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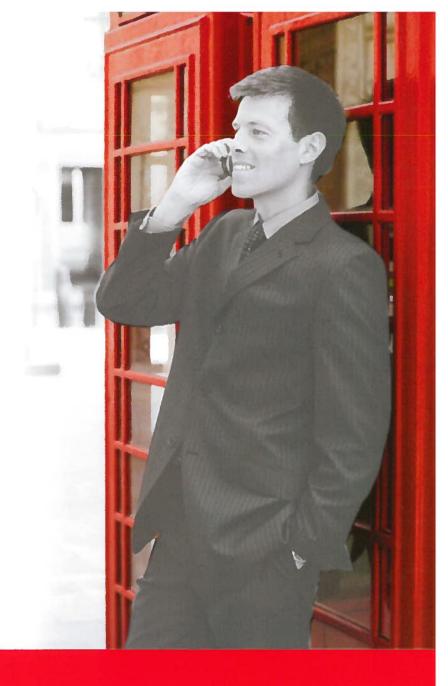
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Section One Telephone Directory





Emergency/Police

Fire/Police Emergency 911 Ambulance Emergency 911

Call Concierge to Hold Elevator for Ambulance.
Toronto Police Service (416) 808-2222
Crime Stoppers 1(800) 222-8477

Administration

Customer Service

38 The Esplanade Suite 316 (416) 777-0316

Concierge Attendant

East Tower (647) 344-1743 West Tower (647) 345-5203

Property Management On-Site (647) 351-1161 or (416) 777-2489

Hospitals

Toronto General (416) 340-4800 Mt. Sinai (416) 596-4200 St. Joseph's Health Centre Hospital for Sick Children (416) 813-1500

City of Toronto

Toronto City Hall (416) 338-0332
Property Tax (416) 338-4TAX
Water Customer Service (416) 338-8888
Billing (416) 338-4829

Local Amenities & Services

Rogers Cable

Service (24 hour) (416) 447-3377 Bell Canada (416) 310-2355

Appliance Service

Appliance Canada (905) 660-2424

Transit

C.A.A.

 24-hour Emergency Line
 (416) 222-5222

 Transit Commission (TTC)
 (416) 393-4636

 GO Transit
 (416) 869-3200

Tarion Warranty

Corporation (416) 229-9200





The Condominium Concept

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

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

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

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

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

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

Rules are developed by the Board of Directors of the Condominium Corporation. They must be reasonable and consistent with the Condominium Act, the Declaration, and the By-Laws. New rules become effective thirty days after notice has been given to each owner (unless the Board is in receipt of a requisition in writing, made by owners who together own at least 15% of the units, requesting a meeting of owners to consider the changes). The rules and regulations have been developed to:

- Promote the safety, security, and welfare of all owners, residents, and guests.
- Provide an atmosphere of quiet enjoyment for all residents and guests.
- Provide for the protection of all property.



The Condominium Concept

The Management Company for Cityzen

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

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

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

Administration and Property Management

Pursuant to the terms of the Declaration and by-laws of the Corporation, a Board of Directors consisting of 3 directors is elected at the Annual General Meeting of the Corporation.

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

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

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

Maintenance Fees

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





Suite Deficiencies

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

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

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

Anything requested that is of a "Management" nature will be referred to Cityzen Property Management Inc. on your behalf. You will be advised of the status of your requests on an individual basis by Cityzen Customer First Program.

Should you have any further questions or need additional information, please do not hesitate to contact our Customer Service Department at 416 777-0316



Suite Deficiencies

Should you require service for your appliances please contact Appliance Canada, 905 660-2424 or Whirlpool Canada 1-800-807-6777 x1144

You will be asked for the following information:

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

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

Fridge:

inside the fridge wall

Ranges:

on one of the legs of the range when the lower drawer is pulled forward

Dishwasher:

on the inside lip of the tub

Microwave:

on the bottom of the microwave

Laundry:

inside the washer/dryer

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

We also recommend that everyone take the time to read over his or her homeowners' manual.

Yours truly, Cityzen





Section Four The Amenities



The Amenities

It is hoped that all residents will use and enjoy the amenities available at London. The recreation facilities, the grounds, the driveways and garage are part of the amenities which are governed by the Board of Directors.

