

**E**  
**EMPIRE**  
**EAU DU SOLEIL**

**HOMEOWNER'S MANUAL**



# WELCOME TO EAU DO SOLEIL

We would like to thank you for choosing Empire Communities as your premier homebuilder and hope that you enjoy many years to come living at Empire Eau Du Soleil.

We recognize that your new home represents a large investment, so a great deal of care, pride and workmanship has been put into the creation of your new home. With that in mind, there is the occasional requirement in any new building for minor adjustments and repairs. This homeowner's manual is designed to smooth the transition into your new home and provide a resource for resolving any minor items as they arise, allowing you to care for your new home now and in the future.

- The Introduction contains a list of useful telephone numbers, the roles and responsibilities of the individuals involved in the administration of your condominium, and questions and answers to common concerns.
- General Information details the overall operation of the condominium and how you can access and use its various facilities.
- The section on Home Care provides tips on how to take care of your suite and how to deal with concerns you may encounter within your suite.
- While we all hope they never occur we have provided you with information on how to handle medical, fire and maintenance emergencies.
- The Warranty section provides a comprehensive explanation of TARION and outlines the roles of on-site Customer Service and Property Management with respect to the various warranties provided.

We are proud and honoured to add you to the list of distinguished people who live in one of our many Empire communities.

Best wishes for many years of enjoyment in your new home.

# THE EMPIRE STORY

Empire Communities is a leading builder-developer of some of the most successful master-planned communities in the GTA and Southwestern Ontario. The company has established a long-standing tradition of crafting prestigious residences in amenity-rich neighbourhoods that fit effortlessly into the lifestyles and priorities of its homeowners, no matter what stage of their life.

Empire's diverse portfolio includes beautiful homes, towering skyscrapers and intimate low-rise communities, such as Uxbridge's The Estates of Wyndance, Oakville's Rain and Senses, Richmond Hill's Vineyards, Toronto's The Modern and The Annex's Schoolhouse, to name just a few. These iconic landmarks and others have earned Empire its reputation for outstanding attention to detail, contemporary construction technology, and chic designs; in fact, it's these very qualities that wins them industry awards year after year — and more importantly, accolades from its homeowners.

Passionate about every residential milieu it creates, Empire firmly believes that a collaborative team effort is what fuels the success of each of its master-planned communities. After all, it's the sum of its parts that creates the 'Empire Edge' — and with such a legacy of excellence, it's no wonder Empire consistently rises above the competition.



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# DIRECTORY

## EMERGENCIES

Ambulance, Fire & Police	911
Poison Control	1-800-268-9017
Crossbridge Condominium Services (24 hour emergency no.)	416-510-8700

## SERVICES & NON-EMERGENCIES

### Management

On-site Office: Hours: 9:00 a.m. – 5:00 p.m. Monday to Friday	416-901-3020
Head Office: 111 Gordon Baker Road, Suite 700, Toronto, ON M2H 3R1	416-510-8700

Empire Customer Service	647-475-1116
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(Interior Suite Concerns Only)  
Hours: 8:30 a.m. – 5:00 p.m. Monday to Friday

Sky Tower & Podium (A) Email: [edsaservice@empirecommunities.com](mailto:edsaservice@empirecommunities.com)

Water Tower & Podium (B) Email: [edsbservice@empirecommunities.com](mailto:edsbservice@empirecommunities.com)

### Concierge

Sky Tower & Podium (A):	416-901-4014
Water Tower & Podium (B):	416-901-4042

Postal Service 145 The West Mall Etobicoke, ON M9C 1C0	1-800-267-1177
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## UTILITIES & TELECOMMUNICATIONS

Telecommunications / Bell Canada	1-888-655-0244
Telecommunications / Rogers	1-866-902-9534
Telecommunications / Frontline	416-360-3000
Enbridge	1-888-427-8888
Toronto Hydro	416-542-8000

## MAILING ADDRESS FOR EAU DU SOLEIL CONDOS

### Eau Du Soleil

Sky Tower & Podium (Tower A)  
30 Shorebreeze Drive  
Etobicoke, ON  
M8V 0J1

Water Tower & Podium (Tower B)  
20 Shorebreeze Drive  
Etobicoke, ON  
M8V 0C7

# ROLES & RESPONSIBILITIES

## DEVELOPMENT TEAM

At Empire, we believe in building more than great homes: we build great communities for you to live in. We make sure that “feeling at home” goes beyond the four walls of your suite, and extends into your surrounding neighbourhood. By choosing an Empire community, you’ll benefit from living in a condominium with higher standards.

The following is an outline of the functions and responsibilities of each group so that you can better understand how the Empire team works to best serve you, our valued homeowners.

## SALES TEAM

Our professional Sales Team assists buyers through the sales process from the initial introduction of the property through to the signing of the Agreement of Purchase and Sale, effectively allowing people to make an informed purchase decision.

## CUSTOMER SERVICE

The Customer Service team’s primary function is to ensure construction completion by inspecting all in-suite features prior to interim occupancy/closing, and then to follow up after closing. These responsibilities include scheduling and conducting your Pre-Delivery Inspection (PDI) prior to occupancy, liaising with the construction team to monitor the progress of suite completion, and recording and following up on any outstanding in-suite deficiencies.

## WHAT IS A PRE-DELIVERY INSPECTION (PDI)?

A Homeowner Presentation / PDI (Pre-Delivery Inspection) consists of a walk-through, visual inspection of the suite. It provides you, the homeowner, with an opportunity to view your new home prior to taking occupancy and to document any pre-possession damages or missing items you may observe. While inspecting your new home for any scratches, chips or dents to your finishes, you should also verify that all upgrades and specific selections that you made during your colour selection are accurately installed.

You will also be asked to review and sign a Certificate of Completion and Possession (CCP). The CCP states your home’s enrolment number with Tarion and the date of possession, which is also the start date of your statutory warranty. Empire Communities will give you copies of the completed PDI form and the CCP form for your records. It is important to note that your warranty coverage determined by Tarion will not automatically warrant damages or missing items if they are not reported during the Presentation (PDI). Remember, it is more difficult to establish that the condition existed prior to your moving into your new home, unless clearly specified on the Presentation (PDI).

It is recommended that you document a deficiency upon detection and report it in writing to Customer Service in time for your next reportable warranty service request, (i.e.) The 30-Day Form or Year End Form.

A member from our Customer Service team, in accordance with your Agreement of Purchase and Sale, may enter your suite to escort trade partners for the completion of deficiencies noted from the presentation of your suite. We will make every attempt to notify you prior to the service call by email at least 24 hours in advance.

Tarion is an independent, non-profit corporation; a regulatory body that oversees and licenses all new Home Builders in Ontario, ensuring that all new home buyers receive the benefits and protection of their Builder’s Warranty in accordance with the Ontario New Home Warranties Plan Act. Tarion website: [www.tarion.com](http://www.tarion.com)

**Please Note:** Concerns with Common Element maintenance and repairs should be discussed with the Property Manager.

## PROPERTY MANAGEMENT

Crossbridge Condominium Services Ltd. as the Property Manager will deal with the day-to-day operations and condominium related concerns of the residents. Property Management is accountable to, and takes direction from the Condominium Corporation’s Board of Directors and is directly responsible for the maintenance, appearance and upkeep of all the Common Elements throughout the complex. Property Management also works with the Board of Directors to prepare budgets, collect maintenance fees, attend meetings, and to enforce the rules of the Condominium Corporation as directed by the Board of Directors.

The following are some of the Common Elements and general items, which are the responsibility of Crossbridge Condominium Services Ltd.

- Operations and Maintenance
- Housekeeping
- Landscaping/Grounds Maintenance
- Obtaining the Performance Audit
- Common Element Deficiencies
- Construction/Renovations of Common Areas
- Collection of Maintenance Fees
- Contract Negotiations and Administration
- Budgeting and Financial Reporting
- Reserve Fund
- Expenditure and Revenue Control
- Resident Relations
- Corporation Staff
- Elevator Booking

### **BOARD OF DIRECTORS**

The Board of Directors are responsible for looking after the affairs of the Corporation and enforcing the Declaration, By-laws and Rules (the governing documents, along with the Condominium Act).

Upon registration of the condominium, the residents of the condo will form a Declarant Board. This Board will be replaced by a Board of Directors elected by the suite owners at the Turnover Meeting and then annually thereafter for various terms. The Board will consist of three members.

### **RESIDENT INFORMATION FORMS**

There are several information forms included in your closing package which are to be completed and submitted to Property Management to ensure that they can manage the building effectively and efficiently. To name a few:

- Resident Information Form
- Special Assistance Information Form
- Emergency Contact Form

### **CLEANING AND MAINTENANCE STAFF**

Contract cleaning and maintenance staff will be responsible for cleaning all Common Element areas, such as the entry vestibule and corridors, maintaining base building equipment, and moving the garbage bins in and out of the loading area for pick up. Hours to be determined by Property Management.

**Please note:** The Cleaning and Maintenance personnel have not been retained to do any work within your suite.

### **TAKING POSSESSION**

Even for seasoned veterans, taking possession of a new home can be an emotionally charged experience. We will make every effort to ensure a successful and pleasant experience.

Contractual, Service and Home Warranty information should be read carefully. These documents will provide a basis for informed and productive communications. This information will be beneficial during the first months of occupancy, as well as to ensure proper warranty services.

For easy reference, keep Contractual, Service and Home Warranty information together with this manual.

### **SETTLING-IN PERIOD**

Settling into a new home is an exciting time. To help you during this early stage, Empire Communities will provide you with warranties and first year service procedures. Take time for a complete inspection of your new home. See that everything has been completed as agreed upon. If items are discovered that have not been completed, these items should be promptly called to the attention of Customer Service. It is important to do this in writing. Telephone calls or verbal statements can go astray and are not an acceptable means of reporting warranty concerns.

Sometimes, due to weather conditions or lack of immediate availability of the proper material or labour, a delay may be unavoidable in completing your requests. If this happens the reasons will be explained to you. General working knowledge of some of the more important new items in a home is necessary. It will enable you to understand more fully the results of heat, cold, humidity, expansion and contraction-conditions, which affect new homes. Always keep in mind that many parts of your home contain natural products which are not completely responsive to human control. For example, even the highest quality lumber can be affected by humidity and weather.

Study the Home Care section carefully starting on page 34. You will find it informative and reassuring. Most of the concerns you may encounter during the settling-in period are common to all new homes.

## RESPONSIBILITIES

Goodwill and understanding between the developer and you, the new Homeowner, are essential during the first few months of possession. The following list of responsibilities is provided as a framework to help both during this transition.

