BRAVO

OWNER'S MANUAL

BRAVO RESIDENCES INC.

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Directory

Utilities

Civic Address

DIRECTORY:

EMERGENCY SERVICES

AMBULANCE, FIRE & POLICE	911
Property Management: Brookfield Residential Services (24 Hr. Contact Number)	(416) 510-8700

NON-EMERGENCIES SERVICES

Bravo Residences Customer Service Representative (CSR)	**Andrea Staffiere**	astaffiere@smc1991.com T: (647) 342-8260
Head office Customer Service Coordinator (CSC) (Mon. to Fri. 8:00 AM – 4:00 PM)	**Nancy Tarantino**	ntarantino@smc1991.com T: (905) 760-1111 x 3219 F: (905) 760-1185
Coast Appliance	**Vivian Kano**	T:1 (888) 745-0622 T: (905) 856-0007 x 261
Brookfield on Site Management Office	**Arby Collias**	T: (647) 352-2655 F: (647) 352-2755
Concierge Desk		T: (647) 352-2955

UTILITIES

Cable/Telephone/Internet	**Rogers**	T: 1-866-902-9534
Hydro	**Toronto Hydro**	T: (416) 542-8000

CIVIC ADDRESS

Bravo:
26 Norton Ave
Toronto, ON
M2N 0C6

INTERIM MAIL DEPOT

Willowdale Depot 2
55 Tempo Ave.
North York, ON
M2N 1A0

Pick up time:
Mon. – Fri. between 9:00 am – 6:00 pm

Two pieces of ID required in order to release mail:-

- Photo ID.
- New sale agreement.

Chapter

2

Condominium Living

Taking Possession

Congratulations on the purchase of your new home here at The BRAVO RESIDENCES INC. Taking possession of your new home is both an exciting and emotionally charged experience. If you are realistic in your expectations, the transition will usually run smoothly. For some first time Homeowners, expectations can be high and it is our intention to ensure a smooth and pleasant experience.

Contractual, service and 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 ready reference, keep contractual, service, and home warranty information together with this manual.

A warranty log is provided in this manual to record your home warranty and any special product warranties offered by the manufacturer. This log provides a ready reference and becomes valuable information to transfer to the next home owner.

Break in Period

Settling into a new home is an exciting time. To help you during this early stage, The BRAVO RESIDENCES INC will provide you with warranties and service procedures and be available to answer any of your questions. Please take time for a complete inspection of your new home. See that everything has been completed as documented and agreed upon.

In some cases, due to weather conditions or lack of immediate availability of the proper material(s) and/or labor, a delay may be unavoidable in completing your requests. If this happens, the circumstances will be explained to you. We will do our very best to respond to any of your service issues in a timely fashion.

There are approximately 3,000 items in a new home. It is necessary to have general working knowledge of some of the more important items. It will enable you to thoroughly understand more fully the results of heat, cold, humidity, expansion or contraction conditions, which affect your new home. Always keep in mind, many parts of your home, even the ground it is built on, are natural products, which are not completely responsive to human control. For example, even the highest quality forestry products can be affected by humidity and weather.

We do ask that you take the time to review the 'Care & Maintenance' section carefully. You will find it informative and reassuring. Most of the problems you may encounter during the break in period are common to all new homes. In this manual we have provided a yearly maintenance calendar checklist to assist in the care of your new home.

SOME CAUSES AND POSSIBLE CURES

The construction practices and procedures today, by reputable builder/developers, have resulted in better built homes and hi-rise buildings. 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 adds to humid conditions, and are less likely to have outside air infiltration as older buildings had.

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 will occur to window ledges, walls and floors (including carpets and even the furniture on wet carpets).

Condensation problems arise because air can hold only a limited amount of water vapour, an amount that varies with temperature, 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 willingness by you to reduce humidity. Condensation on an inside window surface is the signal to reduce the humidity in your suite.

Chapter

3

Roles & Responsibilities

ROLES

This section is provided to assist our new homeowners in understanding how the various departments assume different roles to provide you with complete service care.

SALES

The sales professionals convey to you the feeling and image of a particular project. Their involvement with you focuses on the stages prior to and during the actual sale. The sales team provides you with an informed and professional presentation that allows you to feel confident in knowing you made the right purchase decision.

