a 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.

### Safe 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 it's important to plan ahead when purchasing and placing fire extinguishers.

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.

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.

#### Here are 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 are strategically located. 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 stopped automatically. One elevator will remain operational for use by the fire department.

to evacuate the building. This list enables firefighters to attend to people who require assistance without delay.

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

## 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; and
- Call the any of the following:

Your Concierge  
(416) 649-2710 option #0

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.

## Special Evacuation Procedures

The fire department requires that the Concierge have readily available a list of those who may require assistance

# Insurance

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 solely 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. Also, it 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.

The Certificate of Completion and Possession (CCP) (which confirms to the Corporation that the sale has taken place) will be electronically generated by the builder's solicitors. It will be included with the closing package documents available for upload by your lawyer. The electronically generated CCP does not require a signature.

## 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.

Tridel provides the Homeowner Information Package via email. Please keep a copy for your records along with a copy of your CCP and your Purchase Agreement.

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 Homeowners' Choice Awards are the only awards which recognize home builders from across Ontario exclusively for their after-sales customer service performance.

## In-suite / 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.

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:selenecc@tridel.com">selenecc@tridel.com</a>        |
| Written or Typed Letter: | Selene Customer Care<br>4800 Dufferin Street<br>Toronto, ON M3H 5S9 |



# Maintenance & Repair

During your first year of occupancy, please contact Customer Care with concerns regarding the standard warranty and 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 review the trades below that are familiar with your community.

## Suite Contractor Information

Item	Contractor	Telephone	Warranty Period
Whirlpool & KitchenAid Appliances, Washer & Dryer	Whirlpool	(800) 807-6777	3 years
Fulgor Milano Ovens	Appliance Canada	(905) 660-2424 ext: 2318	3 years
Blomberg Fridge	Appliance Canada	(905) 660-2424 ext: 2318	2 years

INTERIOR FINISHES			
Carpentry	Professional Carpentry	(905) 670-1736	1 year
Locks & Hardware	Citywide Hardware	(905) 264-4401	1 year
Cabinetry	Royal Laser Manufacturing	(416) 679-9474	1 year
Kitchen Countertops	Connolly Marble	(905)832-8002	1 year
Vanity Countertop & Window Sills	Mr. Marble	(905) 669-3877	1 year
Shower Enclosures, Vanity Mirrors, Closet Sliders & Shelving	JJ Home Products	(416) 798-7785	1 year
FLOORING			
Tile	Ashby Contracting Ltd	(905) 738-1261	1 year*
Laminate Flooring	Rosewood Flooring	(416) 633-5757	1 year*
ELECTRICAL, PLUMBING AND MECHANICAL			
Electrical	Mayfair Electrical	(905) 738-2244	2 year
Light Fixtures	O'Neil Electric Supply	(416) 609-1010	1 year
Plumbing - Piping	Stellar Mechanical Inc.	(416) 748-8088	2 year
Plumbing - Fixtures	Stellar Mechanical Inc.	(416) 748-8088	1 year
Ventilation	Cooltech Air Systems Ltd.	(905) 951-0885	1 year
Heat Distribution	Stellar Mechanical Inc.	(416) 748-8088	2 year

\* Some restrictions may apply

## Appliance Warranty Process

In line with our commitment to you, all major appliances are warranted for three years from Whirlpool from the date of the interim closing. Fulgor ovens are warranted for 3 years and Blomberg fridges are warranted for 2 years from Appliance Canada.

### How Do I Report Appliance Concerns?

You will need the following information to report a deficiency:

1. Your contact information, including name of the community and suite number.
2. Suite closing date - can be found on the Taron sticker placed inside your electric panel.
3. Nature of the defect in as much detail as possible.

Depending on the brand of appliance, there are different ways to report concerns.

