



# HOME CARE GUIDE



GIBSON SQUARE RESIDENCES



# WELCOME TO GIBSON SQUARE RESIDENCES.

## DEAR GIBSON SQUARE HOMEOWNER,

We would like to take this opportunity to welcome you to your new home at Gibson Square. We have taken great pride in building a quality home for you and look forward to working with you to make settling into and living in your new home everything that you have anticipated.

The **Gibson Square Home Care Guide** was created as an important supplement to the **Homeowner Information Package**, and will help you in becoming comfortable with your new home. It offers you valuable information about caring for your home over the years to come. Proper maintenance of your home will ensure your comfort in day-to-day living and will protect your investment over the years.

Your *Home Care Guide* has been provided to you electronically on a USB stick for future reference. We recommend keeping this in an easily accessible place. In this way, your *Home Care Guide* will be at hand for reference whenever you have a question regarding your home's maintenance or whenever you may need to re-familiarize yourself with the use and location of equipment shown to you during the pre-delivery inspection. Similarly, the **Homeowner Information Package** booklet will be at hand to provide you with Tarion Warranty Corporation's statutory warranty information and guidelines whenever required.

Although our aim is to deliver your new home without deficiencies, it is not uncommon to encounter minor items requiring adjustment or repair within the first year of possession. The **Homeowner Information Package** explains your rights and responsibilities under the *Ontario New Home Warranties Plan Act* and the processes for requesting such adjustments or repairs. You will have two main opportunities to submit statutory warranty requests. The first is within the first 30 days after your possession date and the second opportunity will be within the last 30 days of your first year of possession. Please be sure to read the **Statutory Warranty Request Procedures** section of this *Home Care Guide* in addition to the **Homeowner Information Package** to ensure that you fully understand the methods and opportunities available to you for submitting each of these forms to Gibson Square Customer Care and to Tarion Warranty Corporation.

In addition to the version on the USB stick, you may access both the *Home Care Guide* and the **Homeowner Information Package** on-line by visiting your My Menkes account at [menkes.com](http://menkes.com) or [mymenkes.com](http://mymenkes.com)

Should a situation arise in which the problem cannot wait until normal business hours, please direct any emergency concerns to one of the numbers provided in the Emergency Service Requests section of this guide.

Purchasing a home is most often the greatest investment that an individual makes in the course of their lifetime. We ask that you allow the time needed to thoroughly familiarize yourself with the information we have provided you and thereby ensure that the coming year is as trouble-free as possible.

We offer our sincerest wishes to you and your family for many happy years in your new home and thank you for your commitment to Gibson Square.

Sincerely,

**MENKES CONDOMINIUM RESIDENCES AND YOUR GIBSON SQUARE  
CUSTOMER CARE TEAM**

**GIBSON SQUARE.  
MANY REASONS.**

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# INTRODUCTION TO YOUR CONDOMINIUM COMMUNITY.

## WHAT IS A CONDOMINIUM?

The term “condominium” refers to a concept of living rather than merely to a building. This concept involves both individual and shared ownership. This means that in your condominium community, individuals separately own their suites and receive a deed of ownership in the same way they would if purchasing a detached dwelling. These owners also share joint ownership of the common areas of the property, including the corridors, recreational amenities, balconies, lobby, parking garage, and the land.

Individual suite owners are responsible for the care and maintenance of the interior of their unit just as the owners of detached dwellings are responsible for the maintenance of their home. However, situations may arise in a unit, which affect common element systems or equipment and conversely, the functioning of common element systems may sometimes affect the unit interior. Typically, structural portions of a condominium, pipes, ducts, and conduits that serve more than a single unit are considered part of the common elements even though they run through the unit’s boundaries.

Each unit owner in a condominium pays a monthly fee to the condominium corporation. These fees provide for the maintenance and repair of common areas and for building insurance. The condominium corporation’s property and business affairs are run by a board of directors elected by the owners. The board typically fulfills its responsibilities with the assistance of professional property managers.



## WHAT TYPE OF WARRANTY COVERAGE PROTECTS MY NEW CONDOMINIUM HOME?

**Your new condominium home comes with statutory warranty coverage provided by the builder and guaranteed by Tarion Warranty Corporation.**

Condominiums come with two types of warranty coverage. Each individual unit is protected with warranty coverage as detailed in the **Homeowner Information Package** that is provided to purchasers before their possession date. Individual unit owners are responsible for protecting their warranty rights by following the service request guidelines and timelines that are provided. Please refer to the **Statutory Warranty Requests Procedures** section of this guide for further information on how to submit your service requests.

A separate common elements warranty protects the common areas of your condominium. The condominium Board of Directors and Property Managers deal with warrantable concerns within the common areas. Individual unit owners should direct any common area concerns to their Board of Directors through Property Management.

### PROPERTY MANAGEMENT

As explained above, the condominium corporation is run by a Board of Directors elected by unit owners. The day-to-day running of a large condominium community requires planning and experience. These requirements, in addition to the considerable body of statutory law relating to condominiums and the covenants of the declaration, are the reasons that a Board of Directors is most often assisted by professional property managers.

Your condominium home at Gibson Square is managed by **MenRes Property Management Inc.**

**Located on the ground floor**  
**Telephone: 416.730.0019**

### ON-SITE GIBSON SQUARE CUSTOMER CARE

(during the first year of warranty)

The on-site Gibson Square Customer Care office will be a temporary member of your new condominium community for approximately the first year of building occupancy. During this time, Gibson Square Customer Care provides after-sales service for your new unit from their on-site office in:

**5162 Yonge Street, Suite 110**  
**North York, Ontario**  
**Telephone: 416.225.7171**

Should Gibson Square Customer Care personnel be unavailable at the time of your call, please leave a voice message and your call will be returned within 24 hours of the next business day. Please remember that all warranted unit interior concerns should be submitted to Gibson Square Customer Care in writing according to the guidelines and timelines provided in your **Homeowner Information Package** and in the **Statutory Warranty Request Procedures** section of this guide.

# BUILDING ACCESS

Building entry and security at Gibson Square is controlled by the access devices provided to new unit owners on their possession date. Access devices are programmed/authorized by means of a central computer in which the ownership and use of the device are recorded.

## UNIT OWNERS ARE PROVIDED WITH:

1

Button Remote Transmitter Key Fob  
(Garage access provided only to unit owners assigned to a parking stall)

1

“Tear-Drop” Remote Transmitter Key Fob  
(Amenity access)

2

Suite Door Keys

2

Mail Box Keys

2

Locker Room Keys (provided only to unit owners that have purchased a storage locker)

# GIBSON SQUARE LOBBY



## RESIDENT ACCESS

### Main Lobby Door at East and West Vestibules

Residents of Gibson Square may gain access to the building by using their authorized Remote Transmitter Key Fob. These are provided to unit owners in the key package on their possession date. The Remote Transmitter placed close to the proximity FOB reader located in the east lobby and west lobby entrance door. This will automatically unlock the doors. Accessibility buttons will also be located in both vestibules for easy access. The key fob must be used before the accessibility button will be activated.

### Enterphone System

The Enterphone console is located in both the east and west vestibule and is connected to the telephone line in your suite. Guests will find a resident's name in the enterphone touch screen telephone directory by scrolling up or down. Pressing Enter at your name will connect the visitor to your suite. The Enterphone system automatically dials your telephone number and your telephone will ring. Answering the phone allows you to speak to your guest and pressing the number "6" on your touch tone telephone will allow them entry. Hanging up will terminate the call. Please note that you will require a telephone service (landline or cellphone) in order to operate the enterphone system.

Please ensure that you fill out the Resident Information Form, including your new telephone number, and return it to your building Property Management so that your name is added to the enterphone system and appears on the lobby directory.

To provide your guests prompt access, you may advise the Concierge of their arrival in advance.

## COMMON FACILITIES DOORS

Your authorized Remote Transmitter Key Fob will provide access to any interior building doors with proximity readers mounted beside them; for example, at doors from the parking garage into garage level elevator lobbies, and at the entrance to certain recreation amenities including the exercise room and change rooms.

## OVERHEAD GARAGE DOOR

Residents may gain access through the overhead garage door by using their authorized Remote Transmitter Key Fob. Only Key Fobs registered to homeowners owning a parking space will be programmed to operate the overhead garage doors within the parking garage. The overhead garage door located at the top of the ramp operates on the fob. The fob will similarly provide access through any internal garage doors to residential parking. The overhead doors will open automatically for vehicles exiting the garage.

## ACCESS FOR MOVE IN

Residents of Gibson Square should direct their moving vans or vehicles to the move-in room/loading bay located behind the large overhead door on the west face of the South Tower and on the north face of the North Tower.

Upon arrival, homeowners or moving personnel should check in with the Concierge in the main lobby for further instruction.

## UNDERGROUND PARKING GARAGE SECURITY

### Intercom Stations

Intercom Stations are located strategically throughout the parking garage. They are located at concrete columns and walls painted white with a red band, an equipped with a two-way intercom, and an electronic siren. Should a problem arise in the underground parking, pressing the red button at the intercom station will establish two-way communication with the Concierge.

### Remote Transmitter Panic Button

Your remote transmitter key fob is also equipped with a red panic button for your security in the underground parking areas. Pressing the button on your fob will activate the electronic siren and strobe light in the garage and alert the Concierge.

### Locker Rooms

Residents who own a locker are provided with 2 keys that provide access to their locker room only. Homeowners must provide their own lock (pad lock, combination lock, etc.) for their individual locker cage.



## VISITOR ACCESS

### Ground Floor-Main Lobby Doors

Entry to the building is regulated by the Enterphone System located in the east and west entry vestibule. See section above entitled “Enterphone System”.

Security at Gibson Square is provided by the 24-hour personnel located at the Concierge Desk in the Main Lobby. The Concierge monitors the audio communication devices and security cameras, which are located strategically throughout the building.

### Visitors Arriving on Foot

Visitors arriving on foot may enter through the east and west entry vestibule doors and announce their arrival to the resident by means of the Enterphone. Cameras located in the same area provide concierge desk personnel with a view of traffic to and from the main lobby.

### Visitors Arriving by Car

Visitors arriving by car will enter via Park Home Ave. and follow the driveway to an intercom station. The door will open automatically to the commercial parking stalls on P1 level.

There is no visitor parking in commercial parking spots on P1 level. Only access to commercial parking spots is from Park Home Ave., west garage ramp.

## LOST ACCESS DEVICES

Your proper care and use of access devices and keys has a direct impact on the security of your condominium community.

Lost or stolen access cards or remote transmitters should immediately be reported to the Concierge or Property Management. The device will be de-activated, thus preventing any illegal entry to your building. There is typically a cost involved in replacing lost access devices. Property Management personnel will be able to confirm specific costs for homeowners.