CUSTOMER SERVICE

The focus of Customer Service is to ensure the completion of construction by inspecting all suite features prior to interim occupancy/closing, then following up after closing. Specifically, these responsibilities include scheduling and conducting a Pre-Delivery Inspection (PDI) with you or your representative, prior to your occupancy, liaising with the construction staff and trades to monitor the progress of suite completion, documenting and following up on any outstanding in-suite deficiencies to completion.

BOARD OF DIRECTORS

The first Board of Directors is elected at the Turnover Meeting, then annually thereafter for various terms. Typically there are three members that are elected by the unit owners for the role on the Board of Directors. The Board of Directors is responsible for looking after the affairs of the Corporation and enforcing the By-laws, Rules and Regulations as outlined in the Declaration (The governing document along with the Condominium Act).

PROPERTY MANAGEMENT

Your Property Management Company maintains its head office at:

BROOKFIELD RESIDENTIAL SERVICES Ltd.
3190 Steeles Avenue East, Suite 200
Markham, ON
L3R 1G9

The role of Property Management is to deal with the day-to-day operations and condominium related concerns of the Residents. Property Management is accountable to, and takes direction from, the Board of Directors, and is directly responsible for the maintenance, appearance and upkeep, of all the common elements (CE) both inside and outside of the building.

Listed below are some of the general roles in which Property Management is responsible for:

- Building operations and maintenance
- Ensuring the condominium is clean and safe
- Collecting maintenance fees
- Ensuring the grounds are well maintained
- Negotiating and administering contracts
- Budgeting and financial reporting
- Controlling expenditures & revenue
- Taking care of resident relations
- Overseeing site staff
- Responding to emergency situations
- Enforcing all rules and regulations of the condominium

RESPONSIBILITIES

Goodwill and understanding between our company, property management and you, the new homeowner is an essential component in providing excellent service. The following list of responsibilities is provided as a framework to help all parties during this transition.

HOMEOWNER

- Get acquainted with your new home and thoroughly understand the information outlined in the *Care & Maintenance section*.
- It is your responsibility to care for and maintain your new home, for example changing light bulbs, cleaning or replacing filters in the laundry and heating/cooling system.
- Follow-up service requests to our customer service department in writing. This ensures that messages do not go astray. A service log is provided at the end of this booklet to record calls for service.
- Take the time to understand the scope of building, service and warranty contracts, all of which are provided to your Board of Directors at the Turnover Meeting.

BUILDER

- You will be provided with a designated Customer Service Representative (CSR), telephone number and e-mail address (see *directory*) and we will arrange service calls with you during business hours.
- Our staff will address all warrantable concerns and we will assist you by providing product information.
- We will provide you with a quality product and we will honor all warranties as outlined under the *Ontario New Home Warranty Plan Act*.

Chapter

4

Questions & Answers

Questions & Answers

What is interim occupancy or the interim closing period?

Interim occupancy begins from the date that the Purchaser is entitled to the release of their key package. The interim closing period ends once the requirements of registration are satisfied and a deed or transfer of ownership of the unit is delivered to the purchaser.

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 closing period; that is from the date of interim 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:

(i) **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

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

(iii) **Maintenance Fee** - the projected monthly common area expense contribution for the Real Property. Please see your Declaration for the budget.

How long can I expect to pay the interim occupancy fee, and how soon after taking occupancy will registration take place?

Although the Declarant attempts to have registration take place as soon as possible, it can take up to a maximum of one year following the commencement of interim occupancy. Registration usually takes place within the first 6 months that the condominium units begin to be occupied.

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 unit before my interim occupancy date?

Unfortunately you may not. The Developer will not accept the legal responsibility or liability for any occurrence, theft or damage. Homeowners may only begin

storing items once interim occupancy has begun and keys have been released to the homeowner.

What are P.D.I. / C.C.P. and Tarion?

The **Pre-Delivery Inspection (PDI)** of your new home is arranged by Saddlebrook Management Consultants Inc., through the Customer Service Department. This consists of a walk-through and visual inspection of the unit. The time allocated for the walk-through is approximately 1 hour for every 1,000sq.ft. It provides you, the homeowner, ample time and opportunity to view your new home prior to taking occupancy and to document any visible pre-possession damages or missing items you may observe. While inspecting your new home for any scratches, chips, or dents to finishes, you should also verify that all upgrades and specific selections that you made during your colour selection are completed. The pre-delivery inspection also allows your Customer Service Representative to orient you with your new home and explain how to operate and maintain the environmental and mechanical systems within the suite (i.e. plumbing, heating/cooling unit and electrical equipment).