### HOMEOWNER

- Make sure you understand the scope of Building, Service and Warranty contracts, all of which are provided to your Board of Directors at the Turnover Meeting.
- Take time to get acquainted with your new home and thoroughly understand the information outlined in the Home Care section.
- It is your responsibility to care for and maintain your new home, for example, changing light bulbs and cleaning or replacing filters in the laundry, heating/cooling system.
- Follow up service requests should be sent to Customer Service in writing via email to [edsaservice@empirecommunities.com](mailto:edsaservice@empirecommunities.com) for Sky Tower & Podium (Tower A) or [edsbservice@empirecommunities.com](mailto:edsbservice@empirecommunities.com) for Water Tower & Podium (Tower B). This ensures that messages do not go astray.

### DEVELOPER

- Empire Communities has assigned a Customer Service team to Eau Du Soleil. They will arrange service calls with you during business hours of 8:30 am to 5:00 pm. and can be reached at:  
647-475-1116  
Sky Tower & Podium (Tower A): [edsaservice@empirecommunities.com](mailto:edsaservice@empirecommunities.com)  
Water Tower & Podium (Tower B): [edsbservice@empirecommunities.com](mailto:edsbservice@empirecommunities.com)
- Our staff will address all reasonable concerns and we will assist you by providing product information.
- We will provide you with a quality product and will honour all warranties as outlined under Tarion.

# QUESTIONS & ANSWERS

## NOW THAT I HAVE OCCUPANCY

### WHAT IS THE INTERIM OCCUPANCY PERIOD (ALSO KNOWN AS INTERIM CLOSING)?

Also known as interim closing, your interim occupancy period begins the day you occupy your suite and ends the day you take ownership from the developer. During interim occupancy the building is typically still under construction and most of the common elements and amenity spaces are left partially unfinished. The reason for this is to focus on completing the sold suites. All common elements and amenity spaces will be completed by final closing. During this time, occupied residents must pay a monthly fee to the developer; please note that these fees are not credited to the final purchase.

### WHAT IS AN OCCUPANCY FEE AND HOW IS IT CALCULATED DURING INTERIM OCCUPANCY?

The interim occupancy fee is a payment made by the Purchaser to the Developer during the interim occupancy period; that is from the date of occupancy until final closing, at which time the full amount of the purchase price is paid and title is transferred. The occupancy fee is based upon the total of the following amounts:

**Mortgage Interest:** the amount of interest that the Purchaser would have paid monthly on the First Mortgage, (irrespective of whether or not you will ultimately be paying cash on the final closing); and

**Taxes:** an amount reasonably estimated by the Vendor for municipal taxes on a monthly basis attributable by the Vendor to the Real Property; and

**Maintenance Fee:** the projected monthly Common Element expenses for maintenance and utilities as described in the Budget portion of your Documents.

**HOW LONG CAN I EXPECT TO PAY THE INTERIM OCCUPANCY FEE AND HOW SOON AFTER TAKING OCCUPANCY WILL REGISTRATION TAKE PLACE?**

Although the Developer attempts to have registration take place as soon as possible, it can take up to 18 months following the commencement of interim occupancy.

**DOES THE BUILDING HAVE TO BE FULLY OCCUPIED BEFORE REGISTRATION CAN OCCUR?**

No; however, construction of the building has to be substantially complete.

**MAY I STORE PERSONAL BELONGINGS OR HAVE ACCESS TO MY SUITE BEFORE MY INTERIM OCCUPANCY DATE?**

Unfortunately, you may not. The Developer will not accept the legal responsibility or liability for any occurrence of theft or damage. Homeowners may only begin storing items once interim occupancy has begun and keys have been released to the Homeowner.

**WHAT ARE COMMON ELEMENTS?**

Common Elements consist of various components, which are jointly shared and owned by all of the suite owners who purchased in the condominium project. Typical Common Elements include: mechanical, electrical and plumbing distribution systems; elevators, corridors and stairwells; roof assembly; building envelope (exterior brick, precast, window panels); parking garage structure and amenities such as pool, party room, library, billiard room, exercise room, landscaping and entrance. In other words, Common Elements include all areas outside the vertical and horizontal boundaries of each specific residential or commercial suite.

**WHAT ARE EXCLUSIVE USE COMMON ELEMENTS?**

Exclusive Use Common Elements refer to Common Elements such as balconies, patios and/or private terraces that are solely used by the suite owners and are therefore reserved for their exclusive use. The Corporation and its agents have the right to access Common Elements and Exclusive Use Common Elements via your suite, for the purpose of conducting the Corporation's business.

**WHAT IS THE MONTHLY MAINTENANCE FEE AND WHAT DOES IT INCLUDE?**

The maintenance fee covers your share of all expenses pertaining to the Common Element areas, including utilities and landscaping. Generally, monthly maintenance

does not include cable, internet or telephone. Please refer to the Budget in your Documents for details.

**Please Note:** Hydro and water are separately metered.

**IS IT POSSIBLE TO CHANGE MY LOCKER(S)/PARKING SPACE(S)?**

Lockers and parking spaces are deeded. Legally deeded parking or locker units are difficult to change and require the advice of your attorney.

**WHEN AND WHAT TYPE OF INSURANCE DO I NEED? WHAT IF I INTEND TO RENT MY SUITE?**

Insurance is required upon interim occupancy as well as after final closing to cover contents, liability, upgrades and improvements. This includes any upgrades that were purchased from the Developer. Please contact your own insurance agent for this coverage prior to taking occupancy. It remains the owner's responsibility to ensure that proper homeowner insurance is in place, even if the suite is being rented. You as the owner must have liability insurance and your tenant will need contents insurance.

**Please Note:** Secondary damage resulting from defects such as property damage, as well as personal injury, are not covered under the Tarion Warranties Plan Act. You should discuss any additional coverage you may require with your insurance provider. Also, ensure that you have contacted the Developer and signed an Agreement to Lease.

**CUSTOMER SERVICE**

**HOW LONG AFTER THE PRE-DELIVERY INSPECTION CAN I EXPECT TO WAIT BEFORE ALL THE DEFICIENCIES HAVE BEEN RECTIFIED?**

Many deficiencies are aesthetic in nature and can be addressed immediately. In many cases timing is subject to the availability of our trade partners. Contractors must first fulfill their contractual obligations by returning to correct any deficiencies.

**Please Note:** Priority will be given to deficiencies of an urgent nature. It is imperative that there is good communication between the Homeowner and Customer Service team. Communication in writing and following up is necessary to ensure your deficiencies are addressed.

### IS THE PRE-DELIVERY INSPECTION THE ONLY OPPORTUNITY I HAVE TO DISCOVER AND REPORT DEFICIENCIES IN MY SUITE?

Your warranty covers you for one year and depends upon the nature of your deficiency. Due to the fact that Tarion has gone paperless, we suggest that you enter your deficiencies through the Tarion website at [www.tarion.com](http://www.tarion.com). Log into the “MyHome” section where all forms can be found. These are set up to allow the Homeowner time to settle in and adjust to their surroundings, as well as allowing the building to settle following construction.

### HOW DO I REACH THE CUSTOMER SERVICE TEAM IF I DISCOVER FURTHER DEFICIENCIES ONCE I MOVE INTO MY NEW HOME?

Your Customer Service team can be reached by telephone or email during regular business hours. Kindly refer to the Directory section of this manual for contact information.

**30 Day:** At any time during the first 30 days after the date of the PDI/Occupancy, the Homeowner can submit a Tarion 30-Day Form in which they can request the repair of any item which appeared on the PDI form that has not been repaired and any new items. This can be done on-line by registering into “My Home” on the Tarion website [www.tarion.com](http://www.tarion.com) and provide a copy to the customer service office.

**One Year:** Any time during the last 30 days of the first year of possession, the Homeowner is entitled to submit a single Year-End Form outlining any warrantable defects. Again, this can be done in the Tarion portal through “My Home” and a copy submitted to the customer service office.

**Second Year:** Anytime during the two year, you can submit a form, but the warranty is limited to heat, plumbing, electrical etc. only. Please refer to the Tarion website.

### IS THERE A SPECIFIC PROCEDURE THAT I SHOULD FOLLOW FOR REPORTING NEW WARRANTED DEFICIENCIES THAT REQUIRE SERVICE?

**All deficiencies must be submitted in writing to Customer Service.** Following occupancy, Homeowners can report a warrantable deficiency to Customer Service at any time during their first year. Our team will arrange to have the deficiency inspected before scheduling a repair. Forward your written Warranty Service Request forms to the Customer Service office at:

**Sky Tower & Podium (Tower A):** [edsaservice@empirecommunities.com](mailto:edsaservice@empirecommunities.com)

**Water Tower & Podium (Tower B):** [edsbservice@empirecommunities.com](mailto:edsbservice@empirecommunities.com)

**Years Three to Seven:** To make a MSD (Major Structural Defect) Warranty Service request, Homeowners must request and submit the Tarion MSD Form directly to Tarion and the builder.

### DOES THE WARRANTY COVER SECONDARY DAMAGES THAT ARE THE RESULT OF A CONSTRUCTION DEFECT SUCH AS A PIPE LEAK THAT DAMAGES ENGINEERED FLOORING AND / OR PERSONAL BELONGINGS?

Secondary damages are not covered. It is for this reason that homeowner insurance coverage is required upon interim occupancy as well as after final closing and should cover contents, liability, upgrades, and improvements; including upgrades purchased from the Developer. Please contact your insurance agent to arrange for this coverage prior to taking occupancy. Subsequent damages resulting from a Common Area may be covered by the Condominium Corporation's insurance coverage.

### HOW IS SERVICE COORDINATED AND DO I HAVE TO BE HOME FOR EVERY SERVICE CALL?

Entry into Homeowners' suites after taking occupancy is permitted as agreed upon and outlined in the Agreement of Purchase and Sale. Construction personnel are permitted to access your home in order to complete deficiencies detected on the PDI. We always give Homeowners 24 hours' notice via email.

### HOW DO I KNOW THAT THE SERVICE REPAIRS HAVE BEEN COMPLETED?

Deficiencies listed on your PDI will be repaired in a timely fashion. The service person will leave a hand-written door tag acknowledging that the service order has been completed to the best of their ability. Once all items listed at the PDI have been completed you will be asked to sign your PDI Form confirming the completion of all deficiencies.

### WHAT IS A PERFORMANCE AUDIT?

The Condominium Corporation retains a Professional Engineer or Architect to conduct an audit of the Common Elements. The purpose of this audit is to determine if there are any deficiencies in the Common Elements after construction has been completed.