Elevators

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

Recreation Rules

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

Exercise Room/Steam Room/Pool & Hot Tub

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

Section Five The Security





The Security

A. Common Area Security

Security is provided by a manned concierge located at the entrance in the main lobby. The officers monitor the security cameras. Public access common area doors, amenity doors, and garage doors are controlled through a computerized access control system (cards or remote controls that are lost or stolen may be deactivated by the security officers through a computerized control system). Also please inform the Property Management Office if your card has been lost or stolen. Other doors to the exterior such as fire exits, loading dock doors, and other doors not used by residents or their guests are monitored through a door alarm system.

B. Suite Security

Each suite has its own security alarm system, which is also monitored by the concierge. All suites have contact alarms on the suite doors, which are connected to the concierge. Ground floor and all amenities also have window contact alarms. All residents are encouraged to use this suite alarm system, particularly when away from the unit.

Resident Information - To manage your property effectively, we will be requesting information from you. Please complete the resident information form and return it to the Customer Service Office or concierge as soon as possible. All information is kept confidential and is available only to Management. It is extremely important that we have the names of all residents, ages of residents under the age of 16 years, vehicle information and emergency contact information. For life safety purposes, we also require information on those residents who would require assistance to evacuate the building in case of a fire as well as information on any residents who do not understand English and might not understand instructions given over the emergency voice communication system.

Guests - When you have guests, they will enter through the Main Entrance and will be greeted by the concierge. There is paid parking for your guests, the entrance to the garage is off of Scott Street.

Access Cards and Remote Controls - Each suite is supplied with 2 access cards and 1 remote control for each owned parking space. The garage entry has one button and locks after opening the main garage door and the internal garage door. Another button will be the personal security transmitter, which is connected to the security system in the underground parking. Additional access cards may be obtained from the property manager for a non-refundable fee. A form for the request will be required which will note the costs. In case of loss, please inform the concierge or management immediately so that your card/remote may be deleted from the system to prevent unauthorized access. Should your card/remote fail to work please contact the concierge immediately. The amenities will also have card access.





Section Six The Policies



Policy on the Acceptance of Small Parcels, Registered and Couriered Mail and Policy on the Acceptance of Perishable Items

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

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

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

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

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

Furniture and Large Item Delivery

Prior arrangements must be made with the property management to reserve the service elevator. Building personnel are prohibited from accepting cash to cover the cost of any parcel delivery service.

Please request that the delivery company take away your boxes from furniture and appliances.

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



Authorization to Enter Suite

If you do not expect to be home for a guest or service call, you may acquire a form from customer service and property management that will permit authorized persons access to your suite. This form must be completed and signed by you and a key to your suite must be left with the concierge. The concierge is not permitted to open your suite or supervise the authorized person's attendance in your suite. The concierge will have the guest or service person sign the key out and back in for security. Identification of the individual will be required.

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

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

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

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



Parking Policies

In an effort to avoid parking problems, we have outlined below parking policies currently in existence.

A. General

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

B. Underground Parking

- Underground Parking units are the personal property of the owner and shall be occupied and used only as
 a private parking space for a passenger automobile, station wagon, or motorcycle by a unit owner or tenant
 residing in the unit and such Residents' immediate family, guests, visitors, or invitees to the unit. No propane
 or natural gas powered vehicles are allowed in the parking garage.
- 2. No parking unit shall be sold, conveyed, or leased to anyone who is not a resident, tenant, or full-time occupant of the dwelling unit.
- 3. Owners shall not make any additions, alterations, improvements or renovations in or to their parking units.
- 4. The owner of each parking unit shall maintain such unit in a clean and sightly condition including the elimination of oil or grease spills. Where this is not done, the Corporation may have the space cleaned at the owner's expense, collecting any amount owing in the same manner as contributions towards the common expense in accordance with Section 92(1) of the Condominium Act.
- 5. It is the responsibility of the owners and tenants moving out to relinquish directly to the new occupant of the suite their entry transmitters.
- 6. Vehicle headlights shall be turned on whenever moving through the parking garage. Please note that the speed limit in the parking garage is 10 km/hr and shall be strictly observed.
- 7. Vehicles are to be parked well within the marked confines of the space and shall not be parked so as to protrude into another space or into the driveway.
- 8. Fire regulations prohibit the storage of any items such as tires, boxes, furniture, bicycles, etc. in parking spaces.
- 9. Unit owners who wish to lease their parking spaces to other residents shall register information with the Property Management Office, giving full details of the intended lease prior to executing the lease. Details shall include the name of the owner, the name of the lessee, the unit number of the parking space, the make and colour of the vehicle, license number and duration of the lease.
- 10. If a vehicle is parked in your space or blocking it, report the following information to the concierge:
 - your name, unit number, parking space number and license plate number;
 - the description and license plate number of the offending vehicle.
 - do not park in someone else's parking space as it constitutes trespassing and is very discourteous.
- 11. Vehicles illegally parked on driveways, ramps, or in areas not designated as parking spaces in the underground parking garage shall be ticketed and removed from the property by the management at the owner's expense and at the sole responsibility of the offending vehicle owner.

