



Homeowner Manual

ISSUED JANUARY, 2015



Welcome!

Congratulations on the purchase of your new home at Emerald Park!

This guide is being provided to help you understand, maintain and thoroughly enjoy your new home. A number of important topics, including operations, frequently asked questions, and various cleaning and care tips are discussed within this manual.

As a new home purchaser, the number of questions and concerns that may arise can be daunting, and this guide hopes to help alleviate them in a simple, understandable fashion.

We have also provided to you a copy of Tarion's Homeowner Information Package (HIP) on or before your Pre-Delivery Inspection and encourage that this document be reviewed to ensure you, as homeowners, reap all the benefits provided to you through not only the Developer, but Tarion as well. There is no greater reference than the HIP with respect to the warranties provided with the new home, as well as timelines and schedules to ensure any and all deficiencies are completed efficiently and correctly. You will also find information regarding how to initiate service requests.

For those who intend on leasing the unit, please pass this information to your tenant, along with a copy of the bylaws and rules to assist your tenant with living in their new home.

Please keep these reference manuals close and at your convenience. Should you have any further questions beyond what is covered, please feel free to contact any member of our Client Care staff, and we would be delighted to help and assist in any way.

Enjoy your new home!

Emerald Park



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**Contact
Information
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Emergencies**

EMERGENCY CONTACT INFORMATION

EMERGENCY SERVICE CONTACT AFTER BUSINESS HOURS

As per Tarion Warranty Corporation, certain severe conditions constitute an emergency. An emergency is any warrantable deficiency within the control of your builder that, if not attended to immediately, would likely result in imminent and substantial damage to your home, or would likely represent a substantial risk to the health and safety of its occupants.

Examples of an emergency situation 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 interior structure, major water penetration on interior walls or ceiling, large pool of standing water inside the home, or any situation where, in the opinion of Tarion, the home is uninhabitable for health or safety reasons.

During this period, it is important you provide our personnel and our Trades access to your home. **Please be advised that loss of air conditioning is not considered an emergency item.**

Calls regarding the repair of air-conditioners will be dealt with during normal business hours.

CONTACT INFORMATION

For suite-related enquiries, please contact Client Care.

For issues relating to common elements, please contact Property Management.

East Tower Concierge Desk: (416) 733-3562

West Tower Concierge Desk: (416) 733-3987

Property Management Office:

3rd Floor; Suite across from 348; South of 349.

Tel: (416) 730-8761; (416) 730-0379

Email: emeraldpark@fsresidential.com

Contact:

Vesna Kovacevic

Direct: (416) 847-7280

Senior Property Manager

Vesna.kovacevic@fsresidential.com



Emergency Situations

The following is an excerpt from the Emergency Coverage steps as provided and mandated by Tarion Warranty Corporation. This information can also be found in your HIP (Homeowner Information Package).

An emergency is defined as any warranted deficiency that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or represent an imminent and substantial risk to the health and safety of its occupants.

Examples include: Total loss of heat between September 15 and May 15; a gas leak; total loss of electricity or water supply; total sewage stoppage; plumbing leakage that requires complete water shut-off; a major collapse of any part of the home's exterior or interior structure; or any situation where in the opinion of Tarion, the home is uninhabitable for health or safety reasons.

* The above examples do not include emergency situations due to the failure of a municipality or utility to provide the service.

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.

Emergency Checklist

1. Call the emergency contact telephone number provided by the builder. (Condominium owners should also contact the condominium corporation's Board of Directors and/or the Property Manager).
2. If you are unable to reach the builder or if the builder does not correct the situation within 24 hours, contact Tarion for further assistance.
3. If damage to builder-installed materials results, do not repair it. If you cannot reach Tarion or your builder, and have no other option but to have the work completed, you or a contractor should correct the emergency condition only and document the problem with pictures, both before and after (if possible).
4. Submit an Emergency Form to Tarion as soon as possible after completing the repair with a copy to your builder. Forms are available by calling 1-877-982-7466. Include all receipts/invoices received for work and materials.
5. If the builder is responsible for the emergency item, they will handle any resulting damage within 30 days of the homeowner's notice to them and Tarion. If the builder fails to repair the resulting damage, Tarion will work with the homeowner directly to settle the matter.



**Contact
Information**

**Public Services
& Utilities**

Public Services and Utilities

You will need to setup utility service for your new home. A welcome package was sent to you prior to occupancy which included an Enercare agreement form, as well as other service related materials.

Below is a list of telephone numbers you will need to coordinate the start of these services:

HYDRO

Enercare
1-866-449-4423
www.enercare.ca

For your convenience, we include below the contact information for multi-media and internet services available for your suite:

ROGERS CABLE

1-888-ROGERS1
1-888-(764-3771)
www.rogers.com

BELL

416-310-BELL (2355)
1-800-668-6878
www.bell.ca

The following public hospitals are also available in case of emergencies:

North York General Hospital

4001 Leslie Street
Toronto, ON
M2K 1E1
(416) 756-6000

Baycrest Hospital

3560 Bathurst Street
Toronto, ON
M6A 2E1
(416) 785-2500

Mount Sinai

600 University Avenue
Toronto, ON
M5G 1X5
(416) 586-4800

Sick Kids Hospital

555 University Avenue
Toronto, ON
M5G 1X8
(416) 813-1500



**Contact
Information
-
Telephone
Directory**

Telephone Directory

Emergency / Police

Fire / Police / Ambulance Emergency	911
Call Concierge to Hold Elevator for Ambulance.	(416) 733-3562 East (416) 733-3987 West
Toronto Police Service	(416) 808-2222
Crime Stoppers	1-800-222-8477

Administration

Concierge Attendant/Desktop:

9 Bogert Ave.; East Building; Yonge St. Entrance	(416) 733-3562
11 Bogert Ave.; West Building; Beecroft Rd. Entrance	(416) 733-3987
Property Management On -site	(416) 223-6290

City of Toronto

North York Civic Centre	(416) 395-7300
North York Fire Department	(416) 395-7279
North York Hydro	(416) 222-3300

Transit

C.A.A. 24-hour Emergency Line	(416) 222-5222
Transit Commission (TTC)	(416) 393-4636

TTC Sheppard Station

At the corner of Yonge and Sheppard

ROUTES and Schedule are available at the following link:

<http://www.ttc.ca/Subway/Stations/Sheppard-Yonge/station.jsp>

GO Transit	(416) 869-3200
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Tarion Warranty Corporation	(416) 229-9200
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Helpful Hints - Your Suite

HOMEOWNER HELPFUL HINTS

Elevators

In the unlikely event that you are stuck in the elevator, please remain calm. Press phone button (button with a picture of a phone on it) to connect you directly to the security monitoring station. A two-way communication system is in place. State the nature of the emergency and the appropriate company will be contacted for assistance. If there is no answer then depress the alarm button.

Please do not ever jump in an elevator cab or cause unnecessary shaking while within the cab during when the elevator is in rest or in motion.

Electrical Power Failure

The hallways are equipped with emergency lighting. If the neighbourhood lights are out, a general failure has occurred. If not, check your own suite electrical panel. A tripped breaker in a circuit means that a particular line has been overloaded. Check all plugged in items on that circuit before resetting the breaker. The bathroom facilities are equipped with a ground fault breaker which, when resetting, has to be switched off first and then switched back on again. If it continues to trip, it may be necessary for you to call a licensed electrician.

Plugged Toilets, Drains, and Other Plumbing Problems

These problems are the responsibility of the unit owner; keep a plunger in your suite. Know where all the marked shut-off valves are located. These locations shall be shown to you at the time of your PDI. If the problem is "unusual" and occurs within the first year, while warranties are still in effect, please contact Client Care/Property Management.