### What to Expect Once You Have Reported The Appliance Concern?

1. The appliance warranty service provider will contact you within one business day to schedule warranty repairs.
2. General timelines for repairs include:
  - a. Up to one week repair time for a dead fridge or cook top/range.
  - b. Up to two weeks repair time for other performance related issues.
  - c. Up to four weeks repair time for warrantable aesthetic repairs (that does not affect the performance of the appliance).
3. If you do not receive any communication from the service provider within a reasonable timeframe, do not hesitate to email [ask@tridel.com](mailto:ask@tridel.com) or call our C3 Centre at 416.661.9394.

## Appliances

Operating, care and maintenance instructions for your appliances can be found within the document section on Buildinglink. 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 Hoodfan Combination

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.

## 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 affected, 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 in line with the frame to reinstall.

### Shower Enclosures

Do not use abrasive cleaners - Always use a glass cleaner to clean residue from glass. The same cleaner can be used for aluminium.

Maintenance of silicone - Be sure to check and touch up silicone semi-annually in order to maintain effectiveness.

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.

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.

## 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 discolour 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 one 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.

### 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.

Use a soft cloth to clean the marble surface.

## 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.

## 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.

### **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

TYPICAL COLLECTION SUITES		
Item	Make	Model/Details
Toilet	Carson	4720BPWU
Bathtub	Lyons	LLTL013260 L/R
Faucet	Delta	581LF-0.5
Shower Fixture	Delta	RP70171-15
Tub & Shower Faucet Trim	Delta	T14461-LHD-LC
Kitchen Faucet	Delta	4159-DST-1.5
Kitchen Sink	Blanco	Quatrus R15 U 1

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.

# Top Homeowner Maintenance Tips



Extra Customer Care Required



Environmentally Friendly Product

## Fire and Life Safety System




Item	Maintenance Requirement	Important Information	
Front Door	Must not be modified to maintain fire rating properties	Fire rated door	
Security Panel	None	Connected to the concierge - 4 digit code can be personalized	
Sprinklers	None	Do not tamper - attached to building emergency system	
Smoke Alarms	None	Do not tamper - attached to suite electrical panel	
Fire Alarm Speakers	None	Do not tamper - attached to building emergency system	

## Air Quality & Control Systems

Item	Maintenance Requirement	Important Information	
Fan Coil	Replace filter every 3 months - Clean drain pan yearly	2-pipe system with auxiliary heater for seasonal comfort	
Thermostat	Keep "on" during extended absences to prevent leaks	Programmable for different time zones	
Bathroom Exhaust	None	20,40,60 - minute cycles - No separate fan, but connected to ERV system	
Kitchen Exhaust	Filter to be cleaned regularly	Use exhaust every time while cooking to control humidity/condensation	
Air Registers	Vacuum regularly	Adjustable damper and grills	
Condensation	Use exhaust fans and ERV to control condensation	Condensation on windows is directly related to suite humidity	



## Plumbing System

Note - Any modification in the plumbing system must be carried out by a licensed plumber due to warranty implications

Item	Maintenance Requirement	Important Information	
Main Shut-off Valves	Turn off in the event of leak or extended absence	Located under the main washroom sink (labeled). One each for hot and cold water	
Individual Shut-off Valves	Recommended to turn off when not in use	Toilet; laundry; sinks; fridge water line (where applicable)	
Dishwasher Shut-off Valve	Ensure it is turned on before using the dishwasher	Located under the kitchen sink. Only hot water valve	
Faucets and Shower Head	None	Low flow	
Exterior Hose Bib	Winterization prior to start of winter season	Where applicable	 
Dual Flush Toilet	Do not discard any item other than intended use	Low-flow with half and full flush features	




## Electrical System

Note - Any modifications in the electrical system must be carried out by a licensed electrician due to warranty implications







Item	Maintenance Requirement	Important Information	
Designer Fixtures and Accessories	Bulb wattage must not be higher than fixture rating	Fixtures are designed to receive LED bulbs	 
Electrical Panel	None	To reset tripped breaker - first turn it off and back on. A tripped breaker will show in the middle	
GFI Receptacles	Kitchen and bathrooms - test and reset once monthly	Two bathrooms may be connected by one GFCI	
Switched Outlet	None	Only receptacle in the suite that can be controlled by a switch (labeled)	
Capped Ceiling Outlet	None	Mayfair Electric (905-738-2244) have serviced many Tridel homeowners	