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



C. Visitors' Parking

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

- Fire lane
- · Roadways and traffic lanes
- Pick-up/delivery area
- Front driveway (passenger drop-off)

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

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

D. Vehicle Malfunction

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

E. Vehicle Repairs Services

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

F. Garage Door Operation

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

G. Entry Transmitters

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



H. Replacement of Vehicles

Condominium Residents who replace their vehicles are required to report the same to the Property Management Office immediately with the new vehicle data; e.g. year, make, model, colour, etc.

I. Garage Cleaning

Property Management arranges to have the garage swept on a periodic basis. When notices are posted to this effect, owners are required to remove all vehicles from the appropriate areas on the posted dates and times.

J. Accidental Damage to Vehicles or Property

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

If you damage another vehicle leave a note on the windshield with your name, address, and telephone number. Inform your insurance representative and the concierge.

In the event of accidental damage to other property or common elements, report it to your insurance company and the concierge.

K. Liability

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



Section Seven
Helpful Hints For Residents





What to Do if Something Goes Wrong In Your Unit

Electrical Power Failure

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

Plugged Toilets, Drains, and Other Plumbing Problems

These problems are the responsibility of the unit owner. Keep a plunger in your suite. Know where all the shut-off valves are located. If the problem is "unusual" and occurs within the first year, while warranties are still in effect, please contact Property Management.

Water Leakage

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

Appliance Services

With your refrigerator, stove, washer, dryer, and dishwasher, you will find a 1-year warranty card. Please complete these cards and mail them as instructed on the card to activate you warranty. Should you require services for your appliances, please call Tasco Distributors. Cityzen does not service appliances.



In-Suite Maintenance

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

Washer and Dryer

a) Washing Machine

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

b) Dryer

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

c) Microwave Hood Fan

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

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

Changes to Your Unit

Homeowners are free to decorate their suites in a manner that best suites their own taste. However, unit owners cannot make structural modifications to the walls, interior suite layout, or plumbing and electrical/mechanical systems without the consent of the Condominium Corporation. If in doubt, it is always best to call the Property Management office before making any changes to ensure that approvals are not required.



Balconies and Terraces

It is hoped that all residents will maintain an attractive exterior appearance of London by keeping their balconies in a clean and tidy condition. The balcony is not to be used as a storage area for any items except seasonal furniture. Please do not hang clothes or flower boxes from the balcony or railing.

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

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

Garbage/Recycling

Your garbage room chute is equipped with a Tri-sorter.

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

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

If you are having renovations or repairs done to your unit, it is your responsibility to arrange for the removal of the garbage generated. You must also arrange for the removal of old appliances, old furniture, and all heavy or large articles. Please call the City of Toronto Garbage Collection Department to arrange a pick-up date.

Resident Information Forms

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

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

Vacations

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



Noise

Please do not do any hammering, sawing, drilling, etc. in your suite on Sundays, late in the evening, or early in the morning. Such noise sometimes can be transmitted within parts of the building and can be very disturbing and annoying to your neighbors. This is particularly true when you wear hard-soled shoes on ceramic or hardwood floors.

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

Pests

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

Insurance by the Condominium Residents

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

Contact your own insurance agent to inquire about Condominium Unit Insurance Policies.

It is also wise to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and personal damage caused by you, your family, guests, or service personnel.

Window Coverings

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

Pets

Pets are permitted at London. As the owner of a pet, you must be responsible for the pet's behaviour. While on the common areas, including the elevators, corridors, driveways, and parking areas and lawn areas, the pet must be carried or securely leashed. The pet must be taken off the property to relieve itself and owners are then subject to municipal leash and clean-up by-laws.