### HOW DO I REPORT COMMON ELEMENT DEFICIENCIES?

Common Element deficiencies should be reported in writing to your Board of Directors, via the Property Manager by simply following the procedures for sending in a Warranty Service Request. This is important in order to coordinate a timely resolution. Some

issues may be deemed less critical and will be addressed at the end of construction or as part of the Performance Audit.

#### WHAT ARE REGISTRATION, TURNOVER AND THE STATUS CERTIFICATE? HOW DO THEY AFFECT ME?

**Registration:** The declaration and description of the lands are registered in Land Titles to create the Corporation as assigned by the Province of Ontario.

**Turnover:** When the Developer no longer owns the majority of the suites the Condominium Corporation is turned over to the Homeowners. The Homeowners then elect a new Board of Directors from the suite owners.

**Status Certificate:** Discloses the financial status and agreements in place, the address for service, current directors of the Condominium Board and provides other legal requirements. A Status Certificate should be requested via Property Management and can be obtained 10 days from date of request and the payment of a \$100 fee to Property Management. This is required when you sell or finance your suite.

# GENERAL INFORMATION

## GENERAL INFORMATION

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The following are some guidelines for your building that will contribute to a safe, comfortable and enjoyable environment at Eau Du Soleil.

### CONCIERGE

A uniformed Concierge will be located on the ground floor lobby. The Concierge staff will be on duty 24 hours a day, seven days a week.

The Concierge reports to the Property Management. Common Element concerns should be brought to his/her attention when the Property Manager is not on site. The Concierge should be immediately notified of any accidents or emergencies within the Common Elements. Please do not report in-suite deficiencies to the Concierge. These must be forwarded to Customer Service.

The Concierge will greet your guests; however, visitors must use the intercom system located at the entrance door in the lobby and parking garage to gain access into the building. The Concierge will not permit entry to any guest unless written instructions have been received and a waiver is signed.

The Concierge monitors the building's video cameras and suite entry alarm system and will notify the Police or Fire Department should there be a concern. During a fire alarm, the Concierge is responsible for meeting the Fire Department and advising them of the nature and location of the emergency. Please ensure that you fill in the Persons Requiring Special Assistance information form found on page 71 of this manual and submit it to Property Management if you require assistance during a Fire.

Video cameras are located selectively throughout the garages, in each elevator, the entrance vestibule and other points of entry into the building.

The Concierge will also book move-ins, move-outs, all deliveries, and register visitors. Mail boxes will be installed and will be used by Canada Post. They will not be received by the Concierge. Courier deliveries will be received and held by the Concierge and you will be notified when they arrive. Please pick them up immediately as there is limited storage space. The Concierge will not accept registered mail due to liability concerns and cannot leave their desk to bring a parcel to you. The Homeowner must sign a liability waiver absolving the Concierge of any responsibility for loss or damage to the delivery. Please complete the "Parcel Delivery Release" in the section Forms.

If you are booking telephone and cable TV connections, please ensure that you advise

them to have their technicians do their service at the building between 8:00 a.m. and 8:00 p.m. from Monday to Saturday. The Concierge will allow these technicians access to the building's telecommunications room, but not into your suite.

### LEASING OF SUITES – THE CONDOMINIUM ACT, 1998 – SECTION 83

An owner who leases or renews a lease of a suite shall, within 30 days of entering into the lease or the renewal, as the case may be:

1. Notify the Corporation that the suite is leased.
2. Provide the Corporation with the lessee's name, the owner's address and a copy of the lease or renewal or a summary of it in the form prescribed in the Condominium Act, 1998 and its regulations.
3. Provide the lessee with a copy of the declaration, by-laws and rules of the Corporation.

### MOVE INS AND DELIVERY HOURS

During construction, moving hours are Monday to Saturday from 9am – 11am, 11:30am – 1:30pm, 2pm - 4pm, 4:30pm - 6:30pm and 7pm - 9pm.

To book your move-in, please contact the Concierge.

Moves and deliveries must be booked with the Concierge at least 24 hours in advance to allow for scheduling. Reservations are made on a first come first served basis. A damage deposit will be required and providing there is no damage, the deposit will be returned once move-in / move-out are completed. Elevator protective pads will be provided for your movers to install and remove. All cardboard and boxes should be removed from the site by the moving / delivery people. Otherwise, you have to break them down and place them in the garbage bin located in the garbage room. The Property Manager has the authority to refuse any move that was not pre-arranged.

#### Please Note:

- No moves or deliveries will be allowed on Statutory Holidays.
- Maximum of 2 hours.
- It is recommended that the movers arrive a ½ hour early to park, announce their arrival and set up.
- Moving trucks must not block the fire route or street access.

## GARBAGE & RECYCLING DISPOSAL

Garbage is disposed of down the garbage chute located on each floor. All garbage must be properly bound, packaged, bagged and sealed to prevent any undue odour. All garbage must be firmly pushed down the chute and not left within the mouth of the chute.

Do not put materials such as burning cigarettes, ashes, flammable liquids, paint cans or aerosol cans into a chute. They are fire hazards and may cause damage to the garbage chute and the compactor room on the ground floor level.

Bulk items - bundles of paper, coat hangers, cartons, broom handles, kitty litter, etc. - block the chute. Do not put them down the chute. Take them to the disposal area on the ground floor.

Please discard all household refuse between the hours of 8:00 a.m. and 10:00 p.m. Nothing is to be left on the floor of the chute room.

Recyclable items are not to be deposited down the garbage chute. A tri-sorter will be installed with three streams of waste: organics, garbage and recycle. Upon commencement of the recycling program, please follow the posted directions for sorting of recyclable items from regular household garbage. Please participate and we encourage you to recycle as much as possible.

**Please Note:** The recycling program will not commence until the City starts picking up garbage at 75% occupancy. Watch for signs to indicate commencement.

## KEYS AND SECURITY

You will receive the keys to your suite on the day of your interim occupancy. The package will include the following: two (2) suite entry keys, two (2) storage locker keys, two (2) mailbox keys, two (2) fobs for access into the building and one (1) garage remote per parking stall. (Please note: you are responsible for battery replacement when necessary.)

Owners may purchase one additional fob for each registered resident from Property Management.

Property Management will have a master key, which will allow them access into the suite should there be an emergency. The suite entry door and lock are Common Elements and as such cannot be changed without Board approval.

## LOCKS

Safety chain / double locks, etc. **may not** be attached to suite entry doors without Condominium Corporation consent. No additional lock may be installed without written permission from the Condominium Corporation.

## SECURITY SYSTEM

Each unit is provided with an in-suite security panel which monitors the suite entry door contact. Once the panel is activated, entry through the contacted door will set off an alarm in the suite as well as the Concierge desk.

Please refer to the Security Manual, which you will receive with your keys on how to use and program your suite security panel.

Video cameras are located in the garage and the entrance vestibule. These cameras will be monitored by Concierge.

## DISTURBANCES

Please have courtesy and consideration for all your neighbours. Loud music, boisterous parties, obnoxious conduct or an unwillingness to restrict such behaviour are grounds for institution of legal proceedings by your Condominium Corporation.

## VANDALISM

If you see any vandalism, please report it immediately. Money spent repairing damage caused by vandalism could be better used on the building or equipment upgrades. Remember that you are legally and financially responsible for your visitors anywhere on the property.

## SUITE ENTRY DOORS

Door knockers, name plates, decorations, etc. may not be attached to the outside of suite entry doors and window frames as these areas form part of the common elements. Satellite dishes or any other change to the common elements must be approved by the Board of Directors prior to installation. It is the responsibility of the Condominium Corporation to maintain the exterior of all suite entry doors.

## VISITOR ACCESS - PARKING

All visitors may enter through the parking garage levels or through the front door (by Enterphone or by Concierge), in all cases each visitor must always register with the Concierge and if necessary also register their vehicle license plate.

There are designated visitor parking spaces located in the underground parking garage. If your visitors are planning to park in the underground garage, they must register with the Concierge. If they are planning to stay overnight, they must obtain a Visitor Parking Permit from the Concierge.

Parking is prohibited between the hours of 2:00 a.m. and 7:00 a.m. in the Visitor's parking area, except as provided specifically on the face of the Visitor Parking Permit when duly issued and displayed. Any owner or resident applying for a Visitor Parking Permit will provide to the Concierge the information required. The Visitor Permit may be used only by the bona fide visitor or guest of the resident applying for the permit. Visitor Permits are valid for the vehicle, times and dates, stated on the face thereof, and as registered with the Concierge. The Visitor Parking Permit must be in a fully visible position on the left -hand side of the dash board. Visitor Parking Permits are not valid for more than three (3) overnight stays unless specifically authorized by the Property Management Office (e.g. out-of-town guests).

Nightly parking violation patrols are in effect to ensure compliance with these rules. Non-compliance will result in vehicles being tagged with parking tickets or towed at the owner's expense.

## ENTERPHONE SYSTEM

There is an Enterphone system located in the lobby vestibule and by the visitor's parking entrance. Calls from the Enterphone system are limited to 60 Seconds. The lobby directory panel provides resident names for visitor reference.

Pushing the call button located by the visitor's parking entrance will connect the visitor to the Concierge where personnel will contact the Resident and tell you of your visitors' arrival so that they can gain access to the building.

Be sure to give your visitor your suite number, as it is not identified on the Enterphone system. Please contact Property Management or Concierge if your name is not properly posted on the entry Board.

You need to have a phone set with an electrical connection to access the Enterphone system.

## SOLICITING

No business solicitation or canvassing is permitted within the building. Please contact Concierge should you be bothered.

## ELECTIONS (FEDERAL, PROVINCIAL & MUNICIPAL) – ENTRY BY CANDIDATES, CANVASSERS & AUTHORIZED REPRESENTATIVES

As per the Condominium Act, 1998 (Section 118), no corporation, employee or agent of a corporation shall restrict reasonable access to the property by candidates or their authorized representatives, for election to the House of Commons, The Legislative Assembly or an office in a municipal government or school board if access is necessary for the purpose of canvassing or distributing election material.

Candidates and / or their canvassers will be able to enter and canvass in the building from Monday to Sunday from 9:00 a.m. to 9:00 p.m. during the approved election time period.

## VACATIONS AND OTHER ABSENCES

Please notify Property Management if you intend to leave for extended periods of time. Provide the names of people authorized to enter your unit, as well as a contact person to call in case of an emergency. Cut off newspaper and other deliveries to your suite and make arrangements with a friend or neighbour to pick up your mail. Make arrangements with the Post Office to hold or forward mail to a temporary address. For instructions on preventative measures to be taken with your appliances, please consult your manufacturer's manual or a local appliance dealer.