## Appliances

3-year warranty on Whirlpool Appliances. Contact Whirlpool at 1.800.807.6777 for warranty service.  
3 year warranty on Fulgor Milano and 2 year warranty on Blomberg Appliances. Contact Appliance Canada at (905) 660-2424 ext: 2318

Item	Maintenance Requirement	Important Information	
Cook Top and Oven	Use glass ceramic cleaner for glass cooktops	Use care while using self-clean feature by opening adjacent cabinet/drawers	
Fridge	Review manual		
Dishwasher	Review manual	Use dishwasher detergent only. Rinse agent is recommended for better drying performance - Energy Star® rated	
Front Loading Clothes Washer	Use only HE detergent - keep door ajar after use	Energy Star® rated	
Front Loading Clothes Dryer	Clean built-in and ceiling lint trap regularly	Review manual	

## Suite Finishes & Personal Selections

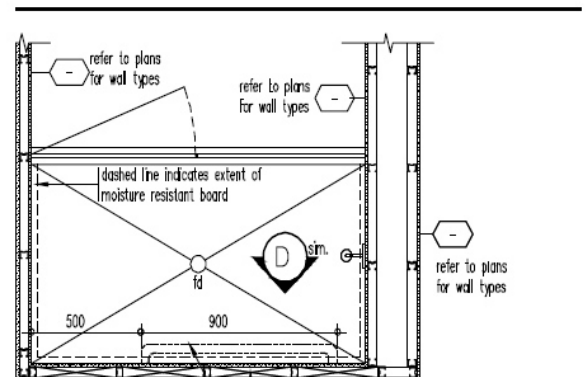
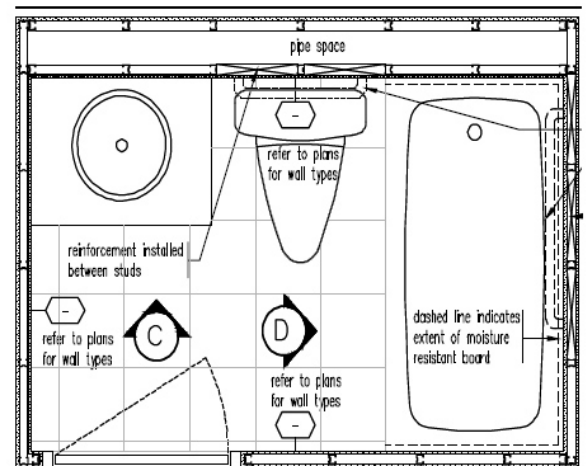
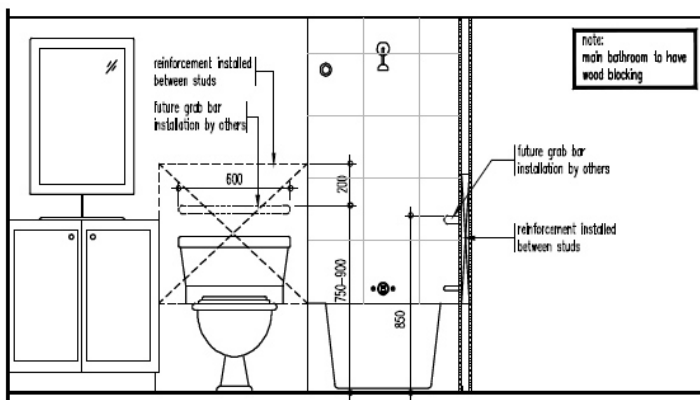
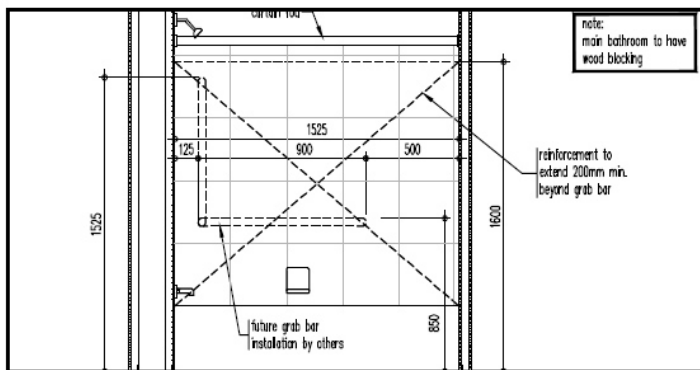
Item	Maintenance Requirement	Important Information	
Cabinets/Drawers	Do not use harsh cleaner		
Granite Countertop	Recommended sealing regularly	Natural stone - normal to have veins and fissures - absorbs stains	
Laminate Floor	Do not use harsh cleaner. Maintain proper humidity	Floating floor not using adhesive	 
Floor and Wall Tiles	Seal grout joints and replace caulking regularly	Normal to have different grout colours for floor and wall tiles	
Trims	Replace caulking regularly. Maintain proper humidity		
Paint	None	Low VOC	
Cultured Marble	Do not use abrasive cleaner	Can scratch/stain easily	
Windows and Balcony Doors	Ensure unlocking windows before turning crank to open	Two-pane Argon gas filled glass for better insulation	