Drains

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

Exhaust Fans

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



Granite Countertops and Floors

Why don't granite kitchen countertops always look exactly like the sample? Granite is an organic substance and just as no two people are exactly alike, so no two samples of granite will be either. The composition of minerals and the deposit from which it was quarried all play a part in the appearance of the granite.

Scratching and Staining

Scratching and staining on granite surfaces are rare because of the hardness of the material, but you can scratch the polish.

What should I use to clean my granite kitchen countertop?

Clean your countertop with a mild dishwashing detergent and a clean cloth.

DO'S AND DON'TS

DO clean stone surfaces with a mild dishwashing detergent and warm water, and use a clean rag for best results.

DO use coasters under glasses, especially if they contain alcohol or citrus juices.

DO place a small rug or mat at entryways to trap dirt and sand from normal foot traffic.

DO dust countertops, islands, vanities, and floors frequently.

DO blot up spills immediately to minimize permanent damage to the stone.

DON'T use vinegar, bleach, ammonia, or other general purpose cleaners.

DON'T use cleaners that contain acid such as bathroom cleaners, grout cleaners, or tub & tile cleaners.

Maintenance

Cabinet Exteriors and Shelves

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

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

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

Appliances (Exterior Finishes)

DO NOT USE HARSH ABRASIVE CLEANERS

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

Stove top (not elements - refer to manual) Ovens (front operating panels) Dishwasher Washing Machine Dryer

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



How Your 61 Low Consumption Toilet Works

DID YOU KNOW?

Ensure you have an ultra-low flow 6L toilet. The Ontario Building Code requires 6L toilets to be installed in all new houses, to reduce the amount of water and pollution control costs.



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

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

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

"The Rules of the Bathroom"

Don'ts

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

Do's

- Do flush an appropriate amount of toilet paper.
- Do clean the bowl regularly using vinegar.

Your toilet is NOT a garbage disposal.





Section Eight Rules & Regulations



Rules & Regulations

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

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

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

- 1. The Resident will be contacted by the Property Manager. If the resident is a tenant, the owner of the suite will also be contacted.
- 2. In the event that the problem is not resolved, a letter with a final warning will be sent to the resident and the Owner in a tenant situation.
- 3. Should the problem still not be resolved, the Property Manager will seek the consent of the Board of Directors to place the matter in the hands of the Corporation's lawyer. All costs of enforcement of Rules will be borne by the owner of the offending unit.
- 4. Do not paint over speakers on ceilings in your suite. This is considered as part of fire prevention systems, any tampering with the speaker is considered a breach of the fire code.

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

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





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

Recommended Care and Maintenance: Use mild dishwashing detergent. Rinse thoroughly with clean water. Buff with a soft, dry cloth. See next page for more information.

Daily Maintenance

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

Periodic Maintenance

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

Hardwood Floors

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

Preventive Maintenance

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

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

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

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

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

DO NOT WAX YOUR FLOORS.

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



Cleaning

For general cleaning, add 1/4 cup white vinegar to 1 quart of warm water. Dip a clean cloth or sponge mop and wring nearly dry. Clean floor and wipe dry with a towel as you go.

Buff to restore luster.

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

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

White and Bleached Floors

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

Shrinkage

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



Removing Stains

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

For wax finished floors, follow the procedures for cleaning and washing described under Section A, Wax Finish, thus maintaining a protective wax coating.

Here are some 'first aid' suggestions for common accidents when the floor has been WAXED. These procedures should never be used on surface finishes. When removing a stain, always begin at the outer edge and work toward the middle to prevent it from spreading.