Please note that access devices are programmed with your name and unit number. They should be used only by the person registered to your unit.



# POSTAL SERVICE

The mail room is located on the ground floor, adjacent to the residential elevator lobby. Your mail box number corresponds with your unit number. Mail box keys will have been provided to you in the key package on your possession date.

Mail room facilities in a newly constructed condominium building may sometimes not be completed at the time of initial occupancies. Residents are therefore required to pick up their mail directly from a Canada Post mail depot, for an interim period only. Please call **1.800.267.1177** for the nearest mail pick-up location.

## **YOUR FULL MAILING ADDRESS AT GIBSON SQUARE IS:**

**SOUTH TOWER  
5162 YONGE STREET, SUITE #  
TORONTO, ON  
M2N 0E9**

**NORTH TOWER  
5168 YONGE STREET, SUITE #  
TORONTO, ON  
M2N 0G1**

## TELEPHONE SERVICE

Although your unit is pre-wired for telephone service installation, it is your responsibility as a homeowner and resident, to arrange for the start of your telephone and internet services.

You may contact **Bell\*** or **Rogers\*** to advise them of your move or to establish new service. Alternatively, you may contact the telephone service provider of your choice.

If you prefer to make arrangements online, please use your Purchaser Password to access My Menkes at [menkes.com](http://menkes.com) or [mymenkes.com](http://mymenkes.com). Clicking on the "My Neighbourhood" section will allow you access to **Bell** or **Rogers** moving information pages.

# UTILITIES

## CABLE AND INTERNET SERVICE

As it is for telephone service, each unit is also pre-wired for television cable service and homeowners are responsible for arranging the initiation of service with the provider of their choice.

You may contact **Rogers Cable\*** to arrange for the commencement of your service. Be sure to take a look at the Rogers package presented to you at your Pre-Delivery Inspection to find out about the special promotional offer available to new homeowners at Gibson Square.

Alternatively, you may contact **Bell ExpressVu\*** to subscribe to ExpressVu TV for condos. Please see the promotional flyer included in the package provided to you at your Pre-Delivery Inspection to take advantage of Bell's special offer.

To arrange for the commencement of your cable service online, please take advantage of the "My Neighbourhood" section provided on your My Menkes account and click on Rogers Cable or Bell.

You may arrange for Internet Service by contacting Rogers or Bell either by phone or online as for your cable service.

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Rogers Phone & Cable:  
**1.888.764.3771**

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Bell Home Phone:  
**310.2355**

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Bell Express Vu:  
**1.866.759.3474**

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## WATER

Water used by residents of individual units is billed to the Condominium Corporation on a bulk basis according to usage. Unit owners pay for this utility through their monthly common element fees.

## ELECTRICITY

Your unit is individually metered for electricity consumption. “Smart Meters” are located in the corridor electrical closets in Gibson Square and possess state-of-the-art automatic meter reading (AMR) technology. For the homeowner, this means that the meter for your unit measures your electricity consumption and sends readings automatically to a data recording centre. The data provided through this technology is used to calculate the electricity bill which is sent to each unit owner on a monthly basis.

Menkes Developments have provided Gibson Square homeowners with the ability to manage their own electricity costs by providing the technology described above. Toronto Hydro has provided the electrical infrastructure, “the wires” leading up to and including the individual unit metering for your building as well as the automatic meter reading technology.

For more information about how electricity is supplied to your unit or about your monthly electricity bill, please refer to the Toronto Hydro Customer Package that was supplied to homeowners at the time of their Pre-Delivery Inspection. Or, find more information by visiting [mymenkes.com](http://mymenkes.com) and clicking on the “My Neighbourhood” section of My Menkes.

## ELECTRICITY, WATER, AND GAS FOR THE COMMON AREAS OF YOUR BUILDING

The cost of all utilities consumed in the common areas of your building form a portion of the monthly maintenance fees (known as Common Elements Assessment Fees) that are paid by each unit owner.



# YOUR NEW HOME'S WARRANTIES

## TARION WARRANTY CORPORATION

Your new home is protected with a one-, two-, and seven-year program of warranty coverage. This warranty is guaranteed by Tarion Warranty Corporation, a private corporation that protects your rights as a new home buyer under the *Ontario New Home Warranties Plan Act*.

The One-Year Warranty guarantees that your home is free from defects in workmanship and materials, and ensures that your home is fit to live in, meeting all *Ontario Building Code* requirements.

The Two-Year Warranty ensures that your home is free from:



- Water penetration through the basement or foundation walls;
- Defects that result in water penetration into the building envelope;
- Defects in the electrical, plumbing and heating delivery and distribution systems;
- Defects in materials and work which result in detachment, displacement or deterioration of exterior cladding.
- Violations of the *Ontario Building Code's* health and safety provisions.
- Major Structural Defects

The Seven-Year Warranty provides additional Major Structural Defects protection from the third to the seventh year. Claims during these years should be made directly through Tarion Warranty Corporation.

## INSPECTIONS DURING THE CONSTRUCTION PERIOD

Your new home has been inspected by our staff at every stage of construction. In addition, regular inspections by structural engineers, municipal building inspectors, fire department officials, plumbing, mechanical and electrical engineers, and others have ensured that your new condominium home was constructed according to, and conforms to, officially approved plans. Information, certificates, and reports relating to the design and construction phases of your condominium were submitted at regular intervals to fulfill the requirements of Tarion Warranty Corporation.

Menkes Developments was planning your new condominium community in a complex, step-by-step procedure long before its construction even began. Working with legislative city officials, planners and boards, a series of surveys and studies were conducted, land-use plans developed, and budgets prepared. Your needs within the context of both your immediate and extended urban community were carefully considered with attention paid to architectural design, landscape planning, transportation and parking, proximity to shopping, hospitals, parks, entertainment and recreational facilities, and safety and security.

## THE PRE-DELIVERY INSPECTION (PDI)

All homeowners at Gibson Square will have completed the Pre-Delivery Inspection (PDI) of their new home with a Gibson Square Customer Care Representative. Any defects discovered at the time of your inspection were listed on the PDI Form and you were provided with a copy. The PDI Form serves as the official record of the condition of your new home before you moved in and will be used as a reference for future statutory warranty requests or should you request a conciliation inspection.

## CERTIFICATE OF COMPLETION AND POSSESSION (CCP)

On completing the Pre-Delivery Inspection, new home purchasers are presented with the Certificate of Completion and Possession. This document confirms that, even before construction began, Gibson Square Residences Inc. enrolled your new home with Tarion for warranty coverage. The enrolment number appears on the CCP as well as the date of possession, which is the start date of your new home's statutory warranty. On completion of the PDI, homeowners are provided with a copy for their records. Your Gibson Square Customer Care Representative sends an electronic copy to Tarion on your behalf.

The Tarion enrolment number also appears on a sticker that will be placed on the inside of your home's breaker panel for future reference.

Warranty coverage is effective from the date you take possession of your new home and will remain in effect even if the home is sold or its ownership is transferred in any way before the expiry of the warranty period. Placing the CCP sticker on the breaker panel, as described above, will confirm the warranty start date and duration for any future owners of the home.

## HOMEOWNER INFORMATION PACKAGE (HIP)

At the time of your PDI, you also received the Homeowner Information Package on a USB stick. For complete information regarding warranty rights and responsibilities under the *Ontario New Home Warranties Plan Act*, please refer to your Homeowner Information Package. If you are still in doubt as to whether an item is covered by your warranty after reading this document, you may consult the Construction Performance Guidelines published by Tarion Warranty Corporation. The Guidelines describe the most frequent and typical items of concern to new homeowners and indicate which are covered by the warranty and which are not.

You can find a copy of the Construction Performance Guidelines on My Menkes.

**Please read the Statutory Request Procedures section of this guide to supplement the warranty information provided in the Homeowner Information Package.**

# AN IMPORTANT NOTE ON NEW HOME MAINTENANCE

## HUMIDITY AND SETTLEMENT IN A NEW HOME

**Please take time to read the following important information that will help guide you in reporting your deficiencies.**

### THE EFFECTS OF HUMIDITY

A portion of complaints received from new home owners is directly related to the high humidity levels found in all new homes. These problems may manifest themselves in many ways: condensation on exposed pipes and on windows, sticking doors and windows, and rolls or buckling in the carpet are some of the most common complaints. Depending on the time of year, this excess moisture can sometimes be quite substantial. In most cases, however, these problems can be solved simply by using a dehumidifier and the exhaust fans to remove excess moisture from the home. You may find out more about controlling humidity by reading the "Humidity" segment under the "Interior Home Care" section of this guide

Every new home undergoes a "drying out" and "settling" period in which shrinkage and minor settlement occur. This is a natural process which is beyond the control of the builder and not warranted by Tarion Warranty Corporation. It is during this drying out period that minor drywall cracks, nail pops, etc., may occur. We stress that this is not a deficiency in materials or workmanship.

Because we care about the aesthetic appearance of your home, Gibson Square Customer Care, as a courtesy, will repair nail pops and minor drywall cracks once only, if reported on the Year-End Form for Statutory Warranty Requests. Sanding and re-painting of the patched areas is not included. We recommend that you wait to report these items on the Year-End Form in order to allow time for the visible signs of settlement and drying to appear.

### THE FOLLOWING LIST PROVIDES EXAMPLES OF ITEMS RESULTING FROM THE NATURAL PROCESS OF SETTLEMENT:

Drywall nail pops

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Drywall cracks

---

Drywall shrinking away from the back of countertops, cabinets, or baseboards

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Minor gaps in wood trim, casing, and moldings

**Please remember that sanding and painting are not included.** It is therefore also advisable to wait until the latter part of the year as you may wish to redecorate afterwards. If your intention is not to re-paint or not to have to touch up the affected areas, then you may wish to forego this service. Again, drywall touch-ups are done as a courtesy for those purchasers who request it.

# CHANGES TO YOUR NEW HOME DURING THE WARRANTY PERIOD

Once you get settled into your new home, it is only natural to want to start planning some changes that reflect your personal taste and requirements.

Please exercise caution in this respect as changes may void part or possibly all of your warranties by impacting the existing builder-installed materials including the plumbing and mechanical/electrical systems in your home.