# Grab Bar Location Options

The Detail of Wood Blocking Locations\* is provided for reference only and depicts an approximate representation of the location of wood blocking provided in one of the bathrooms within your suite.

Should you require the installation of a grab bar in one of your bathrooms in the future it is highly recommended that only professional trades be retained. Please contact your Decor Representative with any questions regarding this drawing or the future installation of grab bars within your home.

*\*The materials, specifications and dimensions are approximate and are for reference only.*



# 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 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 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.



## 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.

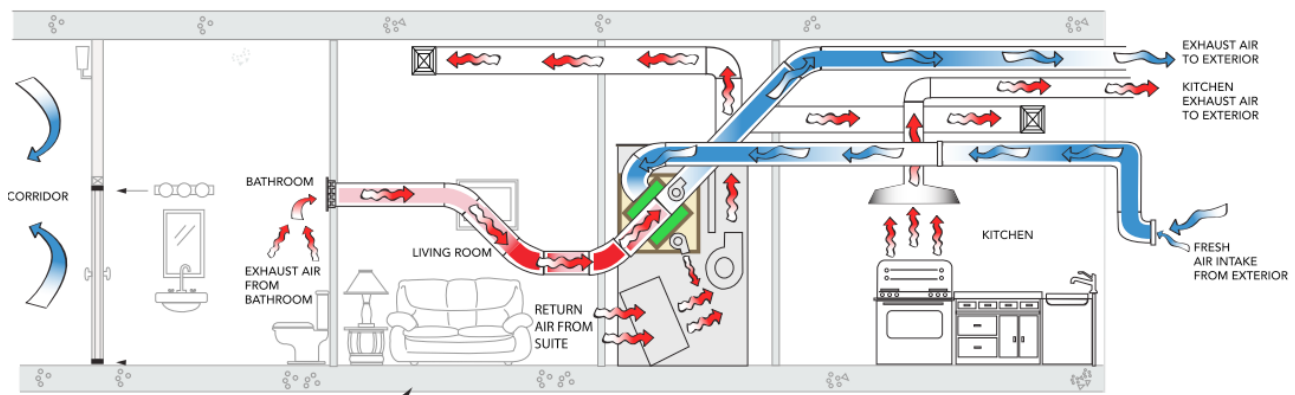
**Bathrooms** - The bathrooms are connected to an energy recovery ventilator. An ERV is a type of mechanical equipment that features a heat exchanger combined with a ventilation system providing fresh air into and out of suite units. The ERV air exchanger not only improves indoor air but it also recovers 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 & 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