The **Certificate of Completion and Possession (CCP)** verifies the condition of your unit at the time of the pre-delivery inspection - prior to your taking occupancy. It is important to note that your warranty coverage determined by the Tarion Warranty Program will not automatically warrant damages or missing items if they are not reported during the pre-delivery inspection. Remember, it is more difficult to establish that the condition existed prior to your moving into your new home, unless clearly specified on the pre-delivery inspection. It is recommended that you log new problem(s) as soon as detected and report it in writing to your Customer Service Representative on your next reportable warranty service request. (Please consult the Tarion Warranty Inspection Guidelines for details)

Tarion (formerly known as the *Ontario New Home Warranty Program* or *ONHWP*) is an independent not-for-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 to the Ontario New Home Warranties Plan Act.

What are Common Elements?

Common elements consist of various components which are jointly shared and owned by all of the unit 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 pre-cast, concrete panels, masonry veneer, window panels); parking garage structure and amenities such as party rooms, exercise room, card room, guest suite(s), swimming pool; whirlpool, change rooms, landscaping;

exterior lighting and surface parking. Common elements include all areas outside the vertical and horizontal boundaries of each specific residential unit.

What are Exclusive Use Common Elements?

Exclusive Use Common Elements refer to common elements, such as balconies and/or private terraces that are strictly used by the unit 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 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, as well as common element utilities and landscaping. Please refer to the budget in your declaration for details.

When and what type of insurance do I need? What if I intend to rent my unit after Final Closing?

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 builder. 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 unit is being rented

Note: Secondary damage resulting from defects such as property damage as well as personal injury is not covered under the *Ontario New Home Warranties Plan Act*. You should discuss any additional coverage you may require with your insurance provider.

How long after the Pre-Delivery Inspection can I expect to wait before all the deficiencies have been rectified?

The general industry standard is up to 150 days from the occupancy date. However, many deficiencies are aesthetic in nature and can be addressed immediately. In many cases we are subject to the availability of the trades. Contractors must first fulfill their contractual obligations and then return to correct any deficiencies.

Please Note: Priority will be given to deficiencies of urgent nature. It is imperative that there is good communication between the Homeowner and the Customer Service Representative. 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 unit?

No. Your warranty covers you for various periods of time and depends upon the nature of your deficiency. Your Customer Service Representative will accept two written Warranty Service Request Forms from you during the course of the first year of your warranty coverage. 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.

When do I send my warranty service requests to my Customer Service Representative?

Your 'Homeowner Information Package' comes complete with a timetable and applicable forms for reporting warranty items during the warranty service period. If you should require additional information or guidance please feel free to contact our Customer Service Department for assistance.

Additional assistance can be found by contacting Tarion at:

1-877-9TARION (1-877-982-7466)

Or on the web at

www.tarion.com

How do I reach my Customer Service Representative if I discover further deficiencies once I move into my new home?

Your Customer Service Representative can generally be reached by telephone, fax or e-mail at head office during regular business hours. Kindly refer to the Directory Section of this manual for contact information.

Please Note: It is essential that you send your request for service to your Customer Service Representative in writing. This will ensure that a record of your request is kept up-to-date and that the appropriate trade is dispatched to your home to address the service item.

Does the warranty cover secondary damages that are the result of a construction defect such as a pipe leak that damages homeowner installed improvements and/or personal belongings?

Secondary damages are **not** covered under the provisions of the Tarion. That is why 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 builder. 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 homeowner's units after taking occupancy is permitted as agreed upon and outlined in the Agreement of Purchase and Sale. Construction is permitted to access your home in order to complete deficiencies documented on the Pre-Delivery Inspection. We will make every attempt where possible to notify homeowners in advance of service calls. i.e.: Notices in elevators and/or door tag notices. Please Note: It is highly recommended for the homeowners or their agents to be home to allow entry for warranty service repairs. This not only allows service personnel entry into your home to complete warranty service repairs, but also ensures that the service is completed to your satisfaction.

What is the role of Property Management?

The role of your Property Management Company is to attend to the day-to-day operations of the condominium corporation, such as: landscape work, cleaning of common areas, and maintenance of the building. This **excludes** any in-suite construction deficiencies or homeowner maintenance related issues. The property management company also works with the Board of Directors to prepare budgets, collect maintenance fees, attend meetings, and to enforce the rules and regulations of the condominium corporation as directed by the Board of Directors.

What is a Performance Audit?