- 1. Dried milk or food stains: gently rub spot with damp cloth. Rub dry and re-wax.
- 2. Stains caused by standing water: rub spot with #000 steel wool and re-wax.
- 3. Dark spots: (a) clean spot and surrounding area with #000 (or, if necessary, the coarser #00) steel wool and a wood floor cleaner or odorless mineral spirits; (b) thoroughly wash spotted area with house-hold vinegar and allow it to remain for three or four minutes; (c) if the spot remains, sand with fine sandpaper, feathering out 3 or 4 inches into surrounding area. Stain, re-wax and polish. Deep back-stains may go through the board. In such cases the affected board is best replaced by a professional flooring expert.
- 4. Heel marks, caster marks, etc.: rub with fine steel wool dampened with the wax you normally use, then buff to shine.
- 5. Ink stains: follow the same procedure as for other dark spots.
- 6. Animal and diaper stains: spots that are not too old may sometimes be removed in the same manner as other dark spots. If spots resist cleaning efforts, the affected flooring can be refinished (see no. 3).
- 7. Mud: can usually be removed with a good cleaning product.
- 8. Chewing gum, crayon, candle wax: apply ice until the deposit is brittle enough to crumble off. Solvent-based wax poured around the area (not on it) soaks under the deposit and loosens it.
- 9. Cigarette burns: if not too deep, steel wool will often remove them. Moisten steel wool with solvent-based wax to increase effectiveness.
- 10. Alcohol spot: rub with solvent-based or paste wax, silver polish, boiled linseed oil, or cloth barely dampened in ammonia. Re-wax affected area.
- 11. Oil and grease stains: rub on a kitchen soap having a high lye content, or saturate cotton with hydrogen peroxide and place over stain; then saturate a second layer of cotton with ammonia and place over the first. Repeat until the stain is removed.

CAUTION

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

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

Hardwood Flooring

As a natural wood product, hardwood floors will expand and contract with variations in temperature and humidity. No hardwood floor will be 100% squeak-free. However, maintaining proper humidity levels will greatly reduce the occurrence of squeaking. Excessive separation and cupping due to your failure to maintain proper humidity levels is not covered by any warranty.

We are not responsible for discoloration of the floor due to direct sunlight. The warranty does not cover damage from high heels, pets, spills, and furniture legs without adequate felt covers, nor for water damage or owner abuse.

Carpeting

Variations in the shading of some carpet are evident when the nap runs in different directions. The nap of the carpeting should run in the same direction in each room. It is acceptable for the nap to change direction at doorways.

Light and white colored carpeting may become discolored at the walls and subfloor joints due to the filtering process that occurs with forced-air heating. There are a number of causes for this but it is generally caused by candle burning and pollution in both the interior and exterior air quality and is not covered under any warranty.

Cabinetry

Cabinet doors, boxes, drawers, and hardware such as knobs, hinges, and drawer slides are warranted against defects in material and workmanship for one year. Cabinets constructed of wood are subject to normal variations in grain and colour. Such changes are found in nature and are not considered defects. Likewise, colour and grain of replacement parts may vary from the original installation. We are not responsible for fading of cabinetry materials due to exposure to sunlight. Damage from the use of inappropriate cleaning products, such as naphtha spray waxes and lemon oil, is not covered by any warranty.



Laminate Flooring

Care and Maintenance

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

Maintenance

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

For further information on your flooring you can refer to the manufacturer's website at www.rosewoodflooring.com



Common Stone Problems

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

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

Staining: All stone surfaces can become stained very easily. Most foods, drinks, ink, oil and rust will stain marble. Once a stone becomes stained, it can be very difficult to remove. To prevent staining, clean the spilled material immediately. Blot the spot with a clean paper towel or cloth, If this does not remove the stain, then a process called "poulticing" may be needed. For more information on poulticing, please refer to our brochure "Removing stains from Marble, Stone and Other Porous surfaces". To prevent staining, sealing the stone with a good quality penetrating sealer is important and recommended every six months.

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

Spalling: Flaking & Pitting - It your stone is developing small pits or pieces of stone are popping off the surface (spalling) then you have a problem. This condition is common on stone exposed to large amounts of water or when deicing salts are used for ice removal. Like efflorescence, mineral salts are the cause for spalling and pitting. Instead of the salts depositing on the surface (efflorescence), they deposit below the surface of the stone, causing pressure within the stone and therefore the stone spalls, flakes or pits. Unfortunately, once it begins to spall it s almost impossible to repair. It is recommended that the stone be replaced.