Water Leakage

When and if water leakage occurs from above, contact Property Management or the concierge immediately, so that the source maybe investigated and the damage minimized.

Appliance Services

With your refrigerator, stove, washer, dryer, and dishwasher, you will find a 1-year warranty card. Please complete these cards and mail them as instructed on the card to activate your warranty. Should you require services for your appliances, refer to the included telephone directory. Emerald Park does not service appliances.

In-Suite Maintenance



Helpful Hints

Your Suite

Any maintenance is the owner's responsibility. Except for the air-cooling and heating equipment, each owner is required to maintain his/her own unit and appliance or fixture that serves your unit exclusively. Employees of the Corporation will not provide personal services for residents. The Management Office can provide you with contact names and telephone numbers of appropriate local services or maintenance of items.

Smoking

Smoking is prohibited in any common area space of the building including stairwells and the underground garage.

Cooking

It is prohibited to have an open-flame anywhere within your suite, on your private balconies, stairwells and corridors in order to reduce the risk of fire.

Washing Machine

Ensure that the water to your washing machine is shut off after each use. This is very important, especially if you are away for the weekend or on vacation. Should the water hose fail, you may be responsible for the damage not only to your own suite but also to other suites. To shut the water supply off, simply turn the handles or valves into the off position where the hoses are connected behind the washer.

Dryer

It is also important that the lint filter located in the lint trap be kept clean. If the filter is not kept clean, it will extend the drying cycles and could present a fire hazard. Ensure that the screen in the filter be in the "up" position at all times. Please ensure that the dryer fan turns on during each cycle. You will receive operating manuals for all appliances in your unit. You should review and keep these handy so you understand all their features.

Microwave

Good maintenance gives the best performance and prolongs the life of the machine. Please maintain your microwave periodically. Please turn off the power before maintenance. After each use, please wipe off the body of the hood and the middle support plate with a dry cloth or a wet cloth with mild detergent to reduce the risk of fire due to a greasy cook-top:

Hood Fan

Keep fans, filters, and oil collectors clean and always turn the hood on when cooking. Use low speed when heating oil, and switch to high speed only when necessary.

Changes to Your Unit



Helpful Hints - Your Suite

Homeowners are free to decorate their suites. However, unit owners cannot make structural modifications to the walls, interior suite layout, or plumbing and electrical/mechanical systems. If in doubt, it is always best to call the Property Management office before making any changes to ensure that approvals are not required.

Balconies and Terraces

All residents will maintain the attractive exterior appearance of Emerald Park by keeping their balconies in a clean and tidy condition. The balcony is not to be used as a storage area. Please do not hang clothes or flower boxes from the balcony or railing. Seasonal furniture is permitted.

The balcony and terraces are a common element of the Condominium Corporation and not part of your unit. Like other common elements, no owner can make any change to the balcony without the consent of the Condominium Corporation. This restriction applies to anything that you may want to put on the balcony floor; such as carpeting. Carpeting retains moisture, which causes a premature deterioration of the concrete.

Absolutely "NO BARBECUING" is allowed on your balcony. This practice is not only against the rules of the Condominium Corporation; it is, more importantly, a fire hazard and a breach of the Fire Department's By-Laws and Codes.

Garbage and Recycling

Your garbage room chute located on each floor is equipped with a "Tri-sorter", located at the ground floor.

The garbage chutes, located on each floor, can be used between the hours of 8:00am and 10:00pm. Please place properly wrapped garbage into the chute. Push your garbage completely down the chute but do not force any items that are too large for the opening. This could cause an obstruction in the chute.

For recycling/organics push the recycling button of choice – open the door and push your recyclables through the flap and into the chute.

If you are having renovations or repairs done to your unit, it is your responsibility to arrange for the removal of the garbage generated. Do not deposit construction debris down the garbage chute. You must also arrange for the removal of old appliances, old furniture, and all heavy or large articles. Please call the City of Toronto Garbage Collection Department to arrange a pick-up date.

Noise

Please do not do any hammering, sawing, drilling, etc. in your suite on Sundays,



Helpful Hints

Your Suite

late in the evening or early in the morning. Such noise sometimes can be transmitted within the walls or floors of the building and can be very disturbing and annoying to your neighbours. This is particularly true when you wear hard-soled shoes on ceramic or hardwood floors.

According to the Corporation's Rules, no repairs, renovations, or other such activities creating noise are permitted before 8:00am and after 8:00pm on weekdays, before 12:00 noon and after 6:00pm on Saturdays, and not at all on Sundays.

Pests

In the unlikely event that you find any unwanted pests in your unit such as silverfish, ants, roaches, grain beetles, etc., please call Property Management.

Window Coverings

Window coverings must be white or off-white in colour. This provides for a professional appearance and overall conformity.

Pets

Pets are permitted at Emerald Park. As the owner of a pet, you must be responsible for the pet's behaviour at home and while away on vacation. Audible noise from your pet should be controlled and managed in a way as to not disturb neighbouring residents. While in the common areas, including the elevators, corridors, driveways, and parking areas and lawn areas, the pet must be carried or securely leashed. The pet must be taken off the property to relieve itself and owners are then subject to municipal leash and clean-up by-laws. Pets are not allowed to relieve themselves on any part of the building.

Drains

Never dispose of fats, grease, and/or solids in the kitchen drain. All solids should be securely wrapped and disposed properly.

Exhaust Fans

Turn on exhaust fans when cooking, showering and doing laundry; this is helpful to prevent condensation on your windows. Leaving a window slightly open helps as well.

Showers

The silicon around the shower area should be regularly inspected for signs of wear. Silicone around glass should be inspected and any damaged silicone should be replaced.

Shower exhaust fans should be left on to eliminate moisture and these fans should be cleaned for any dust or blockage.



Helpful Hints

Your Suite

Ceiling Speakers

Do not paint over speakers on ceilings within your suite. This is considered as part of fire prevention, and tampering with the speaker is considered a breach of the fire code.

Insurance by the Condominium Residents

The Corporation is required to maintain All Risk Insurance Coverage for the Common Elements and all Units. However, this insurance only covers suites originally built by Emerald Park Condominiums. It does not cover the contents of your suite, your five appliances, or any suite improvements that may have been made.

Contact your own insurance agent to inquire about Condominium Unit Insurance Policies. It is also wise to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and personal damage caused by you, your family, guests, or service personnel.

Vacations

If you are going on vacation, or will be away for an extended period, we suggest that you advise the Property Management Office. If possible, we would like to have the telephone numbers where you can be reached. We must know if any family members or friends are going to be visiting your suite during your absence, and if there are special instructions you may wish to leave with the Staff during your absence.

Resident Information Forms

For your convenience and protection, please notify Property Management of any changes in your "resident information", such as new license plate numbers, new business telephone numbers, and change in occupancy status.

It is critical for your own safety and security that you advise the Management Office when an occupant(s) moves out of your suite so that access to the building can be denied, if appropriate.



**Maintenance
-
Your Suite**

Suite Maintenance

The builder provides a two-year warranty on any defects in the electrical plumbing or heating distribution systems and a one-year warranty on any defects in workmanship and materials in your new home. The warranty begins on the date of occupancy. In the event that you discover items that you may have overlooked during your Pre-delivery Inspection or that you feel should be addressed, we would ask that you follow the procedure outlined below:

Initially while Construction is on site, Service Request Forms will be available in the Client Care Office. Please fill out the necessary information. Repairs will be processed on a continued basis in an attempt to resolve the problem as quickly as possible. Please note that it may take anywhere from 1 week to 1 month to complete the work requested. This will depend on the work that has to be scheduled with our staff or if the trade needs to be called.

When service has taken place in your suite a note will be left on your kitchen counter indicating the repairs that have been completed.