The condominium corporation retains a Professional Engineer and/or Architect to conduct an audit of the common elements. The purpose of this audit is to determine if there are any items requiring service and/or repair 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 and copy your Customer Service Representative by simply following the procedures for sending in a warranty service request. This is important in order that we may coordinate a timely resolution to these common area concerns. Some issues may be deemed less critical and will therefore be addressed at the end of construction or as part of the Performance Audit.

What are Turnover, Registration, and Status Certificate? How do they affect me?

Turnover: The Declarant no longer owns the majority of the units. The condominium corporation is then turned over to the homeowners. The homeowners then elect a new Board of Directors from the unit owners.

Registration: The declaration and description of the lands - registered to create the corporation as assigned by the Province of Ontario.

Status Certificate: Discloses the financial status and agreements in place, the address for services and 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 payment has been paid to Property Management. This is required when you sell or finance your unit.

Note: Property Management may conduct a Meet & Greet Social shortly before the Turn-Over Meeting takes place.

This is an opportunity for you to meet neighbours, as well as the staff from the Property Management Company. At this time information about the current status of construction and deficiencies and the legalities of Turnover and Registration will be explained and there will be an opportunity to ask questions from those present.

Chapter

5

General Information

GENERAL INFORMATION

BICYCLES

Bicycle racks will be available on the ground floor. Bicycles are not permitted in common areas such as lobbies, elevators etc...

CABLE SERVICES

Arrangements must be made between the local provider and yourself for cable hookup in your suite. They will bill you directly.

CIRCUIT BREAKER PANEL

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

DRYER LINT TRAP

The lint trap in your clothes dryer should be cleaned after each load. There is another built-in lint trap to be serviced and it is located in the exhaust duct behind small metal access door. This built-in trap has been installed to reduce the chance of escaping lint fouling the exhaust system. To avoid blocked ducts, fire hazards, humidity problems and slow drying clothes, clear this trap every 3 months of normal use.

GARAGE DOOR OPENERS

Garage door openers (i.e. remotes or other devices) will be provided with the key release package.

KEYS

All keys and openers will be released to the on-site Property Management office on the interim occupancy date. Your lawyer will advise you when to pick up your keys.

Property Management must have received notice to release keys from our Legal Department.

LOCKS

Safety chain/double locks etc. **may not** be attached to suite entry doors without Condominium Corporation consent. In the interim period (before the Condominium Corporation is formed) a written request may be submitted to your Property Management office. No additional lock may be installed without written permission from the Condominium Corporation.

SUITE ENTRY DOORS

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

TELEPHONE

Arrangements must be made between the local provider and yourself for telephone hookup in your suite. Once again, they will bill you directly.

DISTURBANCES

Please have courtesy and consideration for all of your neighbors on all sides. Loud music, boisterous parties in overcrowded suites, obnoxious conduct or an unwillingness to restrict such behavior is grounds for institution of legal proceedings by your Condominium Corporation.

WATER SHUT OFF

Shut off valves are located under the vanity sink of your bathroom(s) behind a metal access door. There are two valves (hot & cold) for shutting off the supply of water to your suite.

DRAIN CLEAN OUT

NOT all the suites have drain clean outs. The suites that do have them, they are located in the bathroom(s) and/or kitchen behind a metal access door. These clean outs are ONLY for the plumber to use.

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.

Note: Upgrades to your suite (wallpaper etc.) are to be covered under your content insurance. Please remember **secondary damages are not covered** under the provisions of the *Ontario New Home Warranty Act*. For more details, please see the booklet "What Every New Homeowner Should Know".
Your building / community will have a 24hr. concierge service which will provide communication for your guest from the lobby to your suite.

VISITOR PARKING

Visitors' parking is located at ground level.

ELEVATOR BOOKINGS

Moving large items in or out of your suite is an activity that may be impacted by the elevator availability and other guidelines imposed by the Property Management office. Prior to receiving or removing articles please contact the Property Management office to reserve a booking to accommodate your activities.

CARE & MAINTENANCE

PROTECTING 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.

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 interest, pride in ownership, understanding and appreciation of how your home is constructed and how the electrical and mechanical systems work. It is also important for all members of the home to be familiar with all shut-off locations in the event of emergencies such as water line breaks or gas leaks.