## EXAMPLES OF SUCH CHANGES INCLUDE:

Installing additional lighting

---

Changing plugs or switches

---

Additions to the plumbing

---

Installation of flooring (e.g. hardwood, new carpeting, etc.) by a private contractor

---

Modifying the interior layout by moving or adding a wall

**TO PROTECT YOUR WARRANTIES, IT IS ADVISABLE TO WAIT UNTIL THE WARRANTY PERIOD HAS EXPIRED BEFORE MAKING ANY MODIFICATIONS TO YOUR NEW HOME.**

**HOMEOWNERS SHOULD ALSO BEAR IN MIND THAT SOME CHANGES YOU MAY WISH TO MAKE TO YOUR UNIT INTERIOR MAY REQUIRE THE CONSENT OF THE CONDOMINIUM CORPORATION. IT IS ALWAYS NECESSARY TO CALL YOUR PROPERTY MANAGEMENT OFFICE BEFORE MAKING ANY CHANGES TO CONFIRM WHETHER APPROVALS ARE REQUIRED.**

# STATUTORY WARRANTY REQUEST PROCEDURES

Although we strive to deliver a home without deficiencies of any kind, it is not uncommon to encounter minor items requiring adjustment or repair within the first year of possession. Before making a statutory warranty request please familiarize yourself with the Homeowner Information Package which outlines Tarion Warranty Corporation's statutory warranty guidelines. In addition, reading the following section will ensure that you fully understand the methods available for submitting your Statutory Warranty Requests to both Tarion and Gibson Square Customer Care.

Please remember that all warranty requests must be submitted in writing using Tarion Statutory Warranty Forms (online or printed) and according to the timelines specified in the Homeowner Information Package.

**Should you have questions or concerns regarding your new home and its warranty, please feel free to contact**

**Gibson Square On-Site Customer Care by calling 416-225-7171.**

## **OUTSTANDING PRE-DELIVERY INSPECTION ITEMS**

Although we endeavour to complete all items listed on your Pre-Delivery Inspection Form prior to your possession date, availability of materials and trades as well as unforeseen circumstances may sometimes cause a delay in the immediate completion of repairs. In this case, we will continue to work to coordinate the completion of any outstanding items with you as quickly as possible after your possession date. Any PDI items not completed to your satisfaction, may be listed on your 30-Day Form.

The first opportunity to submit your warranty requests will be any time within the first 30 days after your possession date by using the standard 30-Day Form provided in your Homeowner Information Package or by completing the online form provided on Tarion's My Home portal. The following are the methods by which you may submit your form, ensuring that both Gibson Square Customer Care and Tarion receive a copy.

# THE 30-DAY FORM

## **SUBMIT THE 30-DAY FORM TO GIBSON SQUARE CUSTOMER CARE:**

**BY FAX:** 416.491.7753

**BY HAND:** To the Gibson Square On-Site Customer Care Office (Suite 110)

**BY MAIL:** Gibson Square Inc. Customer Care  
4711 Yonge Street, Suite 1400 Toronto, Ontario M2N 7E4

**ONLINE:** Using Tarion's My Home portal at <https://myhome.tarion.com/wps/portal>.  
By registering to use the My Home portal, you will be able to submit all your warranty forms electronically, receive reminders of important warranty-related dates and manage your home information with Tarion. You can also access this site via My Menkes.

Tarion will send a copy of your submitted form to Gibson Square Customer Care.

## **SUBMIT THE 30-DAY FORM TO TARION WARRANTY CORPORATION:**

Please visit [www.tarion.com](http://www.tarion.com) for more information on how to submit your 30-Day Form to Tarion.

Within the last 30 days of the expiry of year one of your warranty, you may submit your warranted concerns by using the standard Year-End Form in your Homeowner Information Package. Or, visit Tarion's My Home portal to complete the Year-End Form online. Remember that you must submit a copy of your form to both Gibson Square Customer Care and to Tarion.

# THE YEAR-END FORM

## **SUBMIT THE YEAR-END FORM TO GIBSON SQUARE CUSTOMER CARE:**

**BY FAX:** 416.491.7753

**BY HAND:** To the Gibson Square On-Site Customer Care Office (Suite 110)

**BY MAIL:** Gibson Square Inc. Customer Care  
4711 Yonge Street, Suite 1400 Toronto, Ontario M2N 7E4

**ONLINE:** Using Tarion's My Home portal at <https://myhome.tarion.com/wps/portal>.  
By registering to use the My Home portal, you will be able to submit all your warranty forms electronically, receive reminders of important warranty-related dates and manage your home information with Tarion. You can also access this site via My Menkes.

Tarion will send a copy of your submitted form to Gibson Square Customer Care.

## **SUBMIT THE YEAR-END FORM TO TARIION WARRANTY CORPORATION:**

Please visit [www.tarion.com](http://www.tarion.com) for more information on how to submit your Year-End Form to Tarion.

To make a statutory warranty request during the second year of possession of your home, please complete and submit the standard Second-Year Form included in the Homeowner Information Package provided to you prior to your possession date. Or, visit Tarion's My Home portal to complete the Second-Year Form online. Remember that you must submit a copy of your form to both Gibson Square Customer Care and to Tarion.

# THE SECOND-YEAR FORM

## **SUBMIT THE SECOND-YEAR FORM TO GIBSON SQUARE CUSTOMER CARE:**

**BY FAX:** 416.491.7753

**BY MAIL:** Gibson Square Inc. Customer Care  
4711 Yonge Street, Suite 1400 Toronto, Ontario M2N 7E4

**ONLINE:** Using Tarion's My Home portal at <https://myhome.tarion.com/wps/portal>.  
By registering to use the My Home portal, you will be able to submit all your warranty forms electronically, receive reminders of important warranty-related dates and manage your home information with Tarion. You can also access this site via My Menkes.

Tarion will send a copy of your submitted form to Gibson Square Customer Care.

## **SUBMIT THE SECOND-YEAR FORM TO TARION WARRANTY CORPORATION:**

Please visit [www.tarion.com](http://www.tarion.com) for more information on how to submit your Second-Year Form to Tarion.

# THE SECOND-YEAR FORM (CONT.)

**THE TWO-YEAR WARRANTY PROVIDES THE FOLLOWING COVERAGE FOR A PERIOD OF TWO YEARS FROM THE DATE OF POSSESSION:**

Defects in materials or work (caulking, windows, doors, etc.) resulting in water penetration into the building envelope.

Defects in materials or work in the electrical, plumbing and heating delivery and distribution systems.

Defects in materials or work which results in the detachment, displacement or deterioration of exterior cladding.

Major Structural Defects.

Violations of the *Ontario Building Code's* health and safety provisions.



# EMERGENCY SERVICE REQUESTS

Occasionally there may be a need to request service outside of the time periods established in the statutory warranty guidelines. The following list may be referenced to direct you in an emergency situation.

Please note that an emergency would be defined as a situation that, if not attended to immediately, would pose imminent and substantial danger to the health and safety of the occupants of the unit or would pose imminent and substantial damage to the unit itself and/or adjacent units. Examples of such situations would include total loss of heat during the heating season, electrical panel breakdown resulting in total interruption of electrical service to the unit, flooding in the unit as a result of plumbing breakdown and requiring the complete water supply in your unit to be shut off, or a leak into your unit made evident by water penetration showing on ceiling or wall.

**EMERGENCY CONCERNS DURING DAYTIME BUSINESS HOURS SHOULD BE DIRECTED TO THE PROPERTY MANAGEMENT OFFICE AT 416.730.0019.**

Property Management will arrange for the handling of your immediate situation and will then determine if the cause of the emergency requires further repair under your new home warranty.

If determined that the cause of the emergency is a warrantable defect, Property Management will advise Gibson Square Customer Care of the situation and will ask the homeowner to submit a written report of the emergency event to Gibson Square Customer Care.

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**AFTER-HOURS (EVENINGS, WEEKENDS) EMERGENCIES SHOULD BE DIRECTED TO YOUR BUILDING CONCIERGE BY CALLING 416.250.8685.**

The Concierge (on behalf of Property Management) will direct your concern as required and ensure the appropriate response.

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**HEATING OR COOLING CONCERNS AFTER HOURS AND ON WEEKENDS MAY BE DIRECTED TO THE CONCIERGE AT 416.250.8685.**

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**IF YOU SMELL GAS OR YOUR CARBON MONOXIDE DETECTOR SOUNDS, CALL ENBRIDGE'S 24-HR EMERGENCY SERVICE AT 1.866.763.5427.**

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**COMMON AREA CONCERNS (ANY AREAS OUTSIDE OF YOUR UNIT) SHOULD BE DIRECTED TO PROPERTY MANAGEMENT AT 416.730.0019.**

# APPLIANCE SERVICE REQUESTS

Your new appliances, including stove, refrigerator, dishwasher, microwave, washer and dryer, come with a one-year warranty. For appliance service during the warranty period, homeowners should contact the service provider directly as indicated below:

## **MIDNORTHERN APPLIANCE SERVICE**

**TEL: 905.696.3462**

You will be required to provide your building name and postal code. If asked, please provide the date of possession of your new suite.

We stress the importance of having carefully read your new appliance manuals before calling for service. To avoid incurring any service charges, ensure that your concern is warranted and that it is not the result of improper maintenance or use.

Should you experience an unreasonable delay in response to your appliance service request, please advise Gibson Square On-Site Gibson Square Customer Care at 416.225.7171



# MY SUITE AT A GLANCE

**We realize that the time leading up to the closing date of a new home is extremely busy and that most home purchasers have a lot on their minds at this time. It is therefore only natural that features of your new home that were explained and pointed out at your pre-delivery inspection might now be hard to recall. The following quick list was designed as an easy home orientation refresher.**

**Gap Around Suite Entrance Door:** The slight gap around your suite entrance door is not an oversight, but ensures proper air circulation in the suite. By running your hand along the gap you will feel some air entering your suite. Pressurization of the corridors forces fresh air through this gap and together with your use of the bathroom and kitchen exhaust fans, helps keep your suite free of stale air, cooking odours, and excessive humidity. It is extremely important to never install weather stripping around the suite entrance door as this impacts the intended system of ventilation.

**Fire Alarm Emergency Speaker(s):** These are located on the ceiling of each bedroom and the living room. They are hard wired (wired directly into the building fire alarm system) and require no batteries. Concierge desk personnel will advise you of any emergency situations in the building through these speakers. They serve as the line of communication between those handling the emergency situation and suite residents.

**IMPORTANT NOTE: NEVER TAMPER WITH OR DISCONNECT THE WIRING OF THE EMERGENCY SPEAKERS AS THIS COULD NEGATIVELY IMPACT YOUR SAFETY.** The speakers are connected to a main panel monitored by concierge desk personnel and are maintained as part of a total program of regular testing of the building emergency evacuation systems as required by Ontario Fire Code.