Anything requested that is of a "Management" nature will be referred to the Property Manager on your behalf. You will be advised of the status of your requests on an individual basis.

Should you have any further questions or need additional information, please do not hesitate to contact our Property Management Office.



Maintenance - Your Suite



Kitchen Countertops

Below is an excerpt from Caesarstone's maintenance recommendations:

Taking Care of Your Quartz Surface

Caesarstone quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Caesarstone, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

Minimal Maintenance

Virtually maintenance-free, Caesarstone's hard, non-porous surfaces require no sealing to renew its lustre and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your Caesarstone surfaces looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

Stubborn Stains or Dried Spills

If needed, apply a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a no-scratch Scotch-Brite® pad is recommended along with the non-abrasive cleaner such as Method Daily Granite.

Heat Tolerance

Caesarstone is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 150°C (300°F). However, like all stone material, Caesarstone can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.



Maintenance - Your Suite

Scratch Resistant

Caesarstone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

Cleaning Agents to Avoid

It's important to be aware that like any other surface, Caesarstone can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your Caesarstone surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.



Maintenance - Your Suite

SCAVOLINI

Kitchen Cabinets

Cabinet exteriors and interiors should be cleaned with a mild soap solution on a clean cloth, and rinsed with clear water. Cabinets should be buffed dry with a soft clean cloth immediately after cleaning.

Cabinets should never be cleaned with harsh detergents, abrasive cleansers or steel wool pads.

Water should not be allowed to contact cabinet surfaces for more than a few minutes and steam from kettles, etc. should be directed away from cabinet surfaces.

Miele

Appliances

DO NOT USE HARSH ABRASIVE CLEANERS

Interior cleaning instructions can be found in individual operating manuals for the following appliances:

Stove Top
Ovens
Combination Ovens
Dishwasher

Washing Machine
Dryer

Note: Spills of acids, such as fruit juices or cleaning materials should be wiped up immediately to protect equipment from stains.



Maintenance
-
Your Suite

Toilets

There are three main types of toilets: Gravity, Vacuum-Assist, and Pressure-Assist.

Gravity toilets are most common in new homes. Older gravity tank toilets are common in older homes. They rely on a high volume of water to flush properly (up to 25L per flush). Pushing the handle opens a small rubber door called the flapper, and releases the contents of the square water tank down into the bowl. The rising water level in the toilet bowl causes it to flush.

The newer 6L Low-Consumption Gravity Tank toilets have a redesigned bowl to enhance the siphoning action, which serves to pull the water out of the bowl. It reduces the need for water since it doesn't rely on just gravity to complete the flush. Water is forced through a trap, which curves down, then up like an elbow. Water fills it to keep gases from entering the house.

Remember:

- Do not flush dental floss
- Do not flush Q-tips or toothpicks
- Do not flush paper towels
- Do not flush grease or oil
- Do not flush biodegradable products
- Do not flush "feminine" products
- Do not use chlorine or blue pucks in the tank or bowl
- Do not use your toilet as a wastebasket. Put tissues or trash in the garbage

Remember:

- Flush an appropriate amount of toilet paper
- Clean the bowl regularly using vinegar.

Your toilet is NOT a garbage disposal.

Tile Floors

- Floors Maintenance
- Do Not Use Harsh Abrasive Cleaners
- Maintenance Guide for Hard Floor Surfaces:
Ceramic Tile, Marble, Granite, and Slate

- Recommended Care and Maintenance:
- Use mild dishwashing detergent
- Rinse thoroughly with clean water
- Buff with a soft dry cloth

Daily Maintenance



Maintenance - Your Suite

Dust mop with a clean, non-oily dust mop of a size to suit the floor area.
Remove dust particles from mop frequently by vacuum.
Remove any wet spillage immediately by damp mopping.

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.

Hardwood Floors

All hardwood floors installed have a polyurethane-type finish, the following details preventive maintenance and cleaning of these floors. Keep floors free of any standing water.

Preventive Maintenance

Preventive maintenance is a term more common to industry than to residential or office floor care, but its importance cannot be over-emphasized. Listed below are some basic rules that apply to all types of finishes.

Certain chemicals in wood oxidize in strong light causing the wood to change colour ('weather' or 'age'); i.e., develop a 'patina'. To avoid uneven appearance, move area rugs occasionally and drape or shade large windows.

Put fabric-faced glides on the legs of your furniture. They allow furniture to be moved easily without scuffing the floor. Clean the glides regularly since dirt can become embedded in them. Some furniture may require barrel-type roller casters; all ball-type casters may cause damage. Grey, non-marking rubber casters are best. Avoid any type of plastic caster.

Never damp mop or wax a finished wood floor. There are some finishes that can be damp mopped which will be explained under surface finishes. But in all cases use minimum water because water causes deterioration of the wood itself as well as the finish.

Wipe up food and other spills immediately, using a dampened – not wet – cloth if necessary. Then wipe the flooring dry with another cloth or paper towel.

DO NOT WAX YOUR FLOORS.

By observing these simple suggestions you will go a long way towards keeping your hardwood floors beautiful and easy to care for.



Maintenance - Your Suite

Cleaning

For general cleaning, add ¼ cup white vinegar to 1 quart of warm water. Dip a clean cloth or sponge mop and wring nearly dry. Clean floor and wipe dry with a towel as you go.

Buff to Restore Lustre

When lustre does not return in traffic areas such as doorways, kitchen sink, stove area, or hallways, the floor may require re-coating. Consult your wood floor contractor, or you may attempt to extend the life of your finish in worn areas with an application of compatible aerosol finish.

NEVER WAX a surface finish. Wax will, in most cases, be slippery and once waxed, the floor will not be able to be merely re-coated to rejuvenate it, but will have to be completely sanded down to raw wood to restore the floor.

White and Bleached Floors

Because of their light colour, these floors, like white carpet or vinyl, are more susceptible to showing the effect of dirt and traffic than those with natural or dark stained finishes. Therefore they need – and deserve – more attention than others. Vacuum or sweep often. Wipe off liquid spills immediately. Follow the maintenance procedures recommended for the type of finish used.

Shrinkage

Something else you'll probably notice with such finishes is a tiny separation between the flooring strips during dry seasons or long heating periods. The amount of moisture in the air causes wood to expand or contract. When humidity levels are low, the flooring will contract and the separations become more prominent than at other times. The contrast of a white floor surface causes even tiny separations to appear larger. However, this is a natural characteristic of wood and will occur each heating season. Depending on the type of finish used (factory or on-the-site); the light-tinted or white floors may have some standing changes over time.

Removing Stains

For surface finishes most stains can be prevented simply by wiping up the spilled liquid immediately.

CAUTION

Some of the products mentioned here are combustible and should be used only in well-ventilated areas away from heat, sparks, and open flame. Always read and follow label instructions.

When in doubt concerning the care of a wood floor, contact a professional hardwood floor company.



Maintenance - Your Suite

Laminate Flooring

Care and Maintenance

This product is not real hardwood but is being used increasingly to obtain the look and feel of a hardwood floor. Laminate flooring is the newest entry in the flooring business. It is usually made from medium or high-density fiberboard (fine grain particleboard) with a photo reproduction of hardwood or other material covered by a tough plastic top layer. These floors offer excellent scratch and wear resistance but are not, contrary to many people's conceptions, indestructible.