## PARKING GARAGE / SPACE

All elevators provide access to the underground parking levels.

Traffic Topping is applied to the garage floor surface to prevent water and road salt penetration into the concrete, which causes structural damage to the garage floor and foundation.

Gas, oil or other chemicals can damage this coating. Please keep your parking area clean at all times. 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 unit to repair to its original condition. Cleaning products are available from major department stores.

Repairs are expensive. A few minutes of your time could avoid this unnecessary expense.

Car washing, repairs and oil changes are not allowed in the parking areas.

Parking units are for vehicles only and are not to be used for storage of any articles or non-functional vehicles. These will be removed and may be discarded.

We would like to remind you to lock your vehicle at all times and avoid leaving valuables inside. When entering, or leaving the premises, please operate your vehicle at a speed not in excess of 10 km/h and adhere to all posted signs.

Always use your own parking spot. Vehicles parked in unauthorized spots will be ticketed and / or towed at the vehicle owner's expense. Please ensure management staff has your correct license plate number.

### LOCKERS

Ensure that all articles stored in lockers are kept in the locker that you have been assigned. Remember that you have purchased the locker space itself and not the area above or around the enclosure. Please ensure that all items in the locker space are elevated from the floor and that the items are placed under a plastic cover as the Condominium Corporation is not responsible for any items that are damaged as a result of water leakage. Do not store gasoline, propane or any other combustible material in your locker.

It is your responsibility to secure your locker with a padlock to avoid any unauthorized use.

Access to the locker room is provided by a common area key, which will be turned over to you at occupancy. This key will give you access to the locker room only.

**The following are some guidelines for your building that will contribute to a safe, comfortable and enjoyable environment within your condominium.**

### BALCONY AND PATIOS

Clotheslines or hanging of laundry on balconies or patios is not permitted. Similarly, you are not allowed to hang flower pots from the balcony as these will be considered a liability should they fall off.

### BARBEQUES

Electric barbeques are permitted. Propane and charcoal barbeques are **not** permitted.

### BICYCLES

Bicycles are not permitted in common areas such as entry vestibules and elevators and should be kept in the bicycle storage lockers. Be sure to record pertinent information about your bicycle and have specific coverage with your insurance company.

### CIRCUIT BREAKER PANEL

Each breaker is identified for its general purpose. In the case of electrical failure, first check this panel for a "tripped" breaker in the "off" position. To reset, push the breaker all the way "off" and then "on". Have a qualified electrician perform any electrical work, even when changing or installing light fixtures.

A single electrical panel services your suite. The location will vary per suite. The panel provides power to your suite and several circuit breakers. Each breaker provides power to a specific area or item in the suite.

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

The breakers are labelled so that you will be able to quickly identify which area and / or appliance each one applies to.

### GROUND FAULT CIRCUIT INTERRUPTER (G.F.C.I.)

The Electrical Safety Code requires G.F.C.I. outlets be installed in at least one residential bathroom in a new home. 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.

1. **Preparation:** Make sure power is available, as the circuit breaker must be on to conduct the test. The RESET button should always be pushed in.
2. **Testing:** 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 Service Office of this test failure and notify a qualified electrician that you have lost protection in the G.F.C.I.

## INSURANCE

The Condominium Corporation carries the building structure insurance and common area liability coverage.

Discuss with your insurance agent the necessary coverage for your home. A condominium rider similar to a tenant package giving adequate coverage for contents against loss from fire, theft, liability and betterment's damage is required. Your insurance agent will guide you.

If you are renting a suite we suggest that you obtain insurance to cover your contents, liability, betterments and improvements.

**Please Note:** Upgrades to your suite, (wallpaper, etc.) are to be covered by your contents insurance.

Should damage occur to the Common Elements or other suites which originated from your suite, you will be held responsible for the Corporation's insurance deductible as well as any other costs incurred due to the incident. Should a claim be below the deductible amount the owner is responsible for the entire cost. There is a contingency policy available which covers the Corporation's deductible. Kindly speak to your insurance broker.

We suggest that after settling in to your new home you record an inventory of all your contents and if possible, videotape the items. Once items are damaged it may be difficult to agree with your insurance company on the value. Pictures say a thousand words.

Please ensure that your suite door is locked at all times.

Lock your vehicle at all times and do not leave valuables in sight.

## TELEPHONE, CABLE, INTERNET & SATELLITE SERVICES

Although your suite is pre-wired for telephone, internet and cable, it is the responsibility of the Homeowner to arrange for commencement of these services. They will bill you directly. After booking your installation with your service provider, you must inform Property Management and Concierge of the booking date and time period so that they can allow the service provider's technicians into the telecommunications service rooms.

Please ensure that you provide Property Management of any changes in your telephone numbers and email addresses.

## UTILITIES

Gas is provided on a bulk basis and does not require your involvement for hook up. The Condominium Corporation will be billed on a bulk basis for all usage of utilities. The Homeowner pays these expenses through the common element fees.

Hydro and water consumption will be billed on a per suite basis. Your local utility providers (Provident Energy Management for hot and cold water, Toronto Hydro for hydro) will invoice each suite owner directly for in-suite hydro and water consumption. Invoices are issued on a monthly basis.

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**HOME CARE**

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## PROTECT YOUR INVESTMENT

All investments need protection. Homes, like cars, need regular maintenance and checkups. Proper care for your home will save you a great deal of expense and inconvenience.

When it comes to safeguarding the appearance and value of your home, remember that the best defense is a good offence! Take time to get acquainted with your new home. Schedule a walk-through with everyone in your family. There's no better way to generate understanding and appreciation of how your home is constructed and how the electrical and mechanical systems work. It is important for all members of the home to be familiar with all water and electrical shut-off locations in the event of an emergency.

Consumers buying new homes today can expect to see quality construction using state-of-the-art material and current building techniques. Heat pumps, thermal glazed windows, insulated doors and continuous air barriers make new homes energy efficient. Modern homes have safe wiring with many convenient outlets, fixtures and switches.

Homeowners can safeguard and protect the largest investment of their life by maintaining their home and their homeowner warranty. Please refer to the booklet you will receive from Tarion, the Ontario Homeowner Warranty Program, "What Every Home Buyer Should Know," specifically the section on, "How to Maintain your Warranty and your Home," for further details.

If a lease of a suite is terminated and not renewed, the owner shall notify the Corporation in writing. The Corporation shall maintain a record of the notices it receives under this section.

## SUITE RENOVATIONS

Apart from decorative changes, an Owner cannot make any suite alteration without the prior written consent from the Condominium Board.

## ROUTINE MAINTENANCE

All in-suite maintenance is the Owner's responsibility. This includes all pipes, wires, ducts, and mechanical apparatus, heating and cooling that solely serve your suite. If you require maintenance work, please contact an experienced, licensed and insured contractor of your choice. The Property Manager can provide you with names and telephone numbers of experienced trades' people.

## APPLIANCES

Before using any appliance, it is highly recommended that you read the instructions carefully so that you may take full advantage of its capabilities and avoid doing yourself or the appliance harm. All appliances are the Owner's responsibility. Please ensure you register your appliances after occupancy.

When there is a need for appliance service, please contact Whirlpool at 1-800-807-6777 between 8am – 8pm EST or Miele at [buildersupport@miele.ca](mailto:buildersupport@miele.ca). When you call, you will be asked a few simple questions designed to provide the Service Representative with certain critical information necessary to address your concerns in a prompt and efficient manner.

Residents should be ready to:

1. Identify themselves as a resident of Eau Du Soleil.
2. Provide name, address, postal code and all relevant contact phone numbers.
3. Identify type of appliance and brand (name is on face of appliance), model and serial number, which will be required in the event a part is needed.
4. Describe nature of service concern - please be as specific as possible. Depending on the problem, the representative may also present possible solutions over the telephone, which is intended to save valuable time.
5. Confirm move-in date - this helps to determine "in-warranty" status.

**Please Note:** Customer Service is not responsible for attending to appliance warranty issues and will ask you to contact the above number directly with respect to your concern.

Do not leave your suite unattended while appliances are operating (except the refrigerator). Although the appliances are all top quality, there is always the remote possibility that a leak or electrical short may occur, which may result in a flood or fire if unattended.

The following tips are included for information only. We trust they will be of assistance.

## DISHWASHER

Only use detergent recommended specifically for dishwashers. Alternatives can cause leakage and excessive bubbles. In order to prolong the life of your dishwasher, ensure that any plastic items used in your dishwasher are dishwasher safe; also, ensure that food is rinsed off tableware before placing it in the dishwasher. Failure to rinse dishes may result in food particles blocking the main drain and unnecessary repairs.

## MICROWAVE AND EXHAUST FAN

Do not use metal, metal trimmed pots or glasses or metal foil in the microwave. The microwave must never be used to dry garments or any fabric as a fire may result.

Use your exhaust fan whenever cooking and for approximately a half hour afterwards to avoid cooking odours from being released into the corridor, to lessen grease build-up on kitchen surfaces and to reduce humidity within your suite. The metal filter may be washed in the dishwasher. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance, the filter and fan should be removed and cleaned every three to six months depending on your cooking habits.

## REFRIGERATOR

Your refrigerator may have one or two controls that let you regulate the temperature in the freezer and refrigerator compartments. The refrigerator control is a thermostat, which measures the temperature and regulates the running time of the compressor.

## STOVE

Allowing a build-up of spilled food on burners or in the oven may damage the stove, which could result in costly repairs. We recommend that you obtain a good quality oven cleaner. Immediately following the cooling of the oven, the product is to be applied and spillage removed as soon as possible.

Do not leave cooking unattended for even a few seconds. Needless fires happen when oil is left heating on a stove. Do not use the oven for drying garments. Do not use the oven for heating your suites. Do not put foil wrap under burners on the top of the stove. This may cause the elements to burn out quicker and may cause shorting out.

## LAUNDRY

The lint trap in your machine should be cleaned after each load. There is another built-in lint trap to be serviced and it is located in the exhaust duct, ahead of the exhaust fan. This built-in trap has been installed to reduce the chance of escaping lint fouling the exhaust system.

- To avoid blocked ducts, humidity problems and slow drying clothes, clear this trap after every load.
- Ensure that the washer drain hose is correctly inserted into the drainpipe before using the machine.

- Inspect washer hoses on a regular basis.
- Make sure you turn hot and cold-water valves off when leaving your home for an extended period of time.