Consumers buying new homes today can expect to see quality construction using state of the art material and current building techniques. Heating and cooling units, thermal glazed windows, insulated doors and continuous air barriers make new homes increasingly energy efficient. New homes also include a mechanical ventilation system to help control indoor air quality. Modern homes have safe wiring with many convenient outlets, fixtures and switches. A central heating system is designed to provide uniform temperature.

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

CABINETRY

1. Periodically check hinge screws; tighten if loose. This is considered Homeowner maintenance.

2. 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.

3. Cabinet cleaning and Maintenance Information:

4. Both cabinet exteriors and interiors may be cleaned with a mild soap solution on a clean dampened cloth then wiped with a damp cloth with water only. 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 cooking pots is redirected away from cabinet door surfaces.

COUNTER TOPS

To assure the long lasting beauty of your counter tops the following is recommended:

1. Avoid a concentration of water or wet cloths at or near the function of the counter top and back splash or other joints.

2. Abrasive cleaners **should never** be used (including products that contain ammonia).

3. Do not use the surface as a cutting board. To protect your counter top, we recommend the use of a cutting board.

4. Clean only with materials that are recommended by the manufacturer and approved for your counter top.

5. Use high quality mildew resistant silicone caulking between the counter top and wall. Due to the drying out of your home, this seal should be checked and re-applied as necessary.

BATHROOM FIXTURE CARE

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

1. Do not clean the fixture with abrasive household cleaners, abrasive scouring pads, high pH rated alkaline or acidic cleansers, or any cleaning agent not recommended for the specific purpose of cleaning the fixture in question.

2. Many Suppliers (but not all) recommend that you clean the fixtures with 1/2 cup (125 ml) of Spic and Span, mixed with 2 gallons (8 liters) of water.

3. 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.**

4. Personal cleansers and shampoos with high pH rated alkaline or acidic content may damage the surface of the fixture. Rinse the fixture immediately after use.

5. Avoid sharp blows or dropping heavy objects on the fixture as they can damage it.

6. Acetone, nail polish remover, other similar solvents or extreme heat (e.g. sources of combustion, curling irons, etc.) will damage acrylic fixtures. Do not allow contact with such items.

7. 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.

BRASS FINISH

Brass is an alloy of Copper and Zinc:

- Exposed to the elements, copper will oxidize but it will never rust.

- Lacquer on brass is a preventative measure but it is not immune against certain air polluting elements.

- A tarnished finish can always be refurbished.

- Brass is a most sought after material for its beauty and appearance. Its proper care reflects the owner's pride.
- A weekly wiping of the lacquered surfaces with a soft cloth soaked in a warm mild soap solution or an application of a paste wax coating, are recommended as effective maintenance procedures. Frequent dusting is recommended.
- When lacquer wears off, polish brass and then apply a coating of lacquer spray.
- Although our suppliers apply the finest available protective plating to the surface of their brass products, these finishes have limitations and in time may deteriorate, either from exposure to perspiration, pollution, some cleaning products and perfumes, hair spray and similar products. Deterioration of these finishes is, therefore, not considered a defect, but a normal process which is unavoidable and its suppliers cannot accept responsibility for finish deterioration in these circumstances and, therefore, the finishes cannot be guaranteed. These products will not be refinished or replaced under our warranty should deterioration of finishes occur.

CARPET CARE

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

1. 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:
2. Immediately remove spills to prevent spotting and stains on the carpet.
3. Remove surface dirt and lint daily in heavy traffic areas.

For your information listed below 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 fibers. If a stain does not respond, contact a professional carpet cleaner for advice. Some stains need special chemicals and procedures best handled by experts.

Dissolve These Oily Type Spills in Dry Cleaning Fluid:

Ball Point Ink
Butter
Cosmetics (except lipstick)
Crayon
Food Stains
Grease
Gum
Household Cement
Metal Polish
Oils
Shoe Polish
Tar
Vaseline
Wax

Dissolve These Water Soluble Spills with Detergent Solution:

Alcohol
Beer
Bleach
Blood
Chocolate
Carbon Black
Coffee
Egg
Food Colour
Fruit Juice
Vomit
Water Colours
Wine
Gravy
Ice Cream
Ketchup
Milk
Mustard
Permanent Ink
Soft Drinks
Syrup
Tea
Urine
Gelatin
Glue
Grass

There 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.

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

B) Apply a small amount of a vinegar- water (a very mild acid) solution to neutralize the alkalinity of the stain.