Maintenance

1. Sweep, dust and mop, or vacuum daily using an appropriate soft bristle attachment to remove loose dirt and grit before it can scratch the surface of the floor.
2. Thoroughly clean the kitchen area more often than other areas.
3. While most food spill will not harm the surface, it is advisable to promptly wipe up with a dry cloth or paper towels. The spill should then be cleaned with a recommended cleaner, preferable SQUEAKY CLEAN.
4. Never clean your wood laminate with water. Never use products such as soaps, detergents, and oil soaps to clean your floor.
5. Only use products recommended by the manufacturer. If the manufacturer is not known, a general hardwood floor cleaner (SQUEAKY CLEAN) can be used.
6. Place area rugs or mats at doorways and in front of the kitchen sink to help catch dirt, grit, and water. Never use rubber or plastic backing as it may damage the floor. Solid cotton is highly recommended.
7. Never use sheet vinyl or tile floor care products on your floors.
8. Spike heels, cleats, and work shoes can damage wood floors.
9. Humidity control is highly recommended. To reduce excessive shrinkage in the winter a humidifier is recommended and air conditioning or a dehumidifier for the summer.
10. To move furniture properly across a wood floor it should be picked up. Do not drag it under a carpet. This creates small scratches across the finish.
11. Narrow guides and certain types of casters can damage the floor. It is recommended that you change to wide type guides to help prevent damage.
12. Fabric protectors are a must for all furniture legs. This will help prevent scratching.



Maintenance

Your Suite

Common Stone Problems

Loss of Shine

The loss of the high polish on certain marble and granite can be attributed to wear. This is especially true of marble, since it is much softer than granite. The bottoms of one's shoe acts like sandpaper on a stone floor surface and over time will wear the polish off. To prevent excessive wear, it is important to keep the floor mopped. It is recommended to place walk off mats at all entrances. To repair a worn stone surface, it will be necessary to have a professional hone or polish it. The dull spot created when liquids containing acids are spilled on marble is called etching. Marble and limestone etch very easily. Serpentine and granite is more acid-resistant and will rarely etch.

Etching

To prevent etching, avoid using cleaners and chemicals that contain acids. Bathroom cleaners, toilet bowl cleaners, and lemon cleaners commonly contain acids. Certain drinks and foods containing acids will cause etching. Light etching can be removed with a little marble polishing powder. Deep etching will require resurfacing of the stone.

Staining

All stone surfaces can become stained very easily. Most foods, drinks, ink, oil and rust will stain marble. Once a stone becomes stained, it can be very difficult to remove. To prevent staining, clean the spilled material immediately. Blot the spot with a clean paper towel or cloth. If this does not remove the stain, then a process called "poulticing" may be needed. To prevent staining, sealing the stone with a good quality penetrating sealer is important and recommended every six months.

Efflorescence

Efflorescence appears as a white powder residue on the surface of the stone. It is a common condition on new stone installations or when stone is exposed to a large quantity of water, such as flooding. This powder is a mineral salt, from the setting bed. To remove efflorescence, do not use water. Buff the stone with a clean polishing pad or steel wool pad. The stone will continue to efflorescence until it is completely dry. This drying process may take from several days to as long as one year.

Spalling: Flaking & Pitting

If your stone is developing small pits or pieces of stone are popping off the surface (spalling) then you have a problem. This condition is common on stone exposed to large amounts of water or when de-icing salts are used for ice removal. Like efflorescence, mineral salts are the cause for spalling and pitting. Instead of the salts depositing on the surface (efflorescence), they deposit below the surface of the stone, causing pressure within the stone and therefore the



Maintenance Your Suite

stone spalls, flakes or pits. Unfortunately, once it begins to spall it's almost impossible to repair. It is recommended that the stone be replaced.

Yellowing

There are several reasons why a stone will turn yellow. Embedded dirt and grime can give the stone a yellow, dingy look. Waxes and other coatings can yellow with age. Certain stones will naturally yellow with age. This is caused by oxidation of iron within the stone, and is especially problematic with white marbles. If the yellowing is caused by dirt or build-up, clean the stone with an alkaline cleaner or wax stripper. If the yellowing is a result of aged stone or oxidization, it may never be removed.

Care and Cleaning of Interior Marble Surfaces

Marble is an extremely versatile material that is prized for its beauty and durability on many different surfaces. It does however require a modest amount of care to protect it against staining, scratching and loss of surface polish.

The best way to maintain the appearance of any marble surface is to wash it frequently and to immediately rinse off any spilled materials. Marble should be cleaned periodically with non-fat mild detergent and lukewarm water, rinsed generously with clean water and wiped with a clean cloth to make certain no residue remains. Abrasive cleaners should not be used on polished marble as scratched and dull areas result.

Some marble surfaces, such as fireplace mantels, can be protected from dirt and soil marks by applying white or non-yellowing wax or sealer. There are a variety of materials available and a stone dealer could suggest one.

Wax is not normally used on floors or food preparation surfaces as it may make floors slippery and possibly cause food contamination. Sealers may be used for floors but may cause slight darkening of white marble. When in doubt, make a trial application in an inconspicuous area.

Methods

If normal cleaning does not remove discolouration, or if staining is deep seated, a poultice application is recommended.

Poultice

Basic Method for Stain Removal. A poultice is made with powdered whiting and hydrogen peroxide or a chemical reducing agent, depending on the nature of the stain. Whiting is sold in most paint stores. The poultice should be applied as described for each particular stain removal.



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Organic Stains

Organic stains are caused by tea, coffee, ink, tobacco, soft drinks, fruit juices, iodine, flowers and colours from paper and some textiles. The stain usually takes the shape of the object that caused it and is often irregular in shape. The following steps should be taken to remove organic stains.

1. Mix a poultice consisting of whiting and 20% hydrogen peroxide (hair bleach) to form a thick paste.
2. Apply a ½" thick layer of this mixture over the stain.
3. To keep the poultice from drying too rapidly, cover the poultice with a piece of plastic kitchen wrap, held in place with masking tape.
4. Leave this in place overnight for stubborn stains, and for as much as 48 hours as required.
5. If after the first application, the stain is still noticeable, repeat the application, or add a few drops of household ammonia to the poultice mixture just before covering it with plastic wrap.
6. After the stain disappears, remove the application, rinse with warm water and wipe dry.

Oil Stains

Oil stains are caused by such substances as butter, cream, milk, peanut butter, hand lotions, mustard and other substances with fatty or greasy ingredients. The stains are usually circular and are often darker in the centres. They are often quite difficult to remove because they tend to penetrate deeper than most other stains.

1. The first step is always to remove the source of the stain.
2. Wash the surface with ammonia. Then rinse with plenty of clean, lukewarm water. If this lightens the stain, repeat until the stain is complete gone. If the stain still appears, continue with the following steps.
3. Treat the stain with a poultice mixed with acetone and whiting to form a thick paste.
4. Apply a ½" thick layer of this mixture over the stained area.
5. To keep the acetone from evaporating, and the poultice from drying too rapidly, cover the poultice with a piece of plastic kitchen wrap, held in place with masking tape.
6. Leave the application in place overnight (for stubborn stains leave on longer, as much as 48 hours may be required).
7. Remove the poultice and rub the marble with a dry cloth. If stain remains, repeat the application.

Rust Stains

Metallic objects in the presence of moisture invariably cause rust stains. Rust stains are usually coloured orange to brown, and take the shape of the objects that caused them. If these stains are noticed promptly, they can sometimes be removed simply by rubbing hard with a dry cloth, especially if the surface has



Maintenance

Your Suite

been waxed. If the stain doesn't come off, proceed with the following treatment:

1. Make a poultice of commercial liquid rust remover mixed with whiting to form a thick paste.
2. Apply a thick layer of this mixture over the stained area.
3. Place a piece of plastic kitchen wrap over the mixture, and secure in place.
4. Leave the application on overnight.
5. Leave the poultice mixture and rub the marble surface with a dry cloth.

Etch Marks

Many substances will not only discolour marble but cause a loss of lustre, and may slightly etch the surface. To correct this you must first remove the stain as described above, and then polish the surface. Polishing may also be necessary after you use one of the various poultices described in the previous steps.