**Please note that anyone tampering with building emergency system devices, including the in-suite Fire Emergency, Speakers Sprinkler system, and Smoke Detectors, may be subject to a Notice of Violation and fines up to \$50,000 as determined by Ontario Fire Code.**

**Heat Detector:** Typically located on the foyer ceiling, this device detects extreme heat from fire in your suite and is directly connected to the fire alarm system of the building. When it is activated, the building Concierge will be alerted. It requires no batteries. Never tamper with this device or its wiring.

**In-suite Sprinkler System:** Located on the ceiling, bulkhead or wall in each separate room, this device detects extreme heat from fire and when activated, disperses water in the immediate area to help fight the spread of a fire in the early stages. It is directly connected to the fire alarm system of the building. When it is activated, the building Concierge will be alerted. Please note that suite owners must protect all sprinkler heads from any damage. The in-suite sprinklers are covered with a white cap that self-removes once the sprinkler system is activated.

**Smoke/Carbon Monoxide Detector (combined unit):** This unit will sound only within the suite. Should the smoke detector alarm be falsely activated by something such as burnt toast or cleaning chemical vapours, it may be deactivated by fanning the air clear around the unit. The smoke /carbon monoxide detector is wired directly into your suite's electrical system and requires no batteries.

## FOYER

**Security Panel:** Located on the foyer wall, this unit receives burglary, emergency, and panic signals from the suite. It monitors access to the suite through the suite entry door. The security panel is connected to the concierge desk and concierge personnel are alerted when an in-suite alarm is activated. Please note that there is no two-way communication via the security panel with the concierge.

**Instructions and personal code numbers for the security system:** The envelope that you received with your suite keys and access devices on your possession date contains a master code number for your security system and instructions on how to arm and disarm the system.

## LAUNDRY ROOM

**Dryer duct lint trap:** Located on the ceiling of the laundry room, behind a pull-down panel. Your dryer is ducted to the outside. When in use, an exhaust fan is automatically activated and works to expel moist air from the dryer to the outside. The lint screen traps lint as the moist air travels through the dryer duct. It is important to regularly clean both the dryer duct lint screen in the ceiling and the lint screen inside the dryer to maintain maximum efficiency of the dryer and to avoid fire hazard. If the screens remain clogged with lint, the drying time will be extended and the presence of the combustible lint could present a fire hazard.

**The water supply shut-off valve for the clothes washer** is located on the wall beside or behind the machine. The small lever may be pulled forward or pushed back to turn the water supply on or off. When leaving your suite for an extended absence, it is recommended that you turn the water supply off. Should the hoses fail while no one is in attendance, you may be responsible for damage to your own suite and possibly to other suites.

## KITCHEN

**An exhaust fan is incorporated into the above-range microwave in your kitchen.** It is essential to activate this fan when cooking to control odours and humidity within your suite. Potential fire hazards are created by grease accumulation on filters. The fan has a removable grease filter that should be washed regularly using warm, soapy water or in the dishwasher. Washing once a month on average should keep your filter clean, however, individual cooking habits will determine if more frequent cleaning is necessary.

**Water Shut-Off Valves:** The hot and cold water shut-off valves for your kitchen faucet as well as the dishwasher shut-off valve are located inside the cabinet beneath the sink. One lever-type valve controls the cold water supply and another lever controls the hot water. A third lever controls the water supply to the dishwasher.

**GFCI Receptacles:** The outlet located close to the kitchen sink is protected by a Ground Fault Circuit Interrupter (GFCI). The GFCI is a mandatory safety feature for receptacles in close proximity to a water supply. Its function is to monitor and interrupt the flow of electricity to a receptacle if a loss of current is detected. In this way, you are protected from electrocution if an appliance or the receptacle comes in contact with water.

## LIVING ROOM

**1 wall switch controlled electrical outlet** has been provided to accommodate a table or floor lamp (as well as any other electrical device) **You must have the wall switch flipped on to have power supplied to this outlet.**

**Window Safety Stopping Mechanisms** (Provided at all windows in your suite): This mechanism allows the window to be opened to a maximum of four inches and has been installed as required by *Ontario Building Code* for the safety of residents and their guests. The window stopping mechanism should never be tampered with or removed.

## DINING ROOM

**Capped Ceiling Junction Box:** A round cover protects the electrical box provided on the dining room ceiling, should you wish to install a ceiling light fixture in the future. A corresponding light switch has been provided on the dining room wall.

### Installing a Light Fixture

Please be advised that it is important to use a qualified electrician for the future installation of any lighting fixtures. The wiring in a condominium building differs from that in a single dwelling and incorrect installation may result in the malfunction of the fixture itself as well as other outlets and switches in your suite.

## BATHROOMS

**GFCI (Ground Fault Circuit Interrupter) Receptacles:** These are located beside the sink and are a mandatory safety feature for areas in proximity to a water supply. The GFCI prevents the possibility of electrocution if an appliance or the receptacle comes in contact with water. Two buttons marked "Test" and "Re-set" are located on the receptacle plate. Outlets in each bathroom may not have these buttons on the wall plate, however, outlets in all bathrooms are GFCI protected and are interconnected. This means, that should electrical power to the receptacles in one bathroom be interrupted, the power in the other bathrooms will also have been interrupted. Pressing the "Re-set" button in the one bathroom will restore power to the outlets in all bathrooms.

**Water Shut-Off Valves:** Water shut-off valves are located inside each bathroom vanity cabinet. One lever-type valve will turn off the hot water, and another the cold water for that bathroom.

**Main Shut-Off Valve:** In each suite, main water shut-off valve(s) are located behind a square wall panel under the bathroom vanity cabinet. These valve(s) turn off the water to your entire suite. One lever-type valve will turn off the hot water, and another the cold water for that bathroom. In suites with more than one bathroom, the valves are located in the master ensuite bathroom.

**Ceiling exhaust fans:** These are located on the ceiling of each bathroom and are controlled by a wall switch. Remember that it is essential to use your exhaust fan whenever showering or bathing to control humidity not only in your bathroom but throughout your suite.

**Low Volume Toilets:** Your suite is equipped with water saving/low volume toilets as required by *Ontario Building Code*. These toilets use a lesser amount of water per flush than older models and may sometimes require two flushes for complete waste removal.

# BATHROOMS (CONT.)

**Water shut-off valves for toilets** are located below the toilet tank.

**Be ready for emergencies by keeping a plunger in your suite and knowing where your water shut-off valves are located.**

# BEDROOMS

**1 wall switch controlled electrical outlet** is provided as in the living room. Remember that you must flip the wall switch for this outlet to have power.

# BREAKER PANEL

Your breaker panel is normally located on the wall behind a bedroom or den door, or in the laundry closet. The panel is a system of individual circuit breaker switches (“fuses” in older homes) which control and protect the various electrical circuits within the suite. For easy reference, each circuit is marked on a diagram posted on the inside of the panel door.

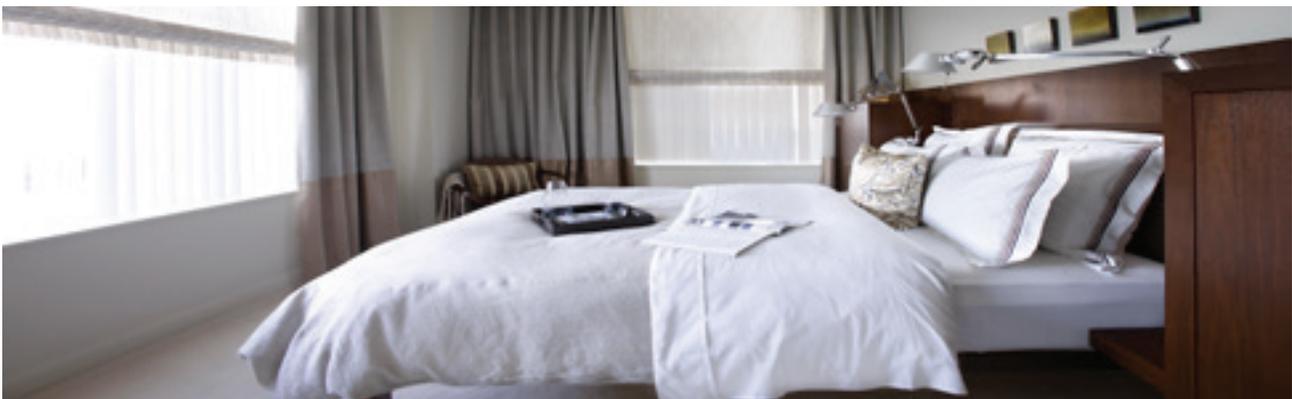
**Should an outlet or fixture in your suite not be functioning, remember always first check that the corresponding breaker has not shut off before requesting service.**

# HEATING/COOLING UNITS

Your suite is heated and cooled by means of a Heat Pump Unit which is located behind the rectangular panel located on a living room wall and a bedroom wall in two bedroom suites.

The **thermostat** is usually located in the living room area above the Heat Pump Unit. It is equipped with three features, each controlled by its own lever and labeled on the unit. One lever allows you to specify your requirement of either cooling or heating. Another controls the fan and allows you to adjust the air flow to high, medium, or low. The third allows you to turn the unit on or off. Arrow keys below the digital display controls the temperature settings.

Any concerns with the functioning of your heating/cooling unit should be directed to the property manager during regular business hours or to the Concierge if after hours on the weekend.



# INTERIOR HOME CARE

**By learning about the materials used in your home and the proper techniques for their care and cleaning, you will be able to maintain the newness and luster of the surfaces in your new home for many years to come.**

## BATHTUBS, SINKS, AND SHOWERS

Bathtubs, sinks, and showers can be made of a variety of materials.

### TUBS

Bathtubs are most frequently made of vitreous china, porcelain enamel on cast iron or steel, fiberglass reinforced plastic, or acrylic. Suites at Gibson Square are furnished with white acrylic tubs, per suite type.

### BATHROOM SINKS

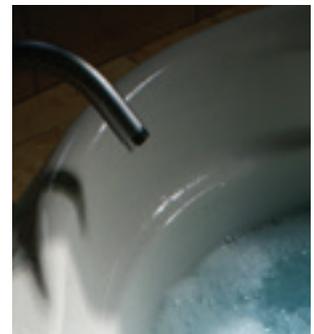
Bathroom sinks are usually made of vitreous china, porcelain enamel on cast iron, steel, marble resin (Cultured Marble) or acrylic. Bathrooms in your new home are furnished with cultured marble vanity tops with vitreous china basin.

### KITCHEN SINKS

These are most often made of enamel or stainless steel. Your unit is furnished with a classic stainless steel undermount kitchen sink.

### SHOWERS

According to individual floor plans, your new home may come with a separate shower stall, which consists of a glass shower enclosure with ceramic wall tiles. Shower stalls at Gibson Square are furnished with ceramic floor and wall tiles unless otherwise specified at your colour selection appointment.



