



December 2014

The Resident
Emerald Park
East Tower - 9 Bogert Ave., Toronto
West Tower - 11 Bogert Ave., Toronto

Dear Resident,

We are excited to partner with your community to manage Emerald Park in Toronto. We look forward to serving you with the highest level of service and attention to detail.

FirstService Residential seized the opportunity in the Toronto marketplace to build a relationship that delivers the highest level of service excellence. Our goal is to meet and exceed your needs by delivering service that is rooted in our core values: being genuinely helpful, owning and resolving issues promptly, doing the right thing and building great relationships.

With FirstService Residential, you will have access to our outstanding, experienced and knowledgeable staff - a team recognized for its professionalism and industry leadership. We are proud of the fact that we invest in our staff with unparalleled training and continuing education.

What can you expect to happen in the coming months?

As your property manager at Emerald Park, we will have direct supervision of the key day-to-day aspects of your community including Management, Front Desk, Building Maintenance, and Cleaning Services. One of the initial enhancements you will receive is the implementation of *Connect* – our proprietary and robust communication on-line software platform for Residents and Boards. Residents are encouraged to visit our Connect website for Community updates and helpful resident information. Below you will find the temporary login information in order to access the website.

ontario.fsrconnect.ca/Emeraldpark
Username: tenants@emeraldpark.com
Password: 1234

Once Emerald Park is registered, personal email and independent passwords will be issued which will open additional capabilities.

Concurrently we will be implementing our standard operating procedures and best practices to become the only integrated provider of Front Desk, Building Maintenance and Cleaning Services at Emerald Park. Our team will comprise of the regular presence of the Senior Property Manager and also the Start-up team and Executive VP.



We would also like to remind residents of procedures for contacting FirstService Residential for day-to-day issues and in the event of an emergency. Your FirstService Residential management team could be reached at 416.730.8761 as of January 5, 2015 or by email at emeraldpark@fsresidential.com. The team is led by:

Senior Property Manager,
Vesna Kovacevic,
Tel. 416.730.8761 or 416.847.7280
Email: emeraldpark@fsresidential.com or Vesna.kovacevic@fsresidential.com

For your ready reference, we have attached information that will be useful to you and Resident Information and Summary of Lease or Renewal forms. You may return the completed forms to the Concierge desk prior to move-in.

For elevator booking, you may call the 24/7 Resident Care line 1.855.244.8854. The first opportunity to book a move-in time will be the day after your key release. Your move-in procedures will be as follows, 7 days a week with a 3-hour time slot during interim occupancy:

Mon – Sun
7:00 a.m. to 10:00 a.m.
10:00 a.m. to 1:00 p.m.
1:00 p.m. to 4:00 p.m.
4:00 p.m. to 7:00 pm

Please note that the loading access is via Bogert Avenue which is located on the North-side of the building. Homeowners must check in with the Dock Master to ensure that the elevator is made available and to direct you to the moving area.

We hope you are as excited as we are and that this addresses questions you may have with the launch of our services at Emerald Park. If you have additional questions, or if we can be of assistance to you at any time, please feel free to contact us.

Thank you again for the opportunity to be a part of the Emerald Park community.

Sincerely,

Yours truly,
FIRSTSERVICE RESIDENTIAL

Roger Thompson
Executive Vice President, Ontario
roger.thompson@fsresidential.com