Polishing Procedures

1. Use a special polishing powder tin oxide (available from many stone dealers).
2. Wet the marble surface well.
3. Sprinkle the polishing powder over the surface, and then rub firmly and vigorously with a cloth pad.
4. A considerable amount of hard rubbing may be required. Therefore a buffing pad of the type used with an electric drill, may be employed.
5. Buffing should be continued until the etch marks disappear and the surface shines as it originally did. Rinse with clean water and buff dry.

NOTE: If a large area requires re-polishing, it should not be attempted by hand. Consult your local stone dealer.



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Windows

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

Listed below are practical suggestions in controlling humidity and related surface condensation on your windows.

- Make it a habit to use your bathroom fan when showering and your kitchen exhaust fan when cooking. This procedure will help remove moist air from your homes.
- Refrain from the use of humidifiers unless the relative humidity levels are below the levels suggested in the chart on the following page.
- Refrain from over watering household plants.
- Leave the fan running on the heating / air conditioning unit during extremely cold weather to help the air circulate throughout the home. Avoid hanging wet clothing inside the home. Ensure the clothes dryer is vented to the exterior and the exhaust fan is operating during the use of the dryer.
- Free circulation of air is important. Keep drapes open as much as possible so the air can circulate freely over the windows. If necessary, you may want to open windows to reduce localized condensation.
- Do not worry about the small amount of heat you will lose by providing enough ventilation in cold weather to control the humidity. It will cost a great deal less than the damage condensation can do to your windows, wall and woodwork. Remember that it is the homeowner's responsibility to use the ventilation system properly to protect the home from stale air and moisture damage.

Condensation and moisture on windows have become some of the most common complaints from today's homeowners.

Fortunately, the homeowner can control most condensation problems. The key to controlling excess condensation lies in understanding today's building standards and how relative humidity impacts on today's airtight homes.

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



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

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

The first step in solving the condensation problems in your home is a willingness to reduce humidity levels. While some humidity is recognized as necessary for comfort and health, any increase in moisture levels must be monitored to alleviate excess condensation. When using humidifiers, the homeowner should check that the level of moisture being added to the air does not cause surface condensation problems.

Corridor Fresh Air Unit

You will notice that there is a gap around the entry door. This gap is not a deficiency; it not only serves as a source of air, it helps maintain the air circulation in your suite.

Combined with the supplied exhaust fans, the gap around the entry door allows fresh air to enter the suite which helps control the problem of condensation and keeps your suite free of stale air and lingering cooking odours even with the windows closed. The corridor fresh air units continually pump fresh air into corridors. When exterior windows are closed, this is the only source of fresh air for each suite.

Not only does the supply of fresh air into the corridors provide a more comfortable living atmosphere, it is also a safety feature in the event of a fire. If there is a fire in the building, the corridor fresh air units are immediately turned off, so smoke does not enter the suite.

Keep the gap clear of obstructions. **Do not** install weather stripping around the door as it inhibits this flow of fresh air and its installation constitutes a violation of the fire code.

The installation of weather stripping around the door may also result in a whistling sound as the air flows through the door.

Suite Appliances

Should you require service for your fridges, cooktops, hoods, ovens and dishwasher appliances, please contact Midnorthern Appliances at 1-905-696-3462.



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Your Suite

You will be asked for the following information:

- Name
- Address
- Contact telephone number
- What appliances need servicing
- What is the nature of the problem (please be as specific as possible)
- What brand of appliance
- Date of purchase/possession *used to determine if appliance is within the warranty period
- What is the model number/serial number of the appliance (located on each appliance)
- The model numbers and serial numbers are located beside each other on a sticker/plate on each appliance.

The model and serial number can be found at the following locations:

Fridge:	inside the fridge wall
Cooktop:	inaccessible
Dishwasher:	on the inside lip of the tub
Microwave:	on the bottom of the microwave
Laundry:	inside the washer/dryer

Your warranty cards have the above information. It would be prudent for all purchasers to record this information in their condo homeowner's manuals.



**Warranty
Coverage
-
Overview**

WARRANTY OVERVIEW

By now, you have received your "Homeowner Information Package" (HIP) provided by Tarion Warranty Corporation. This is a vital reference tool for all warranty coverage and timeframes for service completion. We encourage you to visit Tarion's website for detailed warranty coverage at www.tarion.com. All the information included within this documentation is available on this website for your use. Should you have any questions about your unit's warranty coverage, please contact The Client Care Office at your convenience.

We also highly encourage registration and use of Tarion's MyTarion homeowner portal. The portal is designed for easy submission of warranty lists as described below. Please visit <https://myhome.tarion.com/hop/> for further info and instructions on how to register your unit.

Please be advised that alterations or additions to any of the services and materials in your home may potentially void the warranties, depending on the scope of work. If you have a contractor perform work in your home that in any way affects present service, for example, drywall, plumbing, electrical, heating, completion of intercom, or security, Emerald Park relinquishes any responsibility for associated malfunctions or deficiencies related to the work. If you plan to make additions or deletions to your home, they must be scheduled after the Building Registration and approved with the Condominium Board and/or Property Manager.



**Warranty
Coverage
-
Tarion
Information**

Tarion Warranty Corporation

Builders in Ontario are deemed to provide statutory warranty coverage as described in the Ontario New Home Warranties Plan Act.

This coverage includes:

- ❖ Protection for deposits;
- ❖ Protection against Financial Loss for Contract Homes;
Compensation for delays in closing or occupancy;
- ❖ Protection against unauthorized substitutions;
- ❖ One and two year warranties for certain defects in work and materials;
- ❖ A seven year warranty for major structural defects; and
- ❖ Coverage for condominium common elements (the common or shared area of condominium buildings.)

The maximum statutory warranty coverage available for new homes and condominium units is \$300,000. The maximum coverage for condominium common elements is \$50,000 times the number of units, up to a maximum of \$2.5 million. There is a maximum of \$15,000 for warranted damage caused by environmentally harmful substances or hazards and a maximum of \$25,000 for coverage of septic systems.

Tarion's Role

Tarion ensures new home buyers receive the statutory warranty coverage they are entitled to under the Act. Most issues are resolved by builders without involvement by Tarion, however Tarion will intervene if a builder fails to honour their warranty obligations.

Statutory warranty coverage is different from the warranties for items provided by manufacturers, suppliers or subcontractors (such as appliances or flooring). Claims for these items should be made directly to the product provider.

The statutory warranty protection is broad, but it is not all inclusive. The warranty coverage has limitations and exclusions. Home buyers are encouraged to understand the scope of warranty coverage by reading this website and the Homeowner Information Package, which is an important publication created by Tarion, providing a general overview of warranty coverage. The statutory warranties are in addition to any warranties or rights the homebuyer may have under contract or otherwise.



Warranty Coverage

Tarion Information

One Year Warranty

- ❖ Requires a home is constructed in a workman-like manner and free from defects in material;
- ❖ Protects against unauthorized substitutions
- ❖ Requires the home to be fit for habitation;
- ❖ Protects against Ontario Building Code violations; and
- ❖ Applies for one year, beginning on the home's date of possession even if the home is sold.

Two Year Warranty

- ❖ Protects against water penetration through the foundation walls;
- ❖ Protects against defects in materials that affect windows, doors and caulking and defects in work that results in water penetration into the building envelope;
- ❖ Covers defects in work or materials in the electrical, plumbing and heating delivery and distribution systems;
- ❖ Covers defects in work or materials that result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding);
- ❖ Protects against violations of the Ontario Building Code that affect health and safety; and
- ❖ Applies for two years, beginning on the home's date of possession.