# INTERIOR HOME CARE (CONT.)



**To prolong the life of bathtub and sinks, follow these precautions: Do not let food waste stand in the sink.**

**Do not use bathtubs or sinks to hold paint cans, trash or tools when you are redecorating; cover them when you are painting walls and ceilings.**

**Do not step in a tub with shoes on for any reason. Shoe soles carry hundreds of gritty particles that will scratch the surface.**

## TUB/SINK DRAIN STOPPERS

Part of your regular schedule of home maintenance should include the removal of bathtub and sink stoppers (usually the “pop-up” type) to ensure that they are clear of hair and lint. If this is not done, the accumulation of material will gradually impede the rate at which your basin or bathtub drains, and ultimately cause a complete blockage.

## BATHTUB AND BASIN CHIPS

If you should accidentally chip your cultured marble vanity top or basin, it is best to contact a professional to arrange a repair. A professional can usually provide an invisible repair.

Should you chip a porcelain enameled sink or tub surface, the chip should be touched up as soon as possible. A matching touch-up enamel or porcelain repair enamel can be obtained at your nearest plumbing supplier or hardware store and if done carefully, good results can usually be achieved. Alternatively, an enamel tub repair professional may be consulted. For larger chips, it is advisable to contact a professional repair service.

## VITREOUS CHINA AND PORCELAIN ENAMEL

The surfaces are smooth and glossy like a mirror and harder than steel, but they are not indestructible. Carelessness causes chipping, scratches and stains. A blow from a heavy or sharp object will chip the surface, and scraping or banging metal utensils will gradually scratch and dull the surface.

Shiny new fixtures can also be dulled or stained within a short time through improper or excessive use of strong abrasive cleaners. Most household cleaners are mildly abrasive but are safe if used with plenty of water. A non-abrasive cleaner is safer. If you prefer a dry material and one that is environmentally friendly, baking soda is a good, non-abrasive alternative to commercial chemical cleaners.

# INTERIOR HOME CARE (CONT.)

## ACRYLIC TUBS AND SINKS

Do not use powders or abrasive cleaners (Ajax, Bon Ami, Comet, etc.) to clean acrylic tubs and sinks as they may scratch and dull their surface. Liquid cleaners (Mr. Clean, Formula 409, Ivory), non-abrasive cream cleansers (Vim), or others with similar chemical content should be used. Acrylic tubs and sinks that have lost some of their shine may be restored by using a product such as Gel-Gloss, available at most hardware or home supply stores.

Avoid allowing caustic drain cleaners (Drano, Janitor in a Drum, Liquid Plumber, etc.) to stand on the surface. When these are used, clean the tub thoroughly after pouring them into the drain.

## STAINLESS STEEL

Stainless steel fixtures generally resist staining and require a thorough scrubbing only occasionally. Use a non-abrasive cleanser or a commercial stainless steel cleaner.

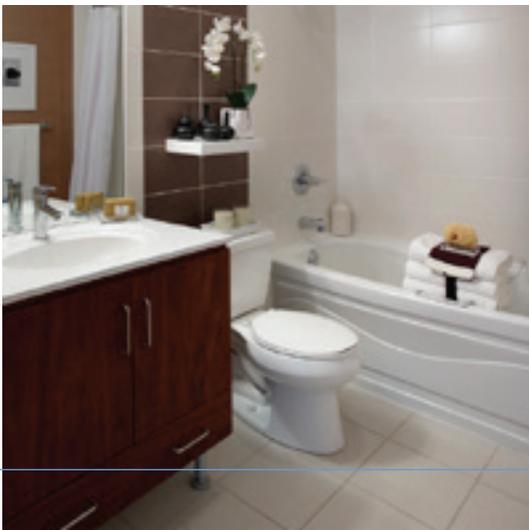
## PLASTIC AND OTHER SUBSTANCES

Plastic and other substances (e.g. - marble resins/cultured marble) will usually respond to a non-abrasive cleaner. Avoid letting liquids sit on these surfaces for any period of time to avoid potential staining.

## GLASS SHOWER ENCLOSURES AND STALLS

To clean glass shower enclosures, a mild solution of liquid dishwashing detergent will do a good job unless hard water minerals have built up. If such a build-up has occurred, use a commercial glass cleaner.

Keeping a squeegee handy will allow you to quickly wipe down the shower after each use. In this way, glass and tile can be kept free of hard water deposits and your shower enclosure can easily look streak free from day to day.



# INTERIOR HOME CARE (CONT.)

## MILDEW

Although today's homes are carefully climate controlled, mildew can occasionally appear in bathrooms and other areas that collect water vapour – even more so during humid weather. Therefore it is essential to use the exhaust fan or open a window slightly when bathing or showering in order to remove water vapour from inside your home.

After bathing or showering it is a good idea to wipe condensation from tiles. Damp towels and washcloths should be spread out rather than folded so that they may dry easily.

To eliminate existing mildew, use a mildew agent (available in liquid spray from most hardware stores) and follow by using a disinfectant to limit mildew growth and eliminate odour.

## PLASTER/LATEX PAINT SPLATTER

Small plaster and latex paint spots can usually be removed by scraping with a wood or plastic edge. Do not use metal scrapers, wire brushes, soap pads (SOS) or other metal tools as you may risk gouging or scraping the surface.

## SCUM

Provided that the build up is not excessive, a solution of vinegar and water is an environmentally friendly and effective cleaner to remove a scum of grease and soap made insoluble by hard water minerals. Should the build up be severe, a commercial sink and tile cleaner may be required.

## RUST STAINS

Rust stains are caused mostly by wet metal utensils left on the surface of the sink. Steel wool soap pads will also rust and stain when wet and should be kept in an appropriate container. To remove the stains, use a commercial rust remover and follow the manufacturer's directions carefully as most rust removers are corrosive.

# CABINETS

## CLEANING

A regular program for cleaning of cabinet doors consists of simply wiping with a damp cloth and drying immediately with a clean dry cloth. Should your cabinet doors require a more thorough cleaning over time, you may wipe them using a cloth dampened with a mild soap and water solution and again, wipe off any moisture immediately with a clean, dry cloth. Never clean your kitchen or bathroom vanity cabinet doors with a harsh abrasive, detergent or ammonia-based cleaner as this will damage the finish.



# GRANITE / MARBLE COUNTERTOPS

Natural stone will provide you with many years of wear. Proper care is essential in maintaining its beauty and extending its life. Following simple precautions, applying a sealer, and using the correct cleaning methods and products, will ensure a lifetime of use from this type of countertop.

Although we usually think of natural stone as “hard”, it is a porous material that can absorb spills and stains if left untreated. Sealing granite surfaces with a quality sealer will prevent most spills from damaging it. Removing any spills or stains immediately will aid in keeping your granite countertop damage free.

Keeping the surface free of dust and rough particles will minimize the scratches that can develop from everyday use of some natural stone surfaces.

Clean natural stone on a regular basis with warm water and a clean, non-abrasive cloth or sponge. In addition, using a neutral cleaner specially formulated for natural stone will help remove particles that normal dusting or damp wiping may leave behind. Some of these cleaners may also contain a protector and leave behind a protective shield every time you clean.

***Never stand or sit on your countertops.***

#### **DO NOT USE:**

**GENERAL PURPOSE CLEANERS THAT MAY DAMAGE THE STONE OR THE SEALER APPLIED.**

**PRODUCTS THAT CONTAIN LEMON, VINEGAR OR OTHER ACIDS AS THESE MAY ETCH THE STONE SURFACE AND DAMAGE THE POLISH.**

**SCOURING POWDERS OR CREAMS; THESE PRODUCTS CONTAIN ABRASIVES THAT MAY SCRATCH THE SURFACE.**



# CAULKING & GROUTING

Caulking and grouting are materials that naturally shrink, dry, or crack over time and are therefore not included under your new home's warranty. A program of good preventative home maintenance will include regularly checking the caulking around bathtubs, showers stalls, toilets and sinks to ensure that it is kept in good condition. Homeowners are responsible for the occasional touch-up or replacement of caulking as required over time. Do not allow the caulking and grouting to go unattended as this may create the potential for leakage, leading to damaged walls and ceilings. Such damage would not be covered under the statutory warranty.



## CAULKING MATERIALS

Caulking is a pliable sealant, fairly easy to use, and readily available in a variety of formats at most hardware and home improvement stores. Complete directions for application will be printed on the tube.

A mildew resistant **Silicone caulking** is recommended for areas in contact with water, such as around the edges of the tub, shower and sinks, **latex caulking** may be used in areas with little moisture contact, such as along the edge of the kitchen countertop and wall or between cabinets and wall.

## RE-CAULKING AROUND THE TUB

Please note that when re-caulking the tub, it is advisable to fill the tub with water prior to application in order to eliminate the possibility of the caulking coming loose when weight is applied.

## GROUT

Grout is a mixture of sand and cement, used to fill the spaces between tiles. In addition to these two basic ingredients, manufacturers can add iron oxide colours, epoxy, acrylic, latex, and/or other formulation ingredients designed to provide an aesthetic or performance characteristic.

The grouting between tiles and in corners should be checked periodically and any cavities should be filled. Leaving it untended may result in leakage and damaged walls or ceilings.

# CIRCUIT BREAKERS

Circuit breakers protect the electrical wiring and equipment in your unit. They are the safety valves of your home's electrical system. Every home has a circuit breaker panel. In your new home, it is typically located behind a bedroom or den door. Each circuit is identified in writing on the panel.

When the circuit breaker is tripped, the electricity to certain areas and appliances is cut off to protect you. When an electrical outlet fails to work, it usually means that a circuit breaker has switched off or "tripped". Appliances overloading a circuit, short circuits from damaged appliances or damaged appliance cords, and defective plugs are all common causes of a tripped circuit breaker.

Circuit breakers may be reset by first switching the breaker to full off and then back to full on. Switching a tripped breaker directly from the tripped position to the on position will not restore power. See also "POWER FAILURE".

Please remember that alterations to electrical wiring should always be done by a qualified professional electrician. Exercise caution in undertaking alterations during the warranty period as they may void part or all of your warranty.



# DOORS & FRAMES

Wood products are naturally susceptible to shrinkage and expansion according to the amount of moisture in the air and therefore might require minor adjustment. All adjustments and planing, should problems occur, will be done only once in the first year of new home ownership, and should be reported on your Year-End Form for Statutory Warranty Requests.