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

HARDWOOD FLOORS

Your Hardwood floors may be one of the following:

- Solid wood planks
- Parquet (small strips of wood arranged in a checkerboard pattern)
- Engineered (plywood backing with a veneered surface)

Some things to remember about your hardwood floors:

- Hardwood is a durable material, but should be cleaned regularly by sweeping, dust mopping or vacuuming. Keep doormats clean.

- Never leave water standing on your hardwood 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. This moisture is most likely to go unnoticed under furnishings, so these areas should also be checked after a spill or leak.

Common problems with hardwood floors and their solutions are:

Grey discoloration at joints: Water penetration has occurred in these locations, locate and remove the source of the leak. Wood 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 wood floors combine:

Separation between Boards: Almost every wood 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. In dry months, cracks can easily develop, with light coloured wood making 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 installing a humidifier.

Cupping: 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.

"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 can also happen after water has been spilled onto the floor and absorbed into the wood. The moisture causes the wood to swell, crushing the boards together and deforming them at the edges. In order to repair the floor, the cause of the moisture must be identified. 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 up into the sub-floor and the wood flooring.

Once the cause of the moisture is controlled, cupping usually can be reversed. Oftentimes the floor may naturally dry out and improve overtime. Fans may be necessary to speed the drying process.

Crowning: Is the opposite of cupping: the middle of the board is higher than the edges of the board. 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 its normal moisture content.

Buckling: Is one of the most extreme reactions to moisture that can occur with a hardwood 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.

Chipped Polyurethane finish: Spot refinish the affected areas. If the area is discoloured, you may want to rub the area gently with no. 2 steel wool before applying the polyurethane.

HARDWOOD FLOORS - PREVENTING MOISTURE PROBLEMS

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

1. Clean your wood 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 wood floor installer or retailer.

2. Do not clean your wood floors with water or water based products on a regular basis. Clean only when necessary and clean only the soiled areas.

3. **Never** damp mop a wood floor. The water deteriorates the wood and the finish.

MARBLE, TERRAZZO, TILE, GRANITE AND SLATE

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's instruction
5. Apply and allow solution to stand for an adequate period to loosen soil
6. Machine scrub with fiber scrubbing brush or scrubbing pad on floor machine. **Do not use steel wool on hard surface flooring**
7. Pick-up and remove soiled solution from surface with a wet pick up vacuum or wet mop
8. Rinse with clean, warm water

9. Rinse second time with clean, warm water
10. Pick-up rinse water with wet vacuum, wet mop or automatic scrubber
11. Allow floor to dry for four hours or overnight depending on humidity prior to allowing traffic.

RECOMMENDED CARE & MAINTENANCE

Daily Maintenance

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

Periodic Maintenance

a) Damp mop the surface with a detergent or neutral type cleaner solution
b) Agitate with floor machine and scrubbing brush attachment or wet mop
c) Remove dirty cleaning solution from floor with wet vacuum or damp mop
d) Then damp mop with clear, warm water
e) Let floor dry before allowing traffic

CULTURED MARBLE

This product is manufactured with the finest materials available. Its hard high-density non-porous surface does not permit dirt accumulation and resists stains. It requires reasonable care. Use common household, nonabrasive cleaners. Remove dust and dirt with soft, clean damp cloth. Avoid placing razor blades and lighted cigarettes on surface. Do not place other objects that have sharp edges. If the surface becomes scratched or stained use a high grade wet sand paper (600-1000 grit) and sand the area until you cannot see the stain or scratch anymore. Use automotive body polish compound to regain the product's luster.

GLAZED 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.

VENTILATION (Bathroom and Laundry Room Exhaust Fans)

In the Spring and Fall, the exterior grill and vent should be checked for blockage and proper ventilation. When cleaning the grill and fan blades, be sure to turn off the power first.

HEATING & COOLING SYSTEM

Vertical Fan Coil

The vertical fan coil unit provides heating and cooling, depending on the temperature of the water in the central system. This of course changes at the beginning of each season. Units are equipped with electric heating coils to provide heat when the system boilers are not operating. A unit mounted aqua-stat determines whether the electric heating coil should be energized, by sensing the systems water temperature.

All units have energy efficient three speed motors. The high speed is generally used for short periods to provide a rapid change in room temperature. For most of the time the unit will operate at low fan speed which is hardly audible. If allowed to run continuously at low speed, the consistent air motion will help to create an even temperature throughout the space served and will reduce the humidity level.