## DRYER

Clean the lint from the dryer door after each dryer use. Depending on the size of the load check the auxiliary lint trap mounted on the ceiling inside your laundry room every month, and clean as required. We also suggest that you inspect the area around the drum for lint build up. Should the lint trap not be cleared, you will find that clothes will take longer to dry, there will be excessive humidity in your suite and damage to the dryer motor and switches may result and cause a fire. We do not recommend shoes being put in the dryer as this may cause damage to your drum. If the humid, moist air remains in the room you may see signs of mildew build up.

## WASHER

When away from your suite for an extended period of time, you should turn OFF the water shutoff valves to avoid possible flooding. We recommend that you periodically inspect the washer hoses for signs of wear and tear and possible loose connections. Hoses that break can cause substantial damage not only to your suite, but also to suites below, and you will be responsible to repair any damages. Replacement hoses require 250 PSI working pressure and 1,000 PSI burst pressure. Do not overload the washer. Make sure to distribute the items evenly in the washer to avoid excessive vibration.

## CABINETS

Periodically check hinge screws and tighten if required. This is considered Homeowner maintenance.

Although shelves are treated with a water-resistant topcoat, water or other liquids allowed to sit on the surface for a prolonged period of time may cause staining and/or bubbling.

Both cabinet exteriors and interiors may be cleaned with a mild soap solution on a clean dampened cloth, and then wiped with a water-dampened cloth. After cleaning, surfaces should be immediately buffed dry with a clean cloth.

Cabinets should not be cleaned with abrasive cleansers or strong detergents. Do not use steel wool or other abrasive items for cleaning purposes. These will scratch the topcoat layers of the finishing materials used on cabinet surfaces. Do not allow water to contact cabinet surfaces for more than a few minutes. Make sure that steam from all cooking appliances are redirected away from cabinet door surfaces.

## COUNTER TOPS

Your granite countertop has been sealed in the factory to protect the surface from staining or soiling. This sealer is an impregnator, an invisible, repelling layer within the surface.

We recommend that when you clean the granite top, do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Avoid using natural or manufactured oils and dyes. Stains left for an extended amount of time become much more difficult to clean even though your top has been sealed.

We do not recommend any use of chemicals such as vinegar, abrasive soap etc. to clean your stone top. These chemicals will break down the sealer, leave streaks and / or scratch the surface of your top. Remember, the sealing of stone does not protect against scratches and will not protect against all stains.

## FLOORING

### PLANK LAMINATE ENGINEERED FLOORING

Your floors are plank laminate engineered flooring. Your floors have a high-performance aluminum oxide finish.

Some things to remember about your plank laminate floors:

- Plank laminate is a durable material, but should be cleaned regularly by sweeping, dust mopping or vacuuming.
- Never leave water sitting on your plank laminate floors as this may discolour the finish.
- Wipe up spills promptly with a dry cloth or paper towel. Use a slightly dampened cloth for sticky spills.
- Never use wax products on your plank laminate floor.

Engineered floors naturally expand when moisture is present and shrink when it is not. Whether the reactions are a problem or not depends on the severity of the situation. The following are some of the common results when water and engineered floors combine:

**Separation:** Almost every floor endures some expansion and contraction as seasons and humidity levels change. When homes are heated, humidity levels plummet; boards shrink and spaces appear between the boards and in dry months, cracks can easily

appear. Light-coloured engineered flooring makes the cracks appear larger. Plank floors also will show cracks more. These spaces are to be expected and usually close up as the season changes and moisture returns to the air. To reduce the degree of change, Homeowners can add moisture to the air during the dry months, ideally by using a humidifier.

Most often, indoor humidity will have to be controlled. Other causes could include situations such as a plumbing leak, which can allow moisture to migrate into the sub-floor and the engineered flooring.

**Cupping:** Describes a condition in which the edges of a board are high and its centre is lower. Humidity is usually the culprit, although cupping also can happen after water has been spilled onto the floor and absorbed. The moisture causes the engineered flooring to swell, crushing the boards together and deforming them at the edges. In order to repair the floor, the source of the moisture must be identified.

**Crowning:** Crowning is the result of too much moisture in the air during the summer months. The owner has to purchase a de-humidifier to remove the excess moisture in the air. The floor will return to normal conditions if the crowning is caught early. This can happen when the surface of the floor encounters moisture. More often, it results when a floor has been sanded too soon after it has cupped. When this happens, the top edges of the board are sanded off, and thus are lower than the rest of the board when it returns to normal moisture content.

As with cracks between the boards, both cupping and crowning are natural reactions to moisture and should not be a concern if they occur only to a minor extent. More severe cases, however, indicate a serious moisture problem. Once the cause of the moisture is controlled, cupping usually can be reversed. Often the floor may naturally dry out and improve overtime. Fans may be necessary to speed the drying process.

**Buckling:** Is one of the most extreme reactions to moisture that can occur with an engineered floor. It happens when the floor literally pulls away from the sub-floor, up to heights as high as several inches. Fortunately, buckling is an uncommon occurrence; usually happening only after a floor has been flooded. Even in such cases, it is possible that the floor can be repaired instead of being totally replaced.

**Discoloration:** Greying at joints implies water penetration has occurred in these locations. Locate and remove the source of the leak.

## PLANK LAMINATE ENGINEERED FLOORING - PREVENTING MOISTURE PROBLEMS

Controlling humidity is the most important factor in preventing problems with moisture and your engineered floor. The correct maintenance will also go a long way to avoid problems. Among the key points:

- Clean your engineered floor with a cloth slightly dampened by a recommended cleaning product, using the manufacturer's direction for use. It is best to buy a "floor care kit" recommended by your engineered floor installer or retailer.
- Do not clean your engineered floor with water or water-based products on a regular schedule – clean only when necessary and clean only the soiled areas.
- Never damp mop your engineered floor. The water deteriorates the engineered flooring and the finish.
- Never let a water spill dry on the floor.

## CAULKING AND GROUT

Some items in your new home will require proper preventative maintenance or periodic monitoring to alleviate problems in the future. Both caulking and grout are susceptible to shrinkage, drying or cracking over time. Once the warranty period has expired, it is the responsibility of the Homeowner to ensure that the caulking around the bathtubs, toilet bowls, and shower stalls is maintained in good condition and in position. 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.

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.

## CARPET CARE

From the time your carpet is installed we recommend the frequent use of an upright vacuum cleaner equipped with beater bars, tank or canister type vacuum cleaner with a separate power head containing a beater bar. High traffic areas should be brushed with a pile groomer on a regular basis.

Carpeting is relatively easy to care for and a simple regular care plan will go far to maintaining the original appearance for many years. To maintain the optimum appearance, the following procedures are recommended:

- Instant removal of spills to prevent spots and stains.
- Daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- A thorough weekly vacuuming with a vacuum cleaner, properly adjusted for the type of carpet involved, is recommended to remove "embedded" dirt.
- Seasonal brightening of the surface by cleaning is required to remove oily films on carpet fibres.
- For those who want the best appearance and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on the appearance.

The following is a Carpet Stain Removal Chart. Please note that we recommend professional carpet cleaners to address any type of spills for best results and

preservation of carpet materials. This chart covers most household spills on carpets and fibres. If a stain does not respond, phone your carpet cleaner immediately for advice. Some stains need special chemicals and procedures best handled by experts.

## CARPET STAIN REMOVAL CHART

<b>DISSOLVE THESE OILY TYPE SPILLS IN DRY CLEANING FLUID:</b> <small>(Remember to put some dry cleaning fluid on a damp cloth before applying to stain)</small>	<b>DISSOLVE THESE WATER SOLUBLE SPILLS IN DETERGENT SOLUTION</b>	
Ball Point Ink	Alcohol	Gravy
Butter	Beer	Ice Cream
Cosmetics (Except lipstick)	Bleach (C)	Ketchup
Crayon	Blood (A) (C)	Milk
Food Stains (A)	Chocolate (A)	Mustard
Grease	Carbon Black	Permanent Ink
Gum	Coffee	Soft Drinks
Household Cement	Crepe Paper (A)	Soot
Metal Polish	Egg	Syrup
Oils	Food Colour	Tea
Shoe Polish	Fruit Juice (B)	Urine (C)
Tar	Gelatin	Vomit
Vaseline	Glue (A)	Water Colours
Wax	Grass (A)	Wine (C)

(A) These are combinations of material spills that may need both dry cleaner and detergent to dissolve all the ingredients. Apply the solution recommended for the group it belongs to; if repeated applications produce no effect, and then apply the other solution and repeat until stain is removed.

(B) Apply a small amount of the solution to neutralize the acidity of the stain.

(C) Apply a small amount of vinegar.

**Please Note:** If you are unable to determine what was spilled, apply dry cleaning fluid first and blot, repeat if effective. Then try the detergent solution and blot, repeating if effective.

## CERAMIC, PORCELAIN AND MARBLE TILE

This information is provided courtesy of the Terrazzo, Tile and Marble Association of Canada.

### TREATING NEW INSTALLATIONS

1. Dust Removal and Wet Cleaning.
2. Remove heavy soil with push broom.
3. Remove fine dust with non-oily dust mop or heavy-duty vacuum cleaner.
4. Prepare a cleaning solution as recommended by the manufacturer.
5. Apply and allow solution to stand for an adequate period to loosen soil.
6. Machine scrub with fibre scrubbing brush or scrubbing pad on floor machine.
7. Do not use steel wool on hard surface flooring.
8. Pick-up and remove soiled solution from surface with a wet pick up vacuum or wet mop.
9. Rinse with clean, warm water.
10. Rinse a second time with clean, warm water.
11. Pick-up rinse water with wet vacuum, wet mop or automatic scrubber.
12. Allow floor to dry for four hours or overnight depending on humidity prior to allowing traffic.

### SEALING

1. Prepare the surface as outlined above.
2. When the floor is dry, apply acrylic type water base sealer or silicone impregnator, for maximum protection of floor and grout. Depending on the porosity of the floor surface, a second coat may be required.
3. Apply seal coat using manufacturer's suggested method.

### FINISHING

To protect the seal and for ease of maintenance, apply floor finish following the manufacturer's method.

## RECOMMENDED CARE AND MAINTENANCE

### DAILY MAINTENANCE

- Dust mop with clean non-oily dust mop of size to suite floor area.
- Remove dust particles from mop frequently by vacuum.
- Remove any wet spillage immediately by damp mopping.
- Damp mop entire floor surface using a neutral (pH-7) detergent.

### PERIODIC MAINTENANCE

- Wet mop the surface with a detergent or neutral type cleaner solution.
- Agitate with floor machine and scrubbing brush attachment or wet mop.
- Remove dirty cleaning solution from floor with wet vacuum or damp mop.
- Then damp mop with clear, warm water.
- Let floor dry before allowing traffic.