## DRYWALL

In any new home there is a “drying out” period. This may be from six months to one year in duration, depending on the time of year construction took place. Most construction materials, e.g. - plaster, masonry, etc., contain moisture and a gradual drying out process takes place after the building is completed. This is particularly evident during the first heating season. As plaster and drywall material dry out, minor cracks may appear on surfaces. “Nail-pops” may also appear on some walls. Such cracking, etc., should not be taken as cause for concern. It is not evidence of any structural problem and is a perfectly normal occurrence in new buildings.

### WARRANTY COVERAGE FOR DRYWALL

Gibson Square Customer Care will return to your home once only to repair minor drywall concerns, preferably at a time when you are prepared to redecorate, since the warranty does not cover the sanding and re-painting of affected areas. Therefore, it is to your advantage to leave the reporting of drywall cracks and nail pops until it is time to submit your Year-End Form for Statutory Warranty Requests. Year-end drywall repair is a courtesy extended by Gibson Square Customer Care and exceeds Tarion Warranty Corporation’s service guidelines.

### FIXING “NAIL POPS” AND CRACKS YOURSELF

If you are not ready to redecorate at the end of the first year, you may choose to forego these very minor repairs; unsanded and unpainted, they would be very unsightly. When the time comes where you have decided to repaint, simply fill the cracks with a paste of “Polyfilla” (available from any hardware or paint supplier), let the filler dry completely and then sand lightly to a smooth finish before painting.

To fix nail pops, simply remove the excess drywall compound over the head of the nail or screw. Re-set the nail or screw and then fill with drywall compound or Polyfilla.

**NOTE:** *It is strongly recommended that you do not undertake any major redecorating until after the first year. After the initial drying out period has taken place, there should be no recurrence of this problem.*

# FLOORING

Floors are usually made of concrete but are covered by a wide variety of materials. The proper care of your floors depends on the materials with which they have been finished.

## CARPETS

The carpet in your unit should be vacuumed at least once a week, more in high traffic areas such as doorways and hallways. Frequent vacuuming and spot cleaning will prevent your carpet from deteriorating prematurely.

## CARPET ROLLS (BUCKLING)

During periods of high humidity, it is normal for new carpet to have rolls appear in some areas, however if these rolls become excessive, we will re-stretch the carpet, once only. Rolls in carpeting will be repaired once during the first year. This is done at the year end. Please indicate the specific areas on your Year-End Form for Statutory Warranty Requests.

## WOOD FLOORING

Wood floors are manufactured and expertly installed and finished by skilled craftspeople. To ensure that you enjoy years of beauty and satisfaction from your wood flooring, follow the tips below:

It is advisable never to wash or damp mop wood flooring with water. Water sometimes causes the grain to rise, and prolonged use may cause cracks from the expansion and shrinkage of the wood.

It is recommended to clean with a vacuum cleaner, dry dust mop, or a cloth lightly dipped in a waterless soap cleaner (available in hardware stores) or a wood floor combination wax/cleaner. Wipe up spills immediately with a well rung-out damp cloth and dry wipe area at once.

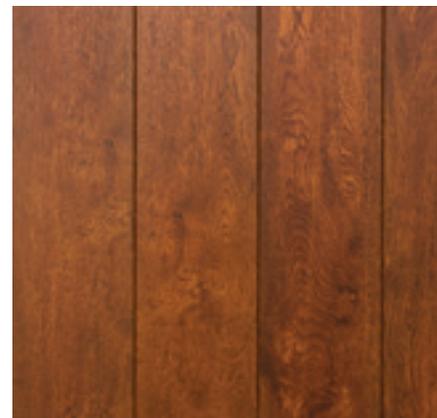
Please keep in mind that wood floors are not scratch proof. Dirt and grit will scratch the surface and wear off the finish. Remove daily by sweeping or vacuuming. Try to follow a planned maintenance schedule.

Do not pull furniture across floors, and use floor protector pads on legs of chairs, etc. Use walk-off mats at exterior entrances such as entrance doors and patio/balcony doors. Check mats regularly to ensure that no moisture is trapped underneath.

# AN IMPORTANT NOTE ON WOOD AND HUMIDITY

Wood flooring and all wood products will naturally absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions. All wood flooring expands in the humid summer weather and shrinks in the winter under dry conditions. We recommend the use of both a dehumidifier and humidifier system at the appropriate times of the year. If you haven't already installed a humidifier, we strongly advise that you attend to this promptly, as neglect on this matter will VOID the warranty on your hardwood flooring. Your wood flooring manufacturer recommends keeping Relative Humidity at 45%

*Please refer to the section in this guide entitled Humidity and Condensation, page 37, for further information.*

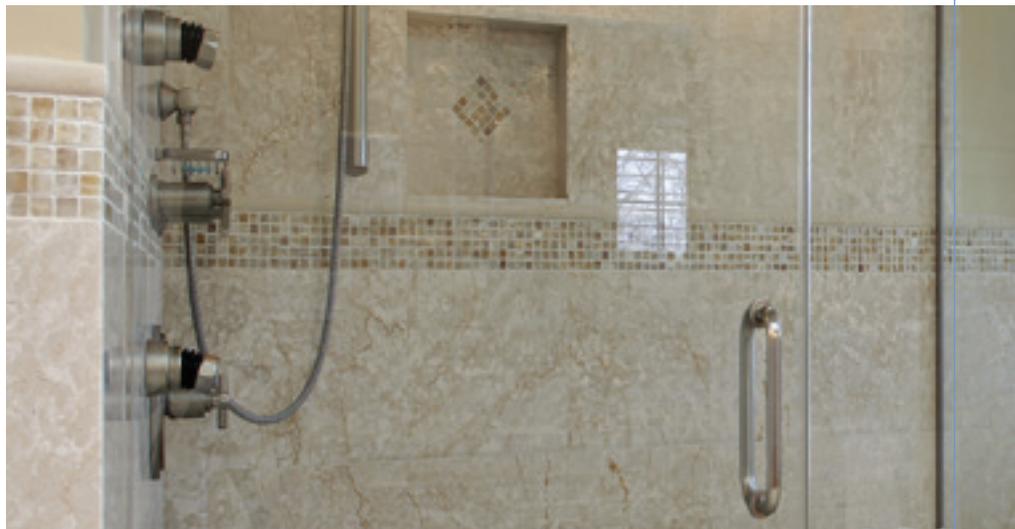


# CERAMIC AND PORCELAIN TILE

Ceramic and Porcelain tile normally need only a wipe with a cloth dampened with vinegar and water or an occasional wet mopping to stay clean and new looking. If necessary, a more thorough cleaning with a mild soap or ceramic tile cleaner will remove grime.

To clean the grout, the joints between the tiles, use a fiber brush and a mild cleanser. A special sealer for grout will make it more stain resistant. Sealer is available at most hardware and building supply stores. Staining agents should be mopped up promptly, even though they rarely affect ceramic tile.

Care should be taken to avoid moving heavy objects across a tile floor as the tiles may crack. Ensure that movers use a dolly or put plywood down on the floor before moving a refrigerator and stove. Use protector pads on legs of furniture to avoid scuffing/scratching the tile.



## HEATING/ COOLING SYSTEM

Your heating and cooling is distributed by means of a Vertical Stacked Water Source (VSCS) Heat Pump. The VSCS offers the ultimate in multi-story HVAC design flexibility. The VSCS Series is a compact, concealed system, capable of providing total heating and cooling functions for a single zone or multiple rooms. For optimum efficiency the thermostat (located within proximity of the VSCS) should NEVER be left in the "OFF" position and the front/return air panel should never be obstructed with furniture. The heating or cooling mode should be selected based on the current season and the temperature can be adjusted to your personal preference in your suite.

Any concerns regarding the functioning of your unit, should be directed as outlined in the **Emergency Service Request Procedures** section of this guide. Please ensure that the circuit breaker and the heating/cooling unit switch are both in the "ON" position before calling for service.

# HUMIDITY AND CONDENSATION

Humidity refers to the moisture content of air. **Relative humidity (R.H.)** is the amount of moisture contained in the air, compared to the maximum amount of moisture that the air is capable of holding. The capacity for air to hold this moisture varies with temperature. Warm air can hold more moisture than cold air. When moisture content in the air becomes excessive, it may become evident in the appearance of condensation on surfaces such as window panes and plumbing pipes, and in changes in the dimension of materials such as wood flooring and trim that tend to absorb the excess moisture.

## MOISTURE IN NEW BUILDING MATERIALS

Condensation is at its maximum in new buildings. When your home was built, gallons of water went into its construction through the materials used; concrete, drywall, paint, grout, all these materials and many more contain substantial amounts of water. As these materials dry, the water gradually evaporates, which consequently raises the moisture content of the air to above normal. Proper ventilation will bring this normal drying-out process to its conclusion as steadily as possible. Do not try to accelerate the process by creating extremely high temperatures during the winter. Doing this would cause the materials in your new home to dry out unevenly, which would exaggerate the effects of normal shrinkage.

## HUMIDITY AND DAY-TO-DAY LIVING

In addition to weather and the condition of building materials, the air's moisture content is affected by individual lifestyle and activities in the home. Showering, cooking, cleaning, and cultivating houseplants are just some of the day-to-day activities that generate moisture in your home. Fortunately, there are a number of steps that homeowners can take to regulate humidity levels.

## VENTILATION/EXHAUST FANS LAUNDRY

The clothes dryer in your unit is ducted to the outside. In suites, an exhaust fan which moves the moist, warm air to the outside is automatically activated when the dryer is in use and works on a timer. You may occasionally find that you hear the fan motor running for a short time after the dryer has already stopped. The fan is simply working to remove any excess moist air to the outside.

# HUMIDITY AND CONDENSATION (CONT.)

## KITCHEN AND BATHROOMS

Your suite is also equipped with switch-controlled fans in the kitchen and bath areas that exhaust moist air and odours to the outside. It is strongly recommended to develop the habit of using your exhaust fans in the bathroom whenever showering or bathing, and in the kitchen whenever cooking.

## CONTROLLING HUMIDITY LEVELS

Clean lint traps regularly. Check and clean both the dryer duct lint trap on the laundry room ceiling and the lint screen inside your dryer to ensure that the moist air from the dryer is being properly expelled.

### *Take measures to prevent condensation:*

- A) Turn "ON" the exhaust fan when bathing or showering.
- B) Turn the kitchen exhaust fan "ON" when cooking.
- C) Humidifiers should be on a "LOW" setting and kept away from cold windows and doors.
- D) Interior doors should be kept open to provide adequate air circulation.
- E) Windows should be opened briefly on a daily basis to provide proper ventilation.
- F) Moisture from plants and aquariums will also add to humidity levels and possibly cause condensation.
- G) In suite, never apply weather stripping to the suite entry door jamb. All suite entry doors are designed to provide a constant and controlled flow of air to allow your suite to "breathe".