The thermostat controls the room ambient temperature by causing the fan or control valve, or both to cycle on and off (Depending on the control option chosen). If more than one room is served by the vertical fan coil unit it may be necessary to adjust, or balance the air flow to achieve the desired temperature in each room. Individual preferences can be accommodated by adjusting the horizontal and vertical louvers on the discharge grilles.

System Capacities

Design conditions for Southern Ontario are to maintain a 22°C indoor temperature in the winter and maintain 24°C in the summer months.

The relative humidity also has a bearing on comfort levels in both heating and cooling operations. The largest number of service calls are logged on days when the outdoor temperature are above design conditions and air conditioners are running non-stop trying to achieve set point. During these temperatures your equipment is under maximum stress so it is imperative to maintain your system regularly.

Maintenance of Your Unit

There are routine maintenance steps you should take to keep your unit operating efficiently. This will assure longer life, lower operating costs and fewer service calls.

Certain service and maintenance procedures require the skill of a trained service person who utilizes special tools and training. Personal injury can result if unqualified personnel attempt those procedures.

1. Check the filter mounted behind the inlet grille at least once a month and replace if dirty. A clogged filter restricts the flow of air and consequently the efficiency of the unit is diminished.
2. Before each cooling season, inspect and ensure that the drain outlets and hose are free of debris and that connections are secure. For access to the motor assembly and drain outlet, an **HVAC technician** should remove the inlet grille and access panel by removing and pulling the panel down and outward.
3. When removing the inlet grille and access panel, live electric and rotating parts will be exposed. A **qualified electric service person** should carry out maintenance work.

Your unit should be inspected and serviced at least once per year by a qualified HVAC technician.

Other Helpful Tips

- Select the system operating mode, heating or cooling, as to the season. For efficient thermostat operation, never leave switch in the "OFF" position.
- Adjust temperature to be in the "normal" range setting. You can raise or lower the temperature according to your personal preferences.
- When away from home for extended periods, set thermostat:

15°C (59°F) in winter
25°C (77°F) in summer

LAUNDRY

1. 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 up the exhaust system. To avoid blocked ducts, humidity problems and slow drying clothes, clear this trap on a monthly basis.

2. Ensure that the washer drain hose is correctly inserted into drainpipe before using machine.

3. Inspect washer hoses on a regular basis.

4. Make sure you turn hot and cold water valves off when leaving your home for an extended period of time.

5. Regularly inspect and clean the laundry 'lint trap' to prevent flow restriction.

WATER

1. In order to avoid possible water damage to the floor, spills or leaks should be mopped up immediately, and leaks repaired promptly.
2. When showering, ensure that the shower curtain is inside the tub or shower door is closed.
3. Shut Off water main if leaving for extended period of times, such as vacations.

CONDENSATION & 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 35%. 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 (25 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 odour may result.

Outside Temperature (°C)	Inside Temperature					
	20°		22°		24°	
	MAXIMUM RELATIVE HUMIDITY (%)					
	Single Glass	Double Glass	Single Glass	Double Glass	Single Glass	Double Glass
-35	3	18	3	18	3	18
-29	5	23	5	22	5	21
-23	8	27	7	26	6	25
-18	12	33	11	31	10	29
-12	17	39	16	37	15	35
-7	24	46	23	44	22	42
-1	34	55	32	52	30	49

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. Actually, if you can grasp the condensation problem, you will realize that the solution is in your hands.

WINDOWS

Never leave window and/or door open when not at home or during a rainstorm. Use the locking levers to lock the windows, not the rotating handle.

DOOR ALARM CONTACT

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

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 toggle all the way "off" and then "on".

HAVE A QUALIFIED ELECTRICIAN PERFORM ANY ELECTRICAL WORK.

FIRE SAFETY

Inspection and testing of the voice communication speaker 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 – Test smoke alarms regularly and replace weak or dead batteries immediately.

2. Plan and practice your escape – know where to go and don't 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. Matches and lighters are for adults – 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. Don't overload electrical outlets or run extension.

8. Cool a burn – If someone gets burned, immediately run cool water over the wound for 5 to 10 minutes to ease pain. If the burn is blistered or charred, see a doctor immediately.

9. Stop, drop and roll – if your clothes catch fire, don't 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.

Chapter

7

Warranty Information

WARRANTY INFORMATION

One-Year Warranty Protection

One-Year Warranty coverage begins on the date of possession and remains in effect even if the home is sold before the warranty expires. In addition to the warranties regarding delayed closing and substitutions, during the first year of possession the builder warrants that the home is:

- Free from defects in work and materials;
- Fit to live in;
- Constructed in accordance with the Ontario Building Code.