### RECONDITIONING

- Remove dust and wet clean as outlined above.
- Remove existing floor finish and sealers using detergent stripper\* according to manufacturer's recommendations. \*Caution: may cause skin damage. Follow the manufacturer's recommendations in the Material Safety Data Sheet.
- Prior to cleaning the floor surface, it is imperative that the wash mop and scrubbing pad be thoroughly cleaned and the water changed frequently.

### PORCELAIN TILE

Sealer or floor finish is not required on this type of tile with epoxy or polymer modified grouts. Portland cement grouts may require a sealer. Follow manufacturer's recommended procedures to apply sealer to Portland cement grouted glazed tile floors.

## WEATHER-STRIPPING

The building has been engineered to have fresh air provided from the halls. Do not install weather-stripping on the entrance door. It can cause condensation which deteriorates drywall and wood sills and creates mould that typically appears in the corners of drywall and on window surfaces.

## DOOR ALARM CONTACT

Do not paint over the door alarm contact mounted on your suite entrance frame.

## ELECTRICAL

Your electrical panel circuit breakers are generally located in the main hallway of your suite. Your main breaker that supplies electricity to your in-suite panel is located in a corridor electrical room. It is unusual for this breaker to trip. If this breaker trips your suite would be totally without power. If your suite is totally without power please check to see if the power supply to the building has failed. If other neighbours have lost power or the emergency hall lights are on then the building has lost power. If unable to determine the problem, please contact Property Management to investigate for you or to advise you.

## SUITE ELECTRICAL FAILURE

Each breaker is identified for its general purpose. In the case of electrical failure, first check this panel for a "tripped" breaker in the "off" position. To reset, push the breaker all the way "off" and then "on".

**Please Note:** Have a qualified Electrician perform any electrical work.

## WATER SPILLS

In order to avoid possible water damage to the floor below, spills or leaks should be mopped up immediately, and leaks repaired promptly. When showering, ensure that the shower curtain is inside the tub or the shower door is closed.

## PLUMBING AND FIXTURES

### SHOWERS

Do not shower without ensuring the shower curtain or door is tightly closed at all shower edges to avoid water damage to suites below. Ensure that any water that escapes

to the floor is wiped up promptly. Ensure the bathroom fan is turned on whenever showering. Bathrooms and the kitchen may share the same exhaust fan, in which case all fan switches must be turned off to turn off the fan. By turning on your exhaust fan, the humid and moist air will be filtered to the exterior and will eliminate the build up of mildew. We suggest the bathroom door be kept closed while showering as the moist air may interfere with the operation of the smoke detector.

Should you ever see any cracking, water dripping or sagging of ceilings or walls in the bathroom area, report the problem immediately to Management staff. We suggest as a preventative measure that the caulking be periodically removed and replaced and the tiles be inspected for lack of grout. This will help prevent possible leakage into the suite below.

#### **WATER SHUT OFF VALVES**

Your suite will have one cold water and one hot water shut off valve generally located in one of the closets with a label that reads “Main Water Shut Off”. Please familiarize yourself with the location of these shut off valves. Ensure that these shut off valves are always accessible.

#### **WATER LEAKS**

In order to avoid possible water damage to the floor below, spills should be mopped up immediately and leaks repaired promptly. Should your taps be leaking, we urge you to repair them immediately as wasted water will increase our utility consumption and cost extra money. Should you experience a toilet overflow or leak of any kind, or if you see water entering your suite, we ask that you contact Property Management to advise them in case the water is leaking into another suite. This way damage can be kept to a minimum.

#### **BATHROOM FIXTURE CARE**

Your new bathroom and kitchen fixtures are constructed of vitreous china, acrylic, enamelled acrylic or stainless steel. These materials have been selected to ensure years of trouble-free performance. The surface of the fixture, while extremely durable, does require proper care:

- Do not clean the fixture with abrasive type household cleaners, abrasive-scouring pads, acidic-based cleansers or any cleaning agent not recommended for the specific purpose of cleaning the fixture in question.

- Suppliers recommend that you clean the fixtures with 1/2 cup (125 ml) of non-abrasive cleanser, mixed with 2 gallons (8 litres) of water.
- Drain cleaners may damage the fixtures. If a drain cleaner must be used, rinse the surrounding surface with water immediately after use. Do not use drain cleaners in toilet bowls at any time.
- Personal cleansers and shampoos with high alkaline or acidic content may damage the surface of the fixture. Rinse the fixture immediately after use.
- Avoid sharp blows or dropping heavy objects on the fixture as they can damage it.
- Acetone, nail polish remover, other similar solvents or extreme heat (e.g. cigarettes, curling irons, etc.) will damage acrylic fixtures. Do not allow contact with such items.
- If your bathtub is not supplied with a factory applied slip-resistant surface, a rubber mat may be used. Rubber bath mats must be removed after every use to avoid damage to the surface of the bath. Do not apply adhesive backed slip-resistant decals as they may damage the surface of the bath.

#### **TOILETS**

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.

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

All toilets are water efficient as specified in the building codes of Ontario. When flushing these toilets it may be necessary to hold the button down to ensure a complete flush and waste removal.

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

## HEATING AND COOLING SYSTEM

### HEAT PUMP SYSTEM

Your suite is equipped with a heat pump system which is connected to a complex pipe network. Water flows through the coil in the heat pump and a fan blows air over the coil. As the air passes over the coil it is heated or cooled. Setting of the thermostat will provide heating or cooling as desired. Selection of fan speed can be set to provide individual owner preference for low, medium or high speed.

The heat pump is the Homeowner's responsibility. The Homeowner should hire a technician to the heat pump air filters, clean the unit inside, check the condensation drip tray and drain hose for any blockage, check the operation of your compressor and do necessary adjustments. It is absolutely essential that your heat pump be maintained properly throughout the year. If not maintained properly, damages can be caused with water leaks, not only to your suite, but to other suites, which would be your financial responsibility to repair.

In late spring your suite may be kept cooler by closing your blinds or drapes, opening the windows slightly and turning on the bathroom and kitchen fans. Also, turning of lighting not required and minimizing baking, boiling and frying foods can reduce heat build-up. A microwave oven produces less heat than a stove.

- It is recommended that the fan motor be operated on the low speed setting all the time. This will help maintain a more even temperature throughout the suite for a longer period of time. Also, there will be fewer on/off cycles and less fan noise.
- If the room temperature is uncomfortably high or low and a fast response is needed, turn the fan switch to medium or high-speed position until the room temperature is comfortable, then revert back to low speed for normal operation.

- When away from home for extended periods of time set thermostat at:  
**15 degrees C in winter**  
**25 degrees C in summer**
- It is extremely important and essential that the heating should not be turned off in the winter for any reason or the balcony door be left partially open for allowing cold fresh air. By doing so the heat pump coil can freeze and break-up and flood your suite as well as other suites on lower floors causing severe damage to the property.

### INSPECT UNIT

1. Run system through operation check.
2. Remove return grille, replace filter. Clean grille if required.
3. Inspect fan. Clean as required.
4. Inspect drain pan and clean if necessary. Check condensate drain line to ensure it is open and clear.
5. Replace return air filter and grille.
6. Remove and clean supply air grilles, if required.

### FILTERS

Replace the air filter in your suite every three (3) months.

### THERMOSTATS

Most people are unaware that they can damage their heat pump systems by improperly using their thermostats.

Anytime you find it necessary to adjust your thermostat please follow these steps:

1. The switch is set to the Heat or Cool position
2. Make the necessary temperature adjustment.
3. Wait at least two (2) minutes.

Failure to follow this procedure can short cycle the compressor. Short cycling can blow fuses, trip circuit breakers and if done often enough, can (and eventually will) destroy the compressor. The thermostat is an electronic device which sends the signal to your

actual heating or cooling unit as to the desired room temperature. The following is to allow you to interpret your thermostat switch positions.

- OFF position: everything is OFF.
- COOL position: the system is on call for cooling.
- HEAT position: the system is on call for heating.

### CONDENSATION AND HUMIDITY

The most common change in your new home with new improved construction techniques is the increase in indoor humidity levels in the winter. Considerable amounts of moisture are produced as a result of normal household activities such as cooking and bathing. With less cold, dry air flowing through the suite from the outside, this moisture tends to build up indoors and raise humidity levels.

Humidity can be beneficial, but only up to a level of about 30 to 40%. Above this level, condensation begins to appear on the innermost surface of double paned windows on cold days. In very cold weather, the humidity levels will need to be even lower (20 to 30%) to avoid condensation. The following chart gives the recommended indoor humidity levels for various outside temperatures. If condensation is left unchecked, in extreme cases, peeling paint, mildewed walls, carpet or floor damage and odours may result.

### INSIDE RELATIVE HUMIDITY FOR 21°C WITH DOUBLE GLAZING

OUTSIDE AIR TEMPERATURE	INDOOR RELATIVE HUMIDITY
-28°C or below	not over 15%
-28°C to -23°C	not over 20%
-22°C to -17°C	not over 25%
-16°C to -12°C	not over 30%
-11°C to -6°C	not over 35%
-5°C to 4°C	not over 40%

If moisture can be reduced to the humidity levels shown above, it may help cure troublesome surface condensation problems.

Some controllable sources of water vapour which add humidity within your suite are: a kettle left boiling, long hot showers, dishwashing, over-watering of plants and/or too many plants in a given space, use of a humidifier, cooking, fish tanks, etc. just to name a few.

Excessive winter humidity can usually be reduced by effective ventilation. Use the fans provided in your suite to exhaust excessively humid air directly to the outdoors. Occasionally open a window for a short time, bringing in cooler, less humid, air into your suite, thus reducing the overall humidity.

It is hoped that these few basic principles will serve to simplify the understanding of a very complex problem and make you a condensation expert and troubleshooter.

### SOME CAUSES AND POSSIBLE CURES

Construction, as practiced today by a reputable builder/developer, results in better-built homes and high-rise buildings than ever realized before. The use of the latest in available materials and better-controlled construction methods has given us structures of beauty and practicality. Modern buildings of today have more indoor facilities, e.g. saunas, pools, recreation facilities, etc., which add to humidity conditions and are less likely to have outside air infiltration as older buildings had.

### CONDENSATION – INTERIOR WINDOWS AND FRAMES

Condensation on windows and frames is an indication of excessive water vapour (which cannot be seen) in the air. The amount of water depends on temperature and humidity. If left unchecked, water damage to window ledges, walls and floors (including carpets and even the furniture on wet carpets) will result.