Seven Year Warranty

Your home's seven year warranty covers major structural defects (MSD) and begins on the date you take possession of the home and ends on the day before the seventh anniversary of that date.

For example, if your home's date of possession is October 23, 2005, the seven year MSD warranty begins on October 23, 2005 and remains in effect until and including October 22, 2012.

A major structural defect; as defined in the Ontario New Home Warranties Plan Act, as detailed below:

In respect of a post June 30, 2012 home, any defect in work or materials in respect of a building, including a crack, distortion or displacement of a structural load-bearing element of the building, if it,



Warranty Coverage

Inspections and Forms

- (i) results in failure of a structural load-bearing element of the building,
- (ii) materially and adversely affects the ability of a structural load-bearing element of the building to carry, bear and resist applicable structural loads for the usual and ordinary service life of the element, or
- (iii) materially and adversely affects the use of a significant portion of the building for usual and ordinary purposes of a residential dwelling and having regard to any specific use provisions set out in the purchase agreement for the home

The seven year MSD warranty includes significant damage due to soil movement*, major cracks in basement walls, collapse or serious distortion of joints or roof structure and chemical failure of materials.

In addition to the general exclusions, the seven year MSD warranty specifically excludes: dampness not arising from failure of a load-bearing portion of the building; damage to drains or services; and damage to finishes.

Common Elements

For most condominium projects, warranty coverage also includes the shared areas of the building, referred to as Common Elements.

Limitations and Exclusions

Please consult Tarion's Construction Performance Guidelines if you are in doubt about whether an item is covered.

PRE-DELIVERY INSPECTION (PDI)

The PDI is performed prior to you taking occupancy of your unit. During the PDI, you should have had the opportunity to learn the functions of your new home as well as identify and list any items that are found to be of inferior quality, damaged, missing or incomplete.

NOTE: Chips, scratches, surface damages or missing items that are not identified and listed during the Pre-Delivery Inspection (PDI) will not be accepted as warranty concerns. Items of this nature are only considered warranted if they are listed at the time of the PDI.

POST-PDI

As per Tarion, homeowners have several further opportunities to submit warranty concerns to the Builder for potential repairs should these items be found warrantable. The following details the stages in which deficiency lists can be submitted:



Warranty Coverage

Inspections and Forms

30-DAY FORM

Tarion's warranty coverage provides a 30 day period to send a list of any other warranted deficiencies that were not noted during your PDI. During the first 30 days of occupancy, should new items that are non-emergency be discovered, we encourage you to submit them in writing on your 30-Day form which is provided in your HIP or submit in Tarion's MyTarion homeowner portal. This form must be completed and received by our Client Care team and Tarion before the end of 30 days from your possession date, or it will be rejected.

1st YEAR/2nd YEAR FORMS

A reminder will be sent to you approximately one month prior to your Year-End/2nd Year anniversaries advising you to submit a form for warranty service requests (similar to the 30-Day). Items in nature beyond common element, chips, scratches, surface damage, and normal use wear and tear can be submitted. Forms are found in the HIP or can be submitted in Tarion's MyTarion service. This form must be completed and received by our Client Care team and Tarion before the end of the 365th day from your possession date, or it will be rejected.



**Condominium
-
Definition and
Information**

CONDOMINIUM

Explanation and Definition

Condominium refers to a type of home ownership, whereby an individual acquires ownership of a unit, together with an undivided ownership interest in the common elements of a Condominium Corporation. Condominiums are regulated under an act of the Provincial Legislature (The Condominium Act, S.O.2001). Each Condominium Corporation has a Declaration, By-laws, Rules and Regulations which govern the use of the units and the Common Elements. Every owner is obligated to comply and require all members of his family, residents, guests, visitors, tenants, invitees, and all licensees to his unit to comply with these documents and with the Condominium Act.

The main objective in developing this manual is to provide you with an easy-to-read and comprehensive reference guide to condominium living as well as to give you some insight into the management of this lifestyle.

Your Board of Directors is concerned that all owners and residents have a clear understanding of what is involved in condominium ownership and lifestyle. In particular, it is very important that you clearly understand the Rules and Regulations that govern the condominium. When you buy a unit in a condominium you are buying your own home, with one major difference, all owners share the common elements and consequently they must all pay for the maintenance and repair of these common elements. Owners, however, shall not repair or modify the common elements except where he or she is obligated to do so by the Declaration. Common elements include all of the property other than the units, including the garage, lobby, recreational facilities, hallways, and exterior building face. The balconies, terraces, and patios are defined as common elements for the exclusive use of the adjoining residential unit and are subject to the Rules and Regulations governing their use.

This joint ownership also means sharing of costs. The cost of necessary maintenance, repairs and improvements must be borne by all owners in accordance with their respective ownership interests of the common elements, as defined in the Declaration. For this purpose, the Board of Directors must establish our annual budget with each owner being responsible to pay on the first day of the month one twelfth of the annual common expense fee for his or her unit as stipulated by the Budget. If fees are not paid promptly, legal steps may be taken to secure the Condominium Corporation's interests and all costs, or charges resulting, must also be paid by the owner.

The Declaration is the document pursuant of which the Condominium Corporation is created. It is the "constitution" of the governance of the Condominium. It defines the ownership of the property which is individually owned, the unit, and the property which is shared and jointly owned – the common elements.



**Condominium
-
Definition and
Information**

The By-laws are regulations for the Condominium Corporation to control its own meetings and affairs. By-laws are established and passed by the Board of Directors of the Condominium Corporation and become effective following confirmation by owners who own not less than 51% of the units. By-laws must be registered at the Land Registry Office.

Rules are developed by the Board of Directors of the Condominium Corporation. They must be reasonable and consistent with the Condominium Act, the Declaration, and the By-Laws. New rules become effective thirty days after notice has been given to each owner; unless the Board is in receipt of a requisition in writing, made by owners who together own at least 15% of the units, requesting a meeting of owners to consider the changes. The rules and regulations have been developed to promote the safety, security, and welfare of all owners, residents, and guests, provide an atmosphere of quiet enjoyment for all residents and guests, and provide for the protection of all property.

Common Area Amenities Rules

The use and enjoyment of the amenities available at Emerald Park are for the residents and their visitors. The recreation facilities, the grounds, the driveways and garage are part of the amenities which are governed by the Board of Directors.

Recreation Rules

The following is a condensed version of the Rules governing the Recreation Facilities. Residents are encouraged to review the complete set of rules found in their Condominium documents to become familiar with them.

Exercise Room / Yoga Room / Pool and Hot Tub

Proper attire and footwear is required in these areas. For safety reasons, it is not recommended that children use this facility unless closely supervised by an adult guardian. Equipment should be treated with care and respect and used in accordance with the instructions. Neither the Board nor the Management Company will assume any responsibility for injuries that may occur. All users must wipe down the machinery or equipment after use. Food and drink are not permitted in this facility.

All bathers are required to shower with soap and water prior to entering the indoor pool.

Other Amenity Areas

Rules for outdoor terraces, party room, card room, please refer to the Condominium Documents.



Condominium

Common Area Amenities

The Property Management Company

The enforcement of the By-Laws and Rules is an obligation placed on the Property Manager, under the direction of the Board of Directors. However, the obligation to report infractions is the responsibility of all residents. Infractions should be reported in writing to the Property Management to ensure that the appropriate action is taken. Any and all losses, costs, or damages incurred by the Corporation by reason of a breach of any provision in the declaration, by-laws, and/or rules and regulations of the Corporation in force, from time to time, by any owners/tenant, shall be paid for by such owner and may be recovered by the Corporation against such owner, in the same manner as common expenses.

Communication is important to determine the nature of your problem and/or concern and to communicate this in the appropriate manner.