Encl: Information Package, Resident Information forms & Loading Map

Information Package

Property Management – FirstService Residential	Manages the common elements; Enforces the Declaration, By-Laws and Rules as directed by the Board of Directors. They also provide administration and customer service.
In-suite Client Care Management for Emerald Park	Suzana Mobilio/Evelyn Wright, Client Care Management, Tel 647.479.4152, Email: clientcare@emeraldparkcondos.com - may be called for in-suite issues. You must provide specific details of the concern – room, location in room and nature of concern. Customer Service will contact the homeowner by phone or email upon receipt of a 30-day form, year-end form or letter. They will also schedule an appointment to complete repairs. All emergencies must be reported to the Builder and FirstService Residential.
Common Element Concerns	Performance audit for common area concerns will be completed during the first year after the condo registers. The Performance Audit Engineer will send a questionnaire to you to identify and report common area concerns. The questionnaire will form part of the Performance Audit. Suite specific concerns are always to be addressed to the Builder. Performance Audit will be submitted to the Builder for warranty purposes. The Corporation has specific 1 year warranty coverage.
Declarant's Rights and Responsibilities	The declarant has the right: <ul style="list-style-type: none"> • of entry to units to address concerns, • for corporation responsibilities, and • to charge an Occupancy fee. This fee is comprised of: <ul style="list-style-type: none"> ❖ common element maintenance fees; ❖ tax estimate; and ❖ interest on unpaid balance. Declarant has the obligation to provide services and to repair and maintain the property before Turnover.
Key Pick-up Procedures	<ul style="list-style-type: none"> ❖ Customer Services is notified of interim occupancy closings from the developers' law firm by email. Key packages cannot be released until this notice has been received. ❖ Key pick-up: can be picked up at the concierge as follows: East Tower – Yonge Street Lobby; West Tower – Beecroft Lobby. ❖ Keys must be picked up by Purchaser of Record. ❖ Please bring photo identification. ❖ Please see Map enclosed.
Developers' Lawyers' Name & Address	Robins Appleby LLP Audrey Weaver, Email: aweaver@robapp.com . Please ensure the developers' lawyer has <u>your</u> lawyer's contact information.



Mail Delivery, Telephone, Cable/Satellite	<ul style="list-style-type: none">❖ Canada Post will provide mail delivery to the building. The mailbox is located by the lobby entrance. If mail delivery does not occur with first occupancy, local Post Office pick-up will be applicable. The Postal Code is M2N 0H3 (9 Bogert Avenue) and M2N 0H4 (11 Bogert Avenue).❖ For change of address: www.canadapost.ca (remember to include your suite number).❖ Bell and Rogers are the providers for telephone, cable/satellite and internet services. Contact provider directly to arrange for account set-up and hook-up.
In-suite Hydro	<ul style="list-style-type: none">❖ Each suite is separately metered for Hydro by Enercare which will be read and invoiced directly to you by them.❖ The Enercare application form received at PDI must be completed and submitted to Enercare by Interim Occupancy date.
Waste Management	<ul style="list-style-type: none">❖ Building is equipped with a waste management tri-sorter. Follow posted instructions for use.❖ Only securely tied bagged garbage and recycling and organics items are to be placed down the chute. Please follow the instructions for each item.❖ Do not leave any material on the chute room floor.❖ Large items that do not fit in the chute must be taken directly to the garbage/recycling room. Contact Concierge for access.❖ Flatten all boxes and take directly to the garbage/recycling room.❖ Disposal of furniture and non-recycling items etc. must be taken directly to a waste transfer station by the owner.❖ Please do not use the chute between 10:00 pm and 8:00 am.
Security Systems & Security	<p>Security Systems:</p> <ul style="list-style-type: none">♦ There will be an electronic access system at main points of entry.♦ There will be an enter-phone at the lobby entrance.♦ Recording cameras are located in the parking garage, entrances and various other locations.♦ Access Control Policy – each unit will receive:<ul style="list-style-type: none">2 tear drop (FOBs);1 remote (per parking space);2 locker room keys;2 suite keys;2 mailbox keys.♦ (Owners may purchase additional access fobs to a maximum of one per registered resident at a later date from Senior Property Manager). <p>Security:</p> <ul style="list-style-type: none">♦ Do not let strangers in behind you when entering the building.