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

When air at a given temperature contains all the water vapour it can hold, it is said to have a relative humidity of 100%. If it contains only half the water vapour it can hold at that temperature, then the relative humidity is 50%. If the temperature changes, but no water vapour is added or removed, then the relative humidity will also change and humidity will continue to rise with the falling temperature until the dew point is reached, i.e. the temperature at which the relative humidity becomes 100% (dew point temperature). Any further decrease in the temperature will force some of the vapour to

condense as water, because the warm, moist air inside the suite comes in contact with the cooled surface, such as an outside window.

Each person has their own level of personal comfort and the amount of humidity they are willing to accept to maintain that level. Some humidity is necessary for comfort and health and the first step in solving condensation problems if they occur within your suite, is a willingness by you to reduce humidity. Condensation on an inside window surface is the signal to reduce the humidity in your suite.

## WINDOWS

Never leave any window open when not at home or during a rainstorm.

The thermal windows in your suite will reduce noise, heat loss on cold days and heat gain on hot days. Ensure windowpanes are completely closed. For more efficient heating or cooling, you should typically keep the windows closed and use the exhaust fans to expel stale air. The exhaust fan will bring in fresh air from the corridor that is supplied through the building ventilation system. In late spring and early fall, you may wish to open the windows. Do not remove the window safety catches under any circumstances. The law requires them.

- No awnings or shades may be erected over or outside of the windows or balconies.
- Nothing may be placed on the outside of the windowsills or projections of any suite.
- Nothing may be thrown out of the windows or doors of the building or from the balcony or terraces.
- No mops or brooms, bedding etc. shall be shaken from any window or door.
- No sign or advertisement may be placed on the inside or outside of any window or Common Element.
- All shades or other window coverings shall be white or off white when visible from the outside and all draperies shall be lined in white or off white to present a uniform appearance to the exterior of the building.

## WAYS TO SAVE ENERGY AROUND YOUR HOME

- Use bathroom and kitchen exhaust fans to remove excess moisture.
- Use ceiling fans to keep air moving, making you feel cooler and reducing the need for air conditioning.
- Set your fan at lower speeds to save energy.
- Use compact fluorescent light bulbs. They last 16 times longer than incandescent light bulbs and use only 30% of the energy.
- Use timers for indoor lights to limit electricity use to times when needed.
- Use a toaster oven or microwave oven whenever possible. Both use less energy than a conventional oven.
- Replace washers or cartridges on dripping taps. One drop a second wastes up to 96 litres a month.
- Redirect air that is being blocked by furniture for maximum efficiency.
- Use dimmer switches to reduce energy consumption and provide attractive lighting.
- Lower your thermostat to 20°C (68F). Every degree above this setting increases your heating costs 5%.
- Set back your thermostat at night when sleeping and during the day when you are away.
- Use motion sensor lighting that provides light only when you need it.
- Install aerators on taps to save water and energy. Use low flow showerheads.
- Set your clothes washer for a lower water level fill and do cold washes.
- Set your clothes dryer to dry your clothes to a slightly damp condition for ironing or hanging. This will reduce electrical use.

# EMERGENCIES

**EMERGENCIES**

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## FIRE SAFETY INFORMATION

This section outlines procedures and responsibilities for residents and building personnel in a fire emergency.

Learn what to do if a fire happens in your building. This is the best way to protect yourself and those around you. Every fire is different. You must always protect yourself from smoke. Remember, most fatalities result from smoke, not fire. Wherever you are, if there is smoke crawl low under it; the air is cleaner near the floor.

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 also from any other physical emergency. Please familiarize yourself with the nearest fire exit to your home.

The complete cooperation of each person is mandatory if the plan is to be successful.

High-rise condominium buildings are considered to be safer from the spread of fire than the average single-family dwelling. The Building has been constructed of fire resistant materials. Solid masonry walls and floors inhibit the spread of fire from suite to suite. During a fire emergency, the stairwells are pressurized to keep smoke out.

1. You are reminded not to do or permit anything to be done in your suite or bring or keep anything, which will in any way create a risk of fire.
2. For safety reasons, we recommend that artificial, non-combustible Christmas trees be used.
3. Avoid unsafe cooking practices such as deep frying fat, using too much heat, leaving stoves unattended and wearing loosely hanging sleeves.
4. Do not use unsafe electrical appliances, frayed extension cords or use lamp wire for permanent wiring.
5. Do not overload outlets with multi-plugs.
6. Always use ashtrays for cigarette butts and ashes.
7. Never smoke in bed.
8. Do not use fuses in your stove of higher amperage than specified.
9. Do not use open flames.
10. If you do use a candle, make sure it is in a candle base that has a glass shade and that it is not left unattended.

**Persons who require special assistance if an evacuation becomes necessary should advise Management staff. It is a Fire Code requirement that a current evacuation list be available for Fire Department personnel.**

Inspection and testing of voice communication speakers is to be done by the Property Manager as required under the Fire Code. Also, check with Management with respect to the details contained in the building Fire Safety Plan.

## 10 FIRE SAFETY TIPS

1. Maintain smoke alarms as they warn you of a fire. Test smoke alarms regularly.
2. Plan and practice your escape; know where to go and do not use the elevators.
3. Space heaters need space. Keep portable and space heaters at least 1 metre (3 feet) from anything that can burn. Never leave heaters on when you leave or go to bed. Keep children well away from heaters.
4. Smoking is hazardous – use deep ashtrays and put water on cigarette butts before putting them in the trash. Never smoke when you are in bed, feel drowsy or while on medication.
5. Be careful when cooking – be alert when you cook, don't wear loose fitting clothing and be careful not to reach over hot burners. If a pot catches fire, cover it with the lid to smother the flames and turn off the burner. Keep pot handles turned inward.
6. Keep matches and lighters out of the reach of children.
7. Use electricity safely – if an appliance smokes or smells like it is burning, unplug it immediately and have it repaired. Check all of your electrical cords and replace any that are cracked or frayed. Do not overload electrical outlets or run extension cords.
8. Cool a burn – if someone gets burned, immediately run cool water over the wound for 5 to 10 minutes to ease the pain. If the burn is blistered or charred, see a doctor immediately.
9. Stop, drop and roll – if your clothes catch fire, do not run. Stop where you are and drop to the ground. Cover your face with your hands and roll over and over until flames are smothered.
10. Crawl low under smoke – if you get caught in smoke, stay close to the floor. Get down on your hands and knees and crawl to the nearest safe exit.

## **FIRE SAFETY PLAN**

### **INSTRUCTIONS TO OCCUPANTS ON FIRE SAFETY PROCEDURES (ON DISCOVERING A FIRE)**

1. Tell everyone in your immediate area.
2. Leave the fire area.
3. Close all doors behind you.
4. DO NOT use the elevators.
5. Activate the Fire Alarm, by using pull stations.
6. Use the nearest exit stairwell to leave the building immediately.
7. Telephone the Fire Department by dialing 9-1-1 (never assume this has been done).
8. Know the correct address and the location of the fire.
9. Meet the Fire Fighters at the main entrance and tell them where the fire is.
10. DO NOT return until it is declared safe to do so by Fire Officials.

### **IF YOU HEAR THE FIRE ALARM**

1. Before opening the door check if smoke is entering from around the door. If not, feel the knob for heat. If it is not hot, brace yourself against door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
2. If you don't find fire or smoke in the corridor, close the door behind you and leave by nearest Exit stairwell and call the Fire Department at 9-1-1.
3. If you encounter smoke in the corridor or stairwell, consider using the Exit stairwell at the other end of the corridor, which may be clear, or return to your suite.
4. If you can't use any stairway, return to your suite if you can, or go into any corridor and bang on suite doors until you find a place to take shelter.
5. Never go up to the roof. Smoke rises to the top of the stairway. There is no roof access and you could be trapped.

### **IF AN ALERT FIRE ALARM SIGNAL IS HEARD**

1. An alert alarm signal indicates a possible fire condition may exist somewhere in the building. Standby for information.

2. Listen for instructions or announcement over the voice communication system.
3. Prepare to leave the building.
4. When necessary to leave a floor area, follow procedures for continuous alarm signal mentioned above.

### **IF YOU REMAIN IN YOUR SUITE**

You must protect yourself from smoke. Stay in your suite until you are rescued or until you are told to leave. This may take a long time. Do not wait too long to leave your suite after the alarm has sounded. The longer you wait, the more risk that heavy smoke will have spread into the stairways and corridors and your chances of survival are less.

1. Keep smoke from entering your suite. Use tape to seal cracks around the door and place wet towels at the bottom. Seal vents or ducts the same way.
2. If smoke enters your suite or if you require assistance for evacuation, telephone the Fire Department - dial 9-1-1 and tell them where you are and then move to the balcony. Close the doors behind you.
3. If you don't have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air, however, if smoke enters close the window.
4. If you require assistance for evacuation, dial 9-1-1 and tell the Fire Department where you are. Signal to the Fire Fighters by waving a sheet from a window or balcony.
5. Crouch low to the floor if smoke comes into the room.
6. Remain calm and wait to be rescued. Do not consider jumping. Listen for instructions from authorities.

### **FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT**

The use of fire extinguishing equipment is strictly voluntary.

Along the corridors on all floors there are Fire Hose Cabinets, containing a hand-held Fire Extinguisher. If the fire is small and you feel you can control its spread by use of the extinguisher, first pull the nearest alarm station, and then attack the fire. Use common sense and caution at all times. If in any doubt, leave the fire area.

Only after ensuring that the alarm has been raised and the Fire Department notified, a small fire can be extinguished by experienced person(s) familiar with extinguisher operation. In the event that the fire you discover cannot be extinguished with the use

of the Fire Extinguisher, or if smoke presents a hazard to the operator, close the door to the area so as to confine or contain the fire. Leave the fire area and if safe to do so, wait to give arriving Fire Fighters information about the exact location of the fire.

To operate a portable Fire Extinguisher, all you need to remember is the word "P.A.S.S." which stands for the following:

- P** Pull the safety pin out.
- A** Aim the fire extinguisher nozzle at the base of the fire.
- S** Squeeze the trigger.
- S** Sweep back and forth at the base of the fire until the fire is out.