Additional literature on this topic is available, free of charge, from Canada Mortgage and Housing Corporation by calling 1.800.668.2642. The brochure is called "Moisture and Air: Problems and Remedies".

Follow proper winter ventilation procedures. In the event of extreme or excessive humidity: air out your home for a few minutes every day. Air out your kitchen, laundry and bathroom during and after use by using your exhaust fans.

Gibson Square Condominiums is provided with adequate ventilation. Vents should not be reduced or obstructed as they are vital to the proper circulation of air.



# HUMIDITY AND CONDENSATION (CONT.)

## CONDENSATION ON WINDOW PANES

One of the questions most often asked by new homeowners relates to condensation and/or ice formation on the interior surface of window panes. This problem is rarely caused by a defect in your windows, but is usually the result of excessively high humidity in your suite.

In previous years, measures were often taken to add humidity to the home during winter months. Today, new building materials, vapour barriers and efficient weather stripping make your home more tightly constructed than those of earlier years. As a result, your home is easier to heat and cool, but often contains a far higher concentration of water vapour sealed within it. The result, of course, is condensation on your window panes. To help control humidity levels, please refer to recommendations listed in the previous section.



**Please refer to the *Tarion Construction Performance Guidelines*, page 292, section A3 Moisture and Windows. The chart provided identifies the maximum relative humidity for a given temperature above which condensation will form on windows.**

**View the Guidelines by logging in to your My Menkes account at [www.mymenkes.com](http://www.mymenkes.com).**

# INSULATION

Your new home has been built with an amount of insulation material in the exterior walls that achieves or exceeds the requirements of the *Ontario Building Code*. Requirements for insulating your new home are dictated by climate, home location and design, local temperature fluctuations, and the type of heating system installed. However, even after these requirements are satisfied, no home is completely draft free. Under certain weather conditions, air may still be forced through slight openings at wall plugs, exterior doors, and window weather strips.

# MIRRORS

The best and safest way to clean your mirrors is by using a soft, clean cloth in combination with warm water. If you are going to be using a commercial glass cleaner on your mirror, avoid solutions which contain ammonia, vinegar, or harsh solvents. When using a glass cleaner, spray the cleaner on your clean, soft rag and not on the glass surface directly. Keeping the edge of the mirror dry is very important. Prolonged moisture penetration along your mirror's edge can erode the silver nitrate backing of your mirror. So each time you clean your mirror's surface, make sure to dry carefully around the edges.

# NOISE

Acoustical requirements have been integrated into the design of your new home and all units have been isolated according to the requirements of the *Ontario Building Code*. However, no home is completely sound proof and a minimal level of sound transference between your unit and adjacent areas within the building or the exterior is normal. Please bear in mind that sound tolerance is often related to individual perception and that sounds overlooked by one individual may seem unacceptable to another.

Homeowners who find that they are disturbed by unreasonable sound levels originating from within neighboring units should direct their concerns to their building property manager.

# WOODWORK, CABINETS, ETC.

The following characteristics are the result of natural movement of wood products and are common to all types of construction.

Minor cracks that appear in wood surfaces.

Minor gaps that appear between cabinets, vanities, countertops and the walls.

Minor joints that open in door and window trim.

Wood flooring that opens between boards or settles away from shoe molding at walls or under door jambs.

These characteristics are to be expected due to the effects of varying levels of humidity on wood products and are not considered repairable under the New Home Warranty. However, if any of the above seem extreme to you, it may be checked and repaired if necessary.

## PLUMBING LEAKS

Unit owners and residents should be sure to familiarize themselves and family members with the location of all water shut-off valves in the unit so that they are prepared in the event of a plumbing leak. Turning off the water supply to the affected fixture should be the first response. The location of shut off valves was shown to you during the PDI and is listed below in the section entitled "Water Supply Shut-Off Valves".

Should water run continuously and you cannot locate a shut off valve, contact Gibson Square Customer Care immediately if within the warranty period and during daytime business hours. If after hours or on the weekend, contact the Concierge. Remember that it is important to respond swiftly to avoid damage to your unit and possible water penetration to adjoining units.

To avoid accidental flooding, never leave running water unattended.

Within the warranty period, please contact Gibson Square Customer Care if you notice signs of water penetration (a pool of water, stains on ceilings or walls) in your unit. This may be caused by water leaking from an adjoining unit or from the plumbing system within the walls of your home. After hours or on weekends, contact the building Concierge to report signs of water penetration.

Please remember that should the origin of a plumbing problem be determined to be the result of improper maintenance or use, the homeowner will be responsible for any costs incurred. Depending on the cause of the problem, the condominium's insurance could cover the repair of the suite's standard features but some finishes, such as flooring, are generally excluded from coverage. In this instance the homeowner's insurance would need to cover the repair or replacement of flooring and any personal possessions should this be necessary.

**IT IS A REQUIREMENT TO OBTAIN IN SUITE HOMEOWNER INSURANCE.**

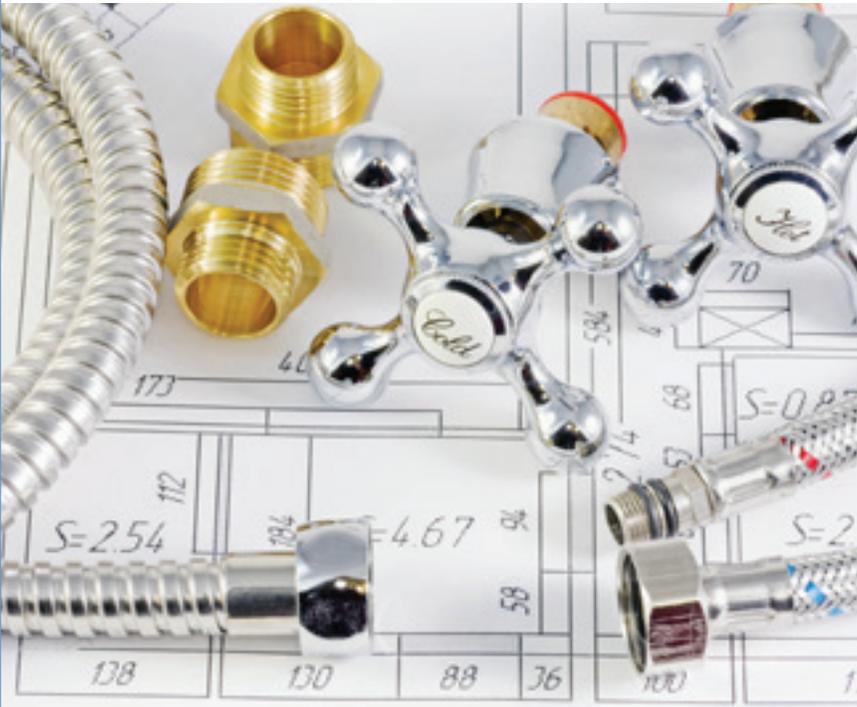
# PLUMBING

The plumbing in your unit was installed by a professional plumber and generally should need only minimum maintenance if cared for properly. If a problem arises, attend to it promptly to prevent a bigger and often more costly problem.

## CLOGGING

Each plumbing fixture in your unit has a drain trap. This is the curved portion of the pipe directly below the fixture. Its design provides for a water barrier that prevents the airborne bacteria and odour of sewer gas from entering the home.

Any fixture that is used infrequently should be turned on at regular intervals to replace evaporating water at the trap and ensure that the barrier remains intact. Because of their shape, traps are also the source of most clogging problems.



# CLOGGED BATHTUBS, SINKS AND SHOWERS



When the drain pipe from a tub, sink or shower becomes clogged, use a plunger to remove the clog. If not successful, it is always advisable to call a professional plumber.

The plunger remains one of the most trusted tools for unclogging drains and can usually clear the blockage if it's not too far into the main drain. Follow these tips to make plunging more effective:

- Block the overflow holes, other drains in adjacent sinks, or any other openings by stuffing wet rags into the holes.
- If water is not already present in the basin, run two to three inches of water over the drain hole. The water helps to force the obstruction out of the way and lets you know when you succeed in pushing the clog out.
- Apply a thick layer of petroleum jelly to the rim of the plunger. The petroleum jelly helps to create a tighter seal, thereby producing greater suction.
- Force the plunger handle down powerfully numerous times. After plunging for a minute or two, stop to test whether water will drain from the sink. Try plunging again if the drain is still sluggish.
- When clear, run hot water if at tub or sink, to flush away any remaining particles from the clog.

Ordinary washing soda (not baking soda) added to a drain on a regular basis will help to keep it clear of the grease that accumulates from soap and cooking utensils. Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda, and follow it with just enough hot water to activate the soda.

## CLOGGED TOILETS

A clogged toilet is generally caused by something caught in the trap. It should be treated almost the same way as a clogged drain. The trap is built into the toilet and is therefore less accessible. You may first attempt to clear the blockage by using a plunger (see instructions in “Clogged Bathtubs, etc.”, “Plunger”, above).

Do not flush the toilet consecutively as this will cause it to overflow. Wait until the entire water tank has refilled. In the event that the water level rises to a point that it appears it will overflow, immediate action should be taken by turning off the water supply valve located beneath the toilet tank.

If the toilet backs up during the first 2 weeks of occupancy, notify Gibson Square Customer Care. They will have a plumber check the system. If the blockage is caused by misuse, you may be charged for the service call.

# FAUCETS

The faucets in your home will sometimes require repair. The less strain you put on faucets, the less frequently they will need repair.

# AERATORS

Cleaning the aerators will be your most frequent task in maintaining faucets. An aerator adds air to the water as it leaves the faucet and eliminates splashing. It also reduces water usage, thereby saving you money. Aerators are most common on kitchen faucets, but they are also used for bathroom sinks.

To clean an aerator, unscrew it from the mouth of the faucet and remove any washers. Clean any deposits by soaking the metal portions of the aerator in vinegar overnight, and flushing with water afterwards. Rubbing with a toothbrush will help remove stubborn deposits. Rinse the washers and screens, replace them in their original order, and put the aerator back on the faucet. The frequency of the need for cleaning will depend on the condition of the water, but generally every 3 or 4 months is adequate.

# LEAKS

All leaking faucets raise your water bill. Leaking faucets generally can be fixed by replacing the washers. Some faucets with single controls for hot and cold water have no washers, but their cartridges, which last longer than washers, must still be changed periodically. Before attempting to repair a faucet, turn off the water at the nearest intake valve. Washers may be obtained at most hardware stores. For cartridges, you may have to go to a plumbing store.

If it appears that you have a leak, first check the caulking around the bathtubs, showers and sinks. Caulking is material which will shrink, dry and crack. This will leave a crack between the fixture and the wall, allowing water to leak below. Caulking must be checked on a regular basis and replaced as required.