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



Care and Cleaning of Interior Marble Surfaces

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

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

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

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

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

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

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

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

Oil Stains

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

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

Rust Stains

Metallic objects in the presence of moisture invariably cause rust stains. Rust stains are usually coloured orange to brown, and take the shape of the object that caused them. If these stains are noticed promptly, they can sometimes be removed simply by rubbing hard with a dry cloth, especially if the surface has been waxed. If the stain doesn't come off, proceed with the following treatment:

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

Etch Marks

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

Polishing Procedures:

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

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



Condensation

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

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

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



Condensation

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

Fortunately, the homeowner can control most condensation problems. The key to controlling excess condensation lies in understanding today's building standards and how relative humidity impacts on today's airtight homes. Listed below is a chart indicating desired maximum relative humidity for different temperatures.

DUTSIDE AIR TEMPERATURE DESIRABLE MAXIMUM INSIDE RELATIVE HUMIDITY

Celsius 70°F (21°C)	% Indoor Temperature of
-30° and colder	not over 15%
-30 ⁰ to -25 ⁰	not over 20%
-24° to -19°	not over 25%
-18 ⁰ to -13 ⁰	not over 30%
-12° to -7°	not over 35%
-6° to 0°	not over 40%

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

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

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

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



Corridor Fresh Air Unit

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

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

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

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

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

List of Warranty Exclusions

See Tarion at www.tarion.com for a complete list of Warranty items.

- Excess window condensation and frost from failure to ventilate (also dependent on weather).
- Minor drafts at doors, windows or electrical outlets.
- Plumbing fixture damage due to abrasive cleaners or careless use.
- Countertop damage by excess water at joints/seams. Scratched/gouges not reported on PDI.
- Natural wood colour variation in cabinetry.
- Colour and texture in natural marble, slate, porcelain and ceramic.
- Natural materials in kitchen countertops including variation in colour (see ONHWP for further explanation).
- Slight cupping of hardwood floors.
- Shrinkage of hardwood floors.
- Some noise transmission between suites.
- Spalling of slate tiles.
- Colour variation of natural stone tiles.

Common Areas Such As:

- Balconies
- Suite entry doors corridor side.





Section Ten Fire Plan



Fire Plan

Fire Safety

Resident Instructions

Cityzen has developed a Fire Safety Plan as required by the Ontario Fire Code.

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

- 1. Resident Information: What to do if there is an alarm or fire.
- 2. Staff Responsibilities: What to do if there is an alarm or fire
 - training responsibilities;
 - -emergency procedures
- 3. Fire Department Information: Location or type of systems, etc;
 - building plans

Key Points

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

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



Fire Plan

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Fire Plan

Emergency Fire Procedures

When the alarm is activated, it will sound throughout the whole building. The alarm system is monitored by Guardtek Security Systems. In the interest of safety, please dial 911; never assume that someone else has done it.

- Your first decision in reacting to the sound of the fire alarm is whether to leave your suite
 and evacuate by the stairway or remain in your suite. Unless you smell smoke or are in
 immediate danger from the fire, you may decide to remain in your suite and wait
 for further information.
- If you decide to leave your suite, feel the door and doorknob for heat before opening the door. If it is hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly and remain in your suite.
- If you find no fire or smoke in the corridor, take your suite key but DO NOT LOCK YOUR DOOR, close the door behind you.
- DO NOT USE THE ELEVATOR leave by the nearest stairwell; make certain that you also close the stairwell doors behind you to prevent further spread of smoke or fire.
- If you encounter smoke in the corridor or stairwell, proceed to the opposite side of the building, where you may find that stairwell clear. If neither stairwell is clear, return to your suite.

If you cannot leave your suite or if you have returned to it because of fire or heavy smoke:

- Remain in your suite and make sure your entrance door is unlocked but firmly closed.
- Dial 911 and inform them of your location.
- Seal all cracks, where smoke may enter your suite, by using wet towels or sheets around the door and vent openings.
- If smoke enters the room, crouch low to the floor and proceed to the balcony closing the door behind you. If you are in danger, signal the fire fighters by waving a sheet from your window or balcony.
- Remember to remain calm, do not panic, or jump. Listen for further information, which may be given by authorized personel over loud speakers

In the event there is a fire in your suite that you cannot extinguish safely:

- Leave your suite, take your key, close the door but do not lock it.
- Alert your neighbours by activating the fire alarm manually.
 The pull boxes are located at the exit doors in the corridor.
- Phone 911 from a neighbouring suite, give all the particulars of the fire.
- Proceed to the main lobby where you inform the Fire Department of the exact location of the fire and confirm that all persons in your suite have been safely evacuated.