- (i) Call the Property Management for any administration matter relating to the building and for any other matter regarding the condominium and/or interpretation of responsibility. For example: maintenance fee inquiries, maintenance, insurance claims, condominium living and concerns regarding on-site contractors.
- (ii) Write to the Board of Directors for any items not receiving a suitable response, or if you wish the Board to consider changes and/or improvements to your particular unit or to the condominium itself.

Administration

Pursuant to the terms of the Declaration and by-laws of the Corporation, a Board of Directors consisting of three directors is elected at the Annual General Meeting of the Corporation.

The Board of Directors meets regularly to discuss matters relevant to the operation of the condominium and to establish policies to guide the management. Official minutes of the meetings are maintained.

Matters of interest are reported to the Owners by the Board in the form of a newsletter, and exceptional matters are generally dealt with in a specific notice.

Each year, an Annual General Meeting of all Unit Owners by the Board is held and at that time official corporate business is conducted; the Auditors' financial report is presented to owners, new Directors are elected; and any other business which may be properly brought before the meeting is discussed. The Board outlines upcoming projects, discusses the new budget, and provides information. All residents may attend the meeting but only unit owners whose accounts are in good standing may vote and be elected to the Board.

Maintenance Fees



**Condominium
-
Property
Manager
Functions**

All maintenance fees are payable to the corporation and are due on the first day of the month. Payment is requested by post-dated cheques for a period of one year, dated the first day of the current year, up to and including the first day of the subsequent year.

Rules and Regulations

The Rules and Regulations form **an important part** of the documentation of any condominium corporation. The Rules are structured to provide for the safety of and security of residents and to promote harmonious living for all residents.

If you have a suggestion for a rule or a revision to an existing rule, it is recommended that you put your suggestion in writing and deliver it to the Board of Directors.

It is the responsibility of the Board of Directors and the Property Manager as their agent, to enforce all Rules. In the event that a problem occurs with an owner, his tenant, or a guest of the suite, the following steps may be taken:

- Step 1. The Resident will be contacted by the Property Manager. If the resident is a tenant, the owner of the suite will also be contacted.
- Step 2. In the event that the problem is not resolved, a letter with a final warning will be sent to the resident and the Owner in a tenant situation.
- Step 3. Should the problem still not be resolved, the Property Manager will seek the consent of the Board of Directors to place the matter in the hands of the Corporation's lawyer. All costs of enforcement of Rules will be borne by the owner of the offending unit.

If you are aware of violations of the Rules by other residents, please make a complaint to the Management Office in writing. We would ask that you give as much detail of date, time, place, and residents' names or suite numbers as you may have available. It is extremely important that infractions be reported as soon as possible and in written form.

These Rules form part of the documentation received when you purchased your unit. We encourage all residents to become familiar with these Rules and to communicate these rules to your tenants and guests.



**Condominium
-
Deliveries**

POLICIES

Delivery Policy

Delivery of Small Parcels, Registered and Couriered Mail and Perishable Items

As a service to residents of Emerald Park, the concierge will accept delivery of small parcels only, courier mail, and priority post.

An authority to receive such items must be signed by the resident prior to the acceptance of small parcels and couriered mail. Furthermore, the staff and management of Emerald Park do not accept responsibility for either these items or their contents.

Without a signed Authority, neither the Staff nor Management will accept any of the above noted items on your behalf.

If you plan to be away from the building for a prolonged period of time, please inform the concierge so that such items will be held until your return.

The staff of Emerald Park will not accept perishable items, such as flowers and food, if there is no one in the suite to accept them. If, however, you anticipate a delivery of flowers while you are out for a short period, please indicate this to the concierge and we will be happy to accept them for you.

Furniture and Large Item Delivery

Prior arrangements must be made with the property management to reserve the service elevator. A deposit cheque of \$250.00 will be held for damages, and returned in full if no damages have occurred. Building personnel are prohibited from accepting cash to cover the cost of any parcel delivery service.

Please request that the delivery company take away your boxes from furniture and appliances or a charge for garbage removal will be charged to you, the owner.

The Property Management Company, the Condominium Corporation and staff accept no liability for handling Residents' parcels, deliveries, or mail.

Garbage/Recycling Removal Policy

Please respect your neighbours and only use the garbage chutes during reasonable hours of the day and evening. The Property Management company will detail and hours of operation that may be enforced for all garbage chute activity.



**Condominium
-
Permission to
Enter**

Suite Access Entry Policy

Authorization to Enter Suite

As per your Pre-Delivery Inspection (PDI), a choice was provided as to whether you, as the homeowner, or designate, allows Emerald Park and our Client Care team to access your suite to attend to warranty repairs and/or investigation. Access to the suite is required in order for Client Care to facilitate repairs with the respective trades and or Construction.

Please note that the concierge is not permitted to open your suite or supervise the authorized person's attendance in your suite. The concierge will have the guest or service person sign the key out and back in for security. Identification of the individual will be required.

Only visitors whose names appear in the current file will be allowed access to the suite even though the key may still be available at the concierge. It will be the responsibility of the Resident to update regularly the names and the expiry date on the Authorization.

The Resident must complete an authorization for each and every individual who is to be allowed access to the suite through means of the key left with the concierge.

The key must also be signed in and out with the concierge in a prescribed manner. Residents and visitors who fail to follow this procedure will be held responsible for the loss of the key. Emerald Park and the Condominium Corporation will not be held liable for loss of a key left by a Resident or visitor who has not followed procedures. If the concierge is momentarily away from the desk, the holder of the key must wait for his return and follow proper procedures.

In this way, Management hopes to control the release and receipt of keys. We request that all Residents strictly observe this policy for their own safety. Only by strict enforcement of this policy can we hope to maintain a secure environment for all residents of Emerald Park. Please ensure that your suite doors are locked at all times.



**Condominium
-
Miscellaneous
Policies**

Parking Policies

In an effort to avoid parking problems, the following parking policies should be observed:

General

No commercial vehicle, camper, van, recreation vehicle, all-terrain vehicle, trailer, boat, snowmobile, mechanical toboggan, machinery or equipment of any kind other than a private passenger vehicle or station wagon shall be parked on any part of the common elements, including the visitors' area, or in any underground parking unit, nor shall any repairs be made to any motor vehicle on any part of the common elements overnight, including the visitor's parking area or in any underground parking space. Service vehicles are allowed in the visitors' parking area for the duration of the service call only.

Underground Parking

Underground Parking units are the personal property of the owner and shall be occupied and used only as a private parking space for a passenger automobile, station wagon, or motorcycle by a unit owner or tenant residing in the unit and such Residents' immediate family, guests, visitors, or invitees to the unit. No propane or natural gas powered vehicles are allowed in the parking garage

No parking unit shall be sold, conveyed, or leased to anyone who is not a resident, tenant, or full-time occupant of the dwelling unit

Owners shall not make any additions, alterations, improvements or renovations in or to their parking units.

The owner of each parking unit shall maintain such unit in a clean and sightly condition including the elimination of oil or grease spills. Where this is not done, the Corporation may have the space cleaned at the owner's expense, collecting any amount owing in the same manner as contributions towards the common expense in accordance with Section 92(1) of the Condominium Act.

It is the responsibility of the owners and tenants moving out to relinquish directly to the new occupant of the suite their entry transmitters.

Vehicle headlights shall be turned on whenever moving through the parking garage. Please note that the speed limit in the parking garage is 10km/hr and shall be strictly observed.

Vehicles are to be parked totally within the marked confines of the space and shall not be parked so as to protrude into another space or into the driveway.

Fire regulations prohibit the storage of any items such as tires, boxes, furniture, bicycles, and any other item in the parking spaces.