	<ul style="list-style-type: none">◆ Do not leave access fobs/keys in your car.◆ Use your access fob each and every time you enter the building.
Parking	<ul style="list-style-type: none">◆ Enter and exit the parking garage with caution; do not speed.◆ You will be notified of your parking assignment at Interim Occupancy via your solicitor.◆ Please ensure that you or your visitors do not park in the designated fire route.◆ Residents/owners must park in their designated parking space only.
Visitor Access	<ul style="list-style-type: none">◆ On P1 & P2, there is paid visitor parking.◆ Walk-in visitors use the enter-phone system located in lobby vestibule.◆ Once in the visitors parking, then proceed to lobby vestibule to contact the resident using the enter-phone system.◆ You will require a landline or cell phone to be called by the enter-phone system. Call waiting feature is required to be called by enter-phone if you are on the phone.
Locker Units	<ul style="list-style-type: none">◆ Shall be used for the storage of a bicycle and/or other non-hazardous materials.◆ Please only use the locker that has been assigned to you.◆ Do not place items on top of the locker.◆ We recommend that you secure your locker unit with a lock even if you are not using it.◆ You will be notified of your locker assignment at Interim Occupancy via your solicitor.
Pets	<ul style="list-style-type: none">◆ Pets must be on a leash at all times when on the common elements.◆ Pet owners must clean up after their pets and dispose of the waste in their own receptacles.◆ If an accident occurs in the hallway and or on corporation property, please clean up immediately
Windows, Walls and Doors	<ul style="list-style-type: none">◆ The backing of all window coverings must be white or off white.◆ No signs, wreaths etc. can be affixed, painted or inscribed on any door or window.◆ Owners cannot change the exterior glass, install awnings, or affix anything on the exterior walls. Any changes need Declarant/Board approval.◆ Cannot change suite/unit locks on doors.
Insurance	<ul style="list-style-type: none">◆ The unit Owner is responsible for obtaining insurance from the date of occupancy as follows:◆ Personal Property – all contents including locker◆ Betterments and Improvements◆ Personal Liability◆ Deductible \$2,500.
Registration	<ul style="list-style-type: none">◆ Is the date in which the corporation registers and



	<p>becomes a Condominium.</p> <ul style="list-style-type: none">♦ The Declarant (the Builder) shall notify purchasers within 30 days of registration.♦ Final Closing - your Lawyer will be notified of the closing date by the Builder's lawyer so be sure that the Builder has your lawyer contact information.♦ If you have changed any of the information since you purchased your unit – i.e. your name, current home address, home phone number, business telephone number, cell number, email address and or lawyer please advise Client Care Management, email: clientcare@emeraldparkcondos.com.
Turnover of the Condominium to the Owners	<ul style="list-style-type: none">♦ Within approximately 42 days after majority closing a Turnover Meeting is held.♦ The Declarant will "turnover" to the corporation the condominium's drawings and documents.
The Board of Directors	<ul style="list-style-type: none">♦ The Board of Directors is elected by the owners at the Turnover Meeting to manage the affairs of the condominium.♦ The By-laws of the Corporation provide for 3 Directors.♦ The first meeting of the newly elected Board of Directors will be held 2 to 3 weeks after the Turnover Meeting.
Owners Responsibilities and To-Do's	<ul style="list-style-type: none">♦ Complete Owners/Residents Information Form providing the corporation with owners names and/or occupants names and telephone numbers.♦ Notify corporation and complete appropriate form when leasing your unit.♦ Complete Special Assistance Form – for assistance with evacuation, to meet Fire Code requirements.♦ All forms are available from Property Management.
Condominium Living	<ul style="list-style-type: none">♦ Living in close proximity with your neighbor requires consideration and sensitivity. Everyone deserves the enjoyment of their home. There are do's and don'ts.♦ Got a question? - Ask Property Management.



FirstService
RESIDENTIAL

CONTACT INFORMATION:

FirstService Residential Management

Senior Property Manager:

Vesna Kovacevic
Tel. No. 416.847.7280
Email: vesna.kovacevic@fsresidential.com

Management Office

Tel. No. 416.730.8761 (*as of January 5, 2015*)
Email: emeraldpark@fsresidential.com

Head office:

89 Skyway Avenue, Suite 200
Toronto ON M9W 6R4
Tel. 416.293.5900 Fax: 416.293.5904
Website: www.fsresidential.com

24/7 Resident Care Line: 1.855.244.8854

For Elevator Bookings or online via Connect website.

Building Address:

East Tower - 9 Bogert Ave., Toronto
West Tower - 11 Bogert Ave., Toronto

Developer's Customer Service
(for in-suite deficiencies):

Suzana Mobilio/Evelyn Wright
Client Care Management
Tel. 647.479.4152
Email: clientcare@emeraldparkcondos.com

Enercare:

Tel: 1.866.449.4423
Website: www.enercare.ca

Emergencies – ambulance, fire & police:

Tel: 911

City of Toronto:

Website: www.toronto.ca

Canada Post:

Website: www.canadapost.ca

Bell:

Tel: 416.310.2355 Website: www.bell.ca

Rogers:

Tel: 1.888.764.3771 Website: www.rogers.com

Toronto Transit Commission:

Website: www.ttc.ca

Go Transit:

Website: www.gotransit.com