## CONTROL OF FIRE HAZARDS IN THE BUILDING

### COMBUSTIBLE MATERIALS

A high standard of housekeeping and building maintenance is probably the single most important factor in the prevention of fire. For example:

- Combustible waste materials in buildings shall not be permitted to accumulate in quantities or locations which will constitute a fire hazard, such as elevator shafts, ventilation shafts, stairwells, or any other means of egress.
- Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
- Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
- Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
- All ashes shall be stored in proper safety containers and combustible material shall not be stored with ashes in the same container.
- Flammable liquids shall not be used for cleaning purposes.
- Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

### FIRE HAZARDS

In order to avoid fire hazards in the building, occupants are advised:

- DO NOT put burning material such as cigarettes and ashes into the garbage.
- DO NOT dispose of flammable liquids or aerosol cans in the garbage.
- Avoid unsafe cooking practices (deep frying fat, too much heat, unattended stoves, loose hanging clothing).
- DO NOT use unsafe electrical appliances, frayed extension cords, overloaded outlets or lamp wire for permanent wiring.
- To avoid careless smoking, use ashtrays. Never smoke in bed.

### IN GENERAL, OCCUPANTS ARE ADVISED:

- To be fully acquainted with the Fire Protection installations that are provided for your safety.
- To know where the fire hose cabinets are located, as well as the Pull Stations, and Fire Exits.
- To call the Fire Department (9-1-1) if you need emergency assistance.
- To know the audible alarm signal and the procedures established to implement safe evacuation of the building.
- **No person shall intentionally disable a smoke alarm so as to make it inoperable [6.3.3.4 Ontario Fire Code].**
- **Do not tamper, disconnect or cover the in-suite audible device or heat detector.**
- Notify Property Management if special assistance is required in the event of an emergency.
- To report any fire hazards to supervisory staff.
- To know the address of the building: 55 Speers Road, Oakville, ON L6K 0H9

### EVACUATION PROCEDURES FOR PERSONS REQUIRING SPECIAL ASSISTANCE

Persons who require special assistance during an evacuation by Fire Department personnel should advise Property Management. The Ontario Fire Code requires that a current list be kept available. The following information is to be recorded: name, suite number, suite telephone number and type of disability.

## SUITE SMOKE DETECTORS

**Please Note:** The in-suite smoke detectors do not activate the building fire alarm system. We suggest you take appropriate action to sound an alarm if needed.

Once the pull station has been activated the location of the alarm is automatically indicated on a fire enunciator panel in the main lobby and by a remote fire alarm monitoring company. They will automatically call the Fire Department.

If you accidentally burn food on your stove do not open the hall door to clear the air. It will set off the building fire alarm system and the Fire Department will be needlessly called out. Open your windows, turn on your exhaust fan and use any other portable fans you have to exhaust the smoke from your suite.

## STAND-BY POWER – EMERGENCY AC INVERTER

The building is provided with an Emergency AC Inverter in the event of electrical power loss. The AC Inverter is designed to operate the elevator, emergency lighting, fire alarm and detection systems, sprinkler and fire pumps, and stair and elevator pressurization systems.

The building's ventilation systems automatically shut down during a fire alarm so as not to feed air to a fire.

## ELEVATORS

The elevator contains a telephone which is connected to a monitoring company. In an Alarm situation, the elevator will be brought to the ground floor lobby level automatically. The elevator will stop on the second floor if a fire alarm is activated on the ground floor.

## MAINTENANCE EMERGENCIES

- Loss of heat
- Complete power failure
- Flood
- Broken suite entry lock

Should any of these occur, please use the emergency numbers listed below:

Property Management - 24hrs 416-510-8700

Concierge/Security Desk Sky Tower (A): 416-901-4014  
Water Tower (B): 416-901-4042

Other Emergency numbers as they apply See directory on page 6

## CRIME PREVENTION TIPS FOR RESIDENTS

- Ensure visitors are screened before allowing entry.
- Do not allow others to enter with you at the lobby door unless you know they are residents.
- If in doubt about entering an elevator with someone, don't.
- If in doubt about someone in an elevator, get out and go to the nearest suite door.
- On leaving an elevator, make sure you are not followed to your suite.
- Ensure maintenance and supply of suite keys. Make sure you have a spare key in case you lose a key.
- When leaving your suite, secure balcony doors and windows.
- Advise Property Management of any suspicious activity around the building.
- Advise Property Management of defects/lights out, etc.
- Broken or damaged locks, doors, gates, windows, etc. should be reported to Property Management.
- Be aware of unauthorized persons loitering in underground parking garages. If in doubt, lock your doors and drive back out.
- When entering and leaving the building and grounds please ensure that all locked doors and gates are closed and locked behind you.
- Residents should keep the doors to their suites closed and locked at all times.
- Do not allow others to follow you into the underground garage unless you know for a fact they are residents of the building.
- When leaving your vehicle in an underground parking garage, lock all doors and windows, keep valuables out of sight, have your keys ready to enter the building and report any suspicious activity immediately to the Police.
- This is by no means an exhaustive list of tips to reduce your chances of becoming a victim. Always use common sense and be alert.

# **WARRANTY PROGRAM**

**WARRANTY PROGRAM**

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## WARRANTY INFORMATION

### TARION - O.N.H.W.P. WARRANTY INFORMATION

Tarion is an independent non-profit corporation; a regulatory body that oversees and licenses all Homebuilders in Ontario, ensuring that all Homebuyers receive the benefits and protection of their Builder's Warranty in accordance to the Ontario Home Warranties Plan Act.

### ONE YEAR WARRANTY PROTECTION

The Developer warrants, for one year from the date of possession, that the home is free from defects in workmanship and materials, and is fit to live in and meets the Ontario Building Code requirements. Homeowners are responsible for notifying both Customer Service and Tarion in writing of any defects **30 days of the first-year possession**. If Tarion does not receive notice in writing within the warranty period, the claim cannot be allowed.

Empire Communities will pass on to you any warranties given by manufacturers, suppliers and subcontractors that extend beyond the first year. In these cases, you should make any claims directly to the manufacturer or distributor.

**Walls/Ceilings:** Repairs to shrinkage cracks due to settling and corner bead splits will be done as a courtesy only once within the one-year period. Repair will not include repainting or replacing upgrades.

**Electrical:** Defects in materials or installation to wiring, light switches, duplex outlets, electrical panel and breakers are covered by this warranty. The addition of breakers or circuits or any alterations to the electrical system by the Homeowner voids this warranty item.

**Plumbing:** Defects due to materials or improper installation for all copper piping, drains, soldered joints and shut-off valves. Finishes on plumbing fixtures or faucets are covered by the manufacturer's warranty where applicable. Plumbing blockages caused by Homeowners are not applicable under this warranty. The satisfactory operation of the faucets is covered under the manufacturer's warranty where an extended warranty applies.

**Doors:** Warped or ill-fitting interior doors (except closet sliders and cabinet doors). Normal shrinkage and expansion due to humidity levels will occur and will usually correct itself in the first year.

**Ventilation Fans:** Performance of kitchen/stove hood fan and bathroom fan(s), provided the fans/filters have been kept free of grease and dirt build-up.

**Appliances:** Manufacturer's warranty - please deal with the manufacturer directly.

### COMMON ELEMENTS AND EXCLUSIVE USE COMMON ELEMENTS

Common Elements (as defined by the Declaration and Description) are not covered under individual Suite warranty. Where applicable, the Common Elements are covered under Tarion separately. These issues should be addressed to the Board of Directors, via Property Management.

### TWO YEAR WARRANTY PROTECTION

The Builder warrants for two years against:

- Water seepage through the basement or foundation walls (in condominiums, this protection includes all below-ground areas such as parking garages).
- Defects in materials and work, including caulking windows and doors so that the building envelope prevents water penetration.
- Defects in materials and workmanship in the distribution systems (plumbing, electrical, heating).
- Defects in materials and work which result in the detachment, displacement or deterioration of exterior cladding leading to detachment or serious deterioration.
- Violations of the Ontario Building Code's health and safety provisions.

### SEVEN YEAR WARRANTY PROTECTION – MAJOR STRUCTURAL DEFECTS

Any defect in materials or work that results in the failure of a load-bearing part of the structure or that significantly and adversely affects your use of the building as a home are covered for a period of seven years.

**Transferability:** New Homeowner's in Ontario benefit from comprehensive warranty coverage, which takes effect from the date of possession and remains in effect if the house or condominium is sold before the end of the warranty period.

**Limitations:** This warranty and the obligations hereunder, are strictly limited to those repairs and time periods expressly set forth, and no other responsibility or obligation

is to be inferred or implied. In any event, we shall not be responsible for any indirect, secondary or consequential damage which may be attributable to defects to which repair obligations apply, including, without limitation to, damage to the property of the owner or other improvements made by anyone other than an authorized representative of Empire Communities. This warranty shall not be in any way altered or tampered with by any person other than an authorized Representative.

#### WHAT'S NOT COVERED

Knowing what's not covered by your warranty is just as important as knowing what is. Homeowners should become familiar with what's not covered under warranty protection:

- Defects in materials, design and work supplied or installed by the Homeowner/Purchaser, e.g., cabinets, flooring, and painting.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. Often, Homeowner's insurance covers secondary damage.
- Normal wear and tear.
- Normal shrinkage of materials that dry out after construction.
- Damage resulting from improper maintenance or Homeowner negligence. For example, dampness or condensation caused by Homeowners failing to maintain proper ventilation levels.
- Alterations or additions made by the Homeowner.
- Settling soil around the building or along utility lines.
- Damage caused by Homeowners, tenants and guests.
- Damage from insects or rodents, unless construction does not meet the Ontario Building Code.
- Damage beyond the Homeowner's control, e.g., floods, acts of God, wars, riots and vandalism.
- Damage caused by municipal services and other utilities.
- Surface defects in work and materials noted in writing and accepted by the Homeowner at the time of possession.
- Homes that have been lived in or rented prior to sale.
- Homes purchased from a receiver or trustee may not have warranty coverage.

#### CUSTOMER SERVICE

Empire Communities is committed to providing you, the Homeowner, with the best product and service. The role of Customer Service is to assist and coordinate any outstanding service issues and concerns you may have pertaining to workmanship and materials.

#### PROCEDURES FOR WARRANTY SERVICE

This step details when the Homeowner is allowed to make a warranty service request. At any time during the first 30 days after the date of possession, the Homeowner must use Tarion's 30-Day Form in which they can request the repair of any item which appeared on the PDI Form as well as any new items or contact on-site Customer Service staff for assistance. Any time during the last 30 days of the first year of possession, the Homeowner is entitled to submit a single Year-End Form outlining any additional defects. If you submit more than one form, the items listed on the Year-End Form will replace all of the items on any previous Year-End Form.

#### COMMON ELEMENT ISSUES

Suite owners who experience Common Element problems should write to the Board of Directors via the Property Management Company. This will ensure a co-ordinated approach to resolve these issues.