**Condominium
-
Miscellaneous
Policies**

Unit owners who wish to lease their parking spaces to other residents shall register information with the Property Management Office, giving full details of the intended lease prior to executing the lease. Details shall include the name of the owner, the name of the lessee, and the unit number of the parking space, the make and colour of the vehicle, license number and duration of the lease.

If a vehicle is parked in your space or blocking it, report the following information to the concierge:

- ❖ Your name, unit number, parking space number and license plate number;
- ❖ The description and license plate number of the offending vehicle;
- ❖ Do not park in someone else's parking space as it constitutes trespassing and is very discourteous.

Vehicles illegally parked on driveways, ramps, or in areas not designated as parking spaces in the underground parking garage shall be ticketed and removed from the property by the management at the owner's expense and at the sole responsibility of the offending vehicle owner.

Emerald Park and its agents and employees assume no responsibility for any damages to the vehicle or loss of property resulting from the removal of the same from the property.

Visitor Parking Policy

Visitor parking is located within the paid area on P1 and P2. No motor vehicle or any other kind of vehicle or machinery except maintenance equipment may be driven on any part of the common elements other than on a driveway, parking unit. Parking or standing is strictly prohibited in the following areas:

- ❖ Roadways and traffic lanes
- ❖ Pick-up / delivery area
- ❖ Loading Dock

Vehicles parking in these areas will be ticketed and/or towed away without prior notice at the owner's risk and expense.

Speed limit on the outside roadway and parking garage area is 10 km/hr.

Vehicle Malfunction Policy

Should your vehicle or that of your guest fails to start or stalls in the driveway, ensure that the vehicle is parked so as not to obstruct other traffic and immediately call your service station for assistance. Advise the concierge of your problem, await the arrival of the emergency service and immediately accompany it to the location of the disabled vehicle.

Vehicle Repairs Services



**Condominium
-
Miscellaneous
Policies**

Vehicle repair, servicing, and maintenance are prohibited by fire regulations anywhere on Condominium property.

Garage Door Operation

The garage doors are programmed to open and close automatically after being activated. Residents are not permitted to tamper with or adjust the timing mechanism. Should the garage door fail to open, immediately report the problem to the concierge, who will arrange to have the door secured open until repairs can be made via property management.

It is recommended to proceed with caution when entering the underground parking garage. Ensure that the overhead garage door is fully opened prior to entering. To reduce the risk of damage to your vehicle, it is recommended to wait until the door is fully closed prior to engaging the door to reopen. It is also recommended that you do not speed up in an attempt to access the garage before the door fully closes.

Entry Transmitters

Garage door transmitters are issued through Property Management. Transmitters will not be issued to part-time or occasional residents or short-term guests. Should your transmitter fail, please notify Property Management for replacement or repair. These transmitters have one button and can be used for opening the main garage door and internal garage door. This also includes a personal security button that activates an alarm.

Replacement of Vehicles

Condominium Residents who replace their vehicles are required to report the same to the property Management Office immediately with the new vehicle data; such as the year, make, model, and colour.

Garage Cleaning

Property Management arranges to have the garage swept on a periodic basis. When notices are posted to this effect, owners are required to remove all vehicles from the appropriate areas on the posted dates and times. Owners are responsible to park their vehicle off premises during cleaning of the garage.

Accidental Damage to Vehicles or Property

- ❖ If a third party damages your vehicle and you are not aware of their name, report the damage to your insurance company and the concierge. If you are aware of the name, follow the same procedure as for any road accident.



**Condominium
-
Miscellaneous
Policies**

- ❖ If you damage another vehicle leave a note on the windshield with your name, address, and telephone number. Inform your insurance representative and the concierge.
- ❖ In the event of accidental damage to other property or common elements, report it to your insurance company and the concierge.

Liability

Agents and employees of Emerald Park assume no responsibility for any damage or loss of property whatsoever.



**Condominium
-
Fire Plan**

FIRE PLAN

Fire Plan – Residents Instructions

The Fire Safety Plan is required by the Ontario Fire Code.

The Fire Safety Plan basically breaks down into three broad areas:

Resident Information:

What to do if there is an alarm or fire.

Staff Responsibilities:

What to do if there is an alarm or fire

- ❖ Emergency procedures
- ❖ Training responsibilities

Fire Department Information:

Location or type of systems, etc.;

- ❖ Building plans

Key Points

- ❖ Read the attached information now and post it or keep it handy for future reference.
- ❖ If you have any questions regarding the material or other aspects of fire safety, contact our Property Management office. If we cannot answer your questions immediately, we will get back to you with an answer.
- ❖ If you are physically disabled or disabled or will need extra assistance in an evacuation, call the Property Management office TODAY and inform them of any special requirements you may have in the event of a building evacuation. If you have a resident in your suite that does not understand English well, please advise us of the resident's name and the language spoken.

The following information is extracted directly from the Official Fire Plan for Emerald Park. This Fire Plan has been reviewed and approved by the Toronto Fire Department. The Occupant Instructions for a part of the overall plan which also includes an inventory of all fire protection equipment, instructions for staff and other information of use to the Fire Department. Each resident is encouraged to review these instructions periodically with all individuals in the suite and to establish their own personal fire plans in the event of an emergency.



**Condominium
-
Emergency
Procedure
during Fire**

Emergency Procedures

UPON DISCOVERY OF SMOKE OR FIRE:

1. Leave the fire area, taking any persons in the immediate area with you.
2. Close all doors behind you.
3. Activate the fire alarm system by activating the nearest manual pull station, if safe to do so.
4. Telephone the Fire Department by dialling **9-1-1** from a safe location (never assume that this has been done). Give the correct address of the building, the location of the fire and your name.
5. Exit the building immediately via the nearest exit door. **DO NOT USE ELEVATORS.**
6. Do not return to the building until it is declared safe to do so by the Fire Official.

UPON HEARING THE FIRE ALARM:

1. Leave the building via exit doors ensuring that all occupants have safely exited the building. **DO NOT USE ELEVATORS.**
2. Do not permit persons to re-enter the building until it is declared safe to do so by the Fire Official.

IF YOU ARE IN YOUR SUITE AND A FIRE ALARM SIGNAL IS HEARD:

1. Before opening the door, feel door and doorknob for heat. If door is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close door quickly. If you find no fire or smoke in the corridor, close door behind you and leave the building via the nearest exit stairwell.
2. If you encounter smoke in the corridor or stairwell, consider exiting via another stairwell, or return to your suite. Follow instructions below.

IF YOU CANNOT LEAVE YOUR SUITE OR HAVE RETURNED TO IT BECAUSE OF FIRE OR HEAVY SMOKE, REMAIN IN YOUR SUITE AND:

1. Close the door.
2. If you require assistance, dial **9-1-1** and tell the fire department where you are and then signal to firefighters by waving a sheet from the balcony or from an outside window.



**Condominium
-
Homeowner
Responsibilities**

3. Unlock the door for possible entry by the firefighters.
4. Seal all cracks where smoke can get in by using wet towels or sheets to seal door openings.
5. Crouch low to the floor if smoke enters the room.
6. Move to a room with an outside window and partially open the window for air (close the window if smoke comes in.)

Wait to be rescued. Remain calm.

Homeowner Responsibilities

1. Control fire hazards.
2. Do not use unsafe electrical appliances, frayed extension cords, or overloaded outlets.
3. Avoid careless smoking. Use ashtrays. Never smoke in bed.
4. Do not leave articles such as shoes, rubber, mats, etc., in the building corridor or exit stairwells.
5. Know where the manual pull stations and exits are located.
6. Avoid unsafe cooking practices.
7. Know the correct address of the building and the location of the designated congregating area.

Call the Fire Department at **9-1-1** whenever you need emergency assistance.

Notes