Copper pipes should last the lifetime of a home, but if a joint should loosen, it will need to be re-soldered - a job requiring an acetylene torch and best left to a plumber. Plastic pipe should also last the lifetime of the home, and loose joints should likewise be repaired by a plumber.

# TOILET CARE

Never flush down the toilet materials such as hair, grease, lint, diapers, sanitary products and rubbish. Such waste stops up the toilet and sewer lines (for unclogging a toilet, see "Clogged Toilets").

Remember that the *Ontario Building Code* requires water saving toilets to be installed in new homes. Because these toilets use less water volume per flush than older model toilets, remember to be aware of the amount of paper being used with each flush.

Copper pipes should last the lifetime of a home, but if a joint should loosen, it will need to be re-soldered - a job requiring an acetylene torch and best left to a plumber. Plastic pipe should also last the lifetime of the home, and loose joints should likewise be repaired by a plumber.

# TOILET CLEANING

A variety of commercial cleaners are made especially for toilets. Use them according to the manufacturer's directions. Ensure that you do not mix them or use them with household bleach or any other cleaning product. Do not use them in anything but the toilet.

# TOILET LEAKS

If the toilet bowl appears to leak, the water may only be condensation forming on the outside of the tank and dripping on the floor.

If water leaks into the bowl after the tank has been filled, remove the lid and see if water is running into the overflow pipe.

If it is, try bending the rod so that the float will be closer to the bottom of the tank (thus making the water level below the top of the overflow pipe).

If it still leaks, the inlet valve washer probably needs to be replaced.

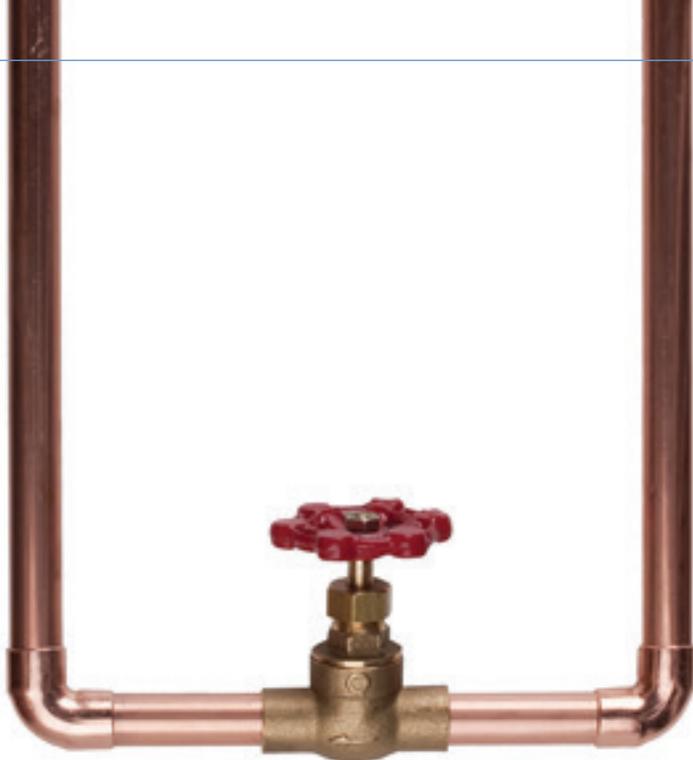
If the water trickles into the bowl but is not coming through the overflow pipe, it is coming through the flush ball valve. The rods between the ball valve and the flushing handle may need aligning so that the ball will drop straight down after the handle has been pushed. A worn ball valve or dirt or rust on the ball seat will let water leak into the bowl.

Turn off the water supply valve under the tank and flush the toilet to empty it.

If the ball valve or ball seat are dirty or rusty, clean them.

If the ball is worn, replace it. Refill the tank.





## WATER SUPPLY SHUT-OFF VALVES

All members of your household should become familiar with the various water intake valves in your plumbing system. Label each one with a shipping or luggage tag. You will rarely need to use them, but in the event of an emergency or if you need to make minor repairs, they will be easy to locate.

**In suites, Shut-off valves for the kitchen faucet and dishwasher** are located in the cabinet under the sink. One valve controls the hot water supply to the kitchen faucet, and another controls the cold water supply. A third controls the water supply to the dishwasher.

**Shut-off valves for water supply to bathrooms** are located inside each bathroom vanity cabinet. One valve will turn off the hot water, and another the cold water in that bathroom.

In each **suite, Main Shut-Off Valve(s)** are located behind a square wall panel under the bathroom vanity cabinet. The lever type shut off valve(s) turn off the water to your entire suite. In suites with more than one bathroom, the valves are located in the master ensuite bathroom.

## NOISY PIPES

Noise in the pipes can be caused by a variety of reasons. Among the most common are a worn washer, a loose part in a faucet or steam in the hot water pipe. The condition causing noisy pipes should be corrected promptly because sometimes the noise is accompanied by vibration. A strong vibration can cause the fittings to loosen and leak.

# POWER FAILURE

In case of loss of electrical power in your entire unit, first determine if this is isolated only to your unit by calling Property Management or the Concierge. They may be able to confirm that the problem is an area power outage. In this case, emergency generators will still supply power to some areas of your building, but for the remaining areas, including your unit interior, you will have to wait until the hydro provider restores power.

If power is lost at certain areas in your unit and one breaker continues to trip, check to see if you have overloaded the circuit and move your appliance to the next nearest outlet. Then re-set the breaker switch that has tripped. **If a breaker switch has “tripped”, you must turn the switch to the “OFF” position before turning it back “ON.” Turning a switch directly from its tripped position to “ON” will not restore service.**

## ELECTRICAL RECEPTACLES

The wiring in your new condominium meets the code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances that require personal attendance for their operation may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of a large appliance or of many small appliances on the same circuit may cause an overload. If a circuit breaker trips frequently and you are within the two-year warranty period, report it to Gibson Square Customer Care. If beyond the warranty period for your new home, contact a licensed electrical contractor to determine the cause.

## GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

The GFCI is a mandatory safety feature for bathrooms receptacles and other receptacles in close proximity to a water supply. Its function is to monitor and interrupt the flow of electricity to a receptacle if a loss of current is detected. In this way, you are protected from electrocution if an appliance or the receptacle comes in contact with water.

Bathroom outlets in your unit are GFCI protected. The outlet wall plate in one of your bathrooms will be equipped with test and re-set buttons. Test them regularly to ensure that the GFCI works. In units with more than one bathroom, the outlet wall plate in only one bathroom will be equipped with test and re-set buttons. However, outlets in all bathrooms are GFCI protected and are interconnected. This means that when the electrical flow is interrupted in one bathroom, it will have been interrupted in all other bathrooms as well. Re-setting the GFCI in the bathroom with the test and re-set buttons will restore electrical power to all bathrooms.

Kitchen outlets in close proximity to the sink will also be GFCI protected and will be equipped with test and re-set buttons.

If your unit is equipped with a whirlpool, the GFCI will be a separate breaker on the electrical panel.

# SMOKE/CARBON MONOXIDE DETECTOR

A unit is located on the ceiling of each suite and serves to warn the resident of potential fire or carbon monoxide. The unit sounds only within the unit (it is not connected to the building's emergency system). The unit is hard wired and requires no batteries.

Regular vacuuming of the unit using a soft upholstery brush will help to ensure it remains free of dust and continues to function properly.



## TRIMS AND MOLDINGS

Trimings and moldings, such as baseboard and quarter-round, may separate from the floor, leaving a small space that will catch dust and dirt. This separation is part of the normal process of settling and shrinking in your home. Loosening the quarter-round or other trim and re-nailing it in its proper position will remedy the problem.

Small separations that may occur at corners or other seams can be patched with wood filler; however, further settling will sometimes bring the pieces back together. The filler can be stained or painted to match the molding. A thin piece of cardboard or heavy paper slipped under the molding will protect the floor or rug while you are painting.

## WINDOWS AND GLASS

Any glass breakage for reasons other than seal failures and pressure cracks is not warranted and is the responsibility of the homeowner. Any broken or cracked exterior glazing should be reported to Property Management immediately.

**POLICE EMERGENCY** **911**

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**FIRE EMERGENCY** **911**

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**AMBULANCE EMERGENCY** **911**

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Toronto Police Services Division #22 416.808.2200

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Concierge Desk 416.250.8685

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Property Management Office 416.730.0019  
 (Gibson Square is managed by  
 MenRes Property Management Inc.)

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Gibson Square On-Site Customer Care 416.225.7171  
 Located in Gibson Square

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Rogers Cable 1.888.ROGERS1

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Bell Canada 310.BELL

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Toronto Hydro 416.542.8000

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MidNorthern Appliance Service 905.696.3462

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# TELEPHONE DIRECTORY

**CAA (CANADA AUTOMOBILE ASSOCIATION) 24HR LINE**      **416.222.5222**

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### TAXI

Able-Atlantic Taxi	416.298.1111
Beck Taxi	416.751.5555
Celebrity Wheelchair Accessible Taxi	416.398.2222
Air Flight Limousine Services	416.445.1999

**TTC (TORONTO TRANSIT COMMISSION)**      **416.393.4636**

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### SHOPPING

Sheppard Centre (Yonge & Sheppard)	416.226.5151
Fairview Mall (1800 Sheppard Ave. East)	416.491.0151
Yorkdale Mall (Dufferin Street & Highway 401)	416.789.3261
The Toronto Eaton Center (Dundas & Yonge St.)	416.598.8700
IKEA North York	1.866.866.4532

### GROCERY SHOPPING

Whole Foods (Yonge & Sheppard)	312.799.5600
Loblaws (Yonge & Empress)	416.512.9430
Food Basics (5915 Yonge St.)	416.221.2961

### MOVIE THEATRES

Cineplex – Empress Walk (Yonge & Empress)	416.847.0087
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# LOCAL SERVICES DIRECTORY

## ENTERTAINMENT

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Toronto Centre for the Arts (5040 Yonge St.)	416.250.3708
Roy Thomson Hall (60 Simcoe St., south of King St. W.)	416.872.4255
Sony Centre for the Performing Arts (Front & Bay St.)	416.393.7469

## PHARMACIES

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Shoppers Drug Mart (Sheppard Centre)	416.222.1174
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## HOSPITALS

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North York General Hospital (4001 Leslie St., Toronto)	416.756.6000
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# LOCAL SERVICES DIRECTORY







# HOME CARE GUIDE

Gibson Square On-Site Customer Care, Located in the South Tower,  
5162 Yonge St., Suite 110

**TEL: 416.225.7171**