Builders should also provide copies of any statutory warranties given by manufacturers or distributors which may extend beyond the first year. In these cases, claims should be made directly to the manufacturer or distributor.

Two-Year Warranty Protection

Two-Year Warranty coverage begins on the date of possession and remains in effect even if the home is sold before the warranty expires. For two years from the date of possession, the builder warrants that the home is free from:

- Water penetration through all below-ground area walls such as foundation and parking garages;
- Defects in materials and work including caulking, windows and doors, such that the building envelope of the home prevents water penetration;
- Defects in materials and work in the electrical, plumbing and heating delivery and distribution systems;
- Defects in materials and work which result in the detachment, displacement or physical deterioration of exterior cladding;
- Violations of the Ontario Building Code's health and safety provisions.

Seven-Year Major Structural Defect (MSD) Coverage

Seven-Year Major Structural Defect (MSD) Coverage begins on the date of possession and remains in effect even if the home is sold before the coverage expires.

For a period of seven years, the home is warranted that it is free from any major structural defects.

An MSD is defined in the Ontario New Home Warranties Plan Act as:

- Any defect in materials or work that results in the failure of a load-bearing part of the home's structure or materially and adversely affects its load-bearing function; or
- Any defect in materials or work that significantly and adversely affects the use of the building as a home.
- After your second year of possession, Tarion, not the builder, is responsible for any new MSD warranty service requests.

Exceptions to MSD Coverage

The Act lists several types of damage which may not be covered by the Seven-Year MSD Coverage. These include:

- flood damage;
- dampness not arising from failure of a load-bearing portion of the building;
- damage to drains or services;
- damage to finishes; and
- damage arising from acts of god, acts of the owners and their tenants, licensees and invitees, acts of civil and military authorities, acts of war, riot, insurrection or civil commotion and malicious damage.

Common Elements

The common elements warranty takes effect the day the condominium corporation is registered. There is no warranty coverage for common elements condominiums or the common elements of vacant land condominiums (see Work and Materials for more information).

The Act recognizes the condominium corporation as the 'owner' of the common elements. Condominium unit owners who experience common element problems must write to their Board of Directors once the condominium is registered. The Board is responsible for bringing common element problems to the attention of the builder and Tarion, if necessary.

Emergency Coverage

Homeowners should not undertake any work without giving the builder the opportunity to assess the problem and take corrective measures. Homeowners will **not** automatically receive reimbursement from the builder or Tarion, and completing the work may affect warranty coverage.

Certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of the builder that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants. Examples of emergency situations include:

- **Total** loss of heat between September 15 and May 15
- Gas leak
- **Total** loss of electricity
- **Total** loss of water supply
- **Total** sewage stoppage
- Plumbing leakage that requires complete water shut-off
- Major collapse of any part of the home's exterior or interior structure
- Major water penetration on the interior walls or ceiling
- A large pool of standing water inside the home

Emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.

Chapter

8

Supplementary Forms

Home Maintenance Calendar

January	Year					

February	Year					

March	Year					

April	Year					

May	Year					

June	Year					

July	Year					

August	Year					

September	Year					

October	Year					

November	Year					

December	Year					

24-Hour Checkup Form

This form is a supplemental warranty request form we provide our homeowner's in addition to the statutory Tarion warranty forms. This form is to be submitted **within 24 hours** of occupancy.

Important:

When filling out the 24-hour checkup form, **only NEW damaged items** will be accepted at this time. **Do not repeat items from the PDI!!!**

Project: **BRAVO RESIDENCES**

Suite #: _____

Date of Submission: _____ / _____ / 2013 (MM/DD/YYYY)

Date of Possession: _____ / _____ / 2013 (MM/DD/YYYY)

Permission to enter: Yes ☐ **No** ☐ **H/O Present: Yes** ☐ **No** ☐

Scratches/Dents on appliances? **Yes** ☐ **No** ☐ Where? _____
Cracks on tiles? **Yes** ☐ **No** ☐ Where? _____
Chips on countertops? **Yes** ☐ **No** ☐ Where? _____
Scratches/Dents on hardwood? **Yes** ☐ **No** ☐ Where? _____
Scratches/Cracks on mirrors? **Yes** ☐ **No** ☐ Where? _____
Scratches/Dents on cabinets? **Yes** ☐ **No** ☐ Where? _____