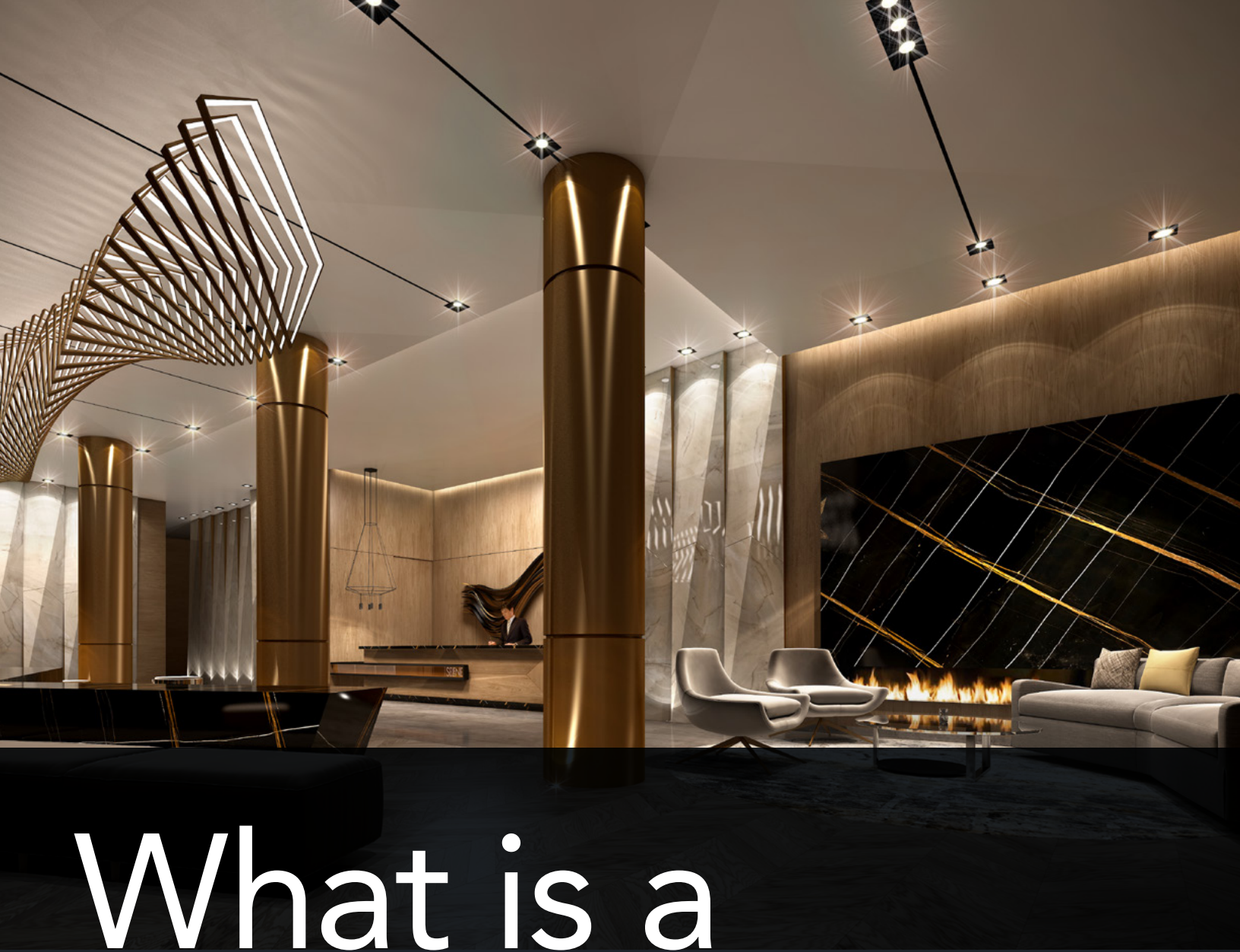
## Balconies, Patios & Terraces

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 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 includes 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 homeowner’s responsibility to obtain a condominium homeowner’s insurance package that covers contents, betterments, improvements, assessment and contingency insurance.

**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?**

Please 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-RENT (7368).

**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.

# Ten Commandments to keep condo life enjoyable for all

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 high-rise, 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.

## 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. 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 high-rises, 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.

