

38 Elm Street
Luxury Condominium Residences

WELCOME & RESIDENTS MANUAL

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Welcome to 38 Elm Street

Welcome to 38 Elm Street! Congratulations on the purchase of your new home. The Board and Management want you to feel comfortable and secure in your new home from the moment you arrive. We will endeavour to accommodate your needs whenever possible and we will always answer any questions you may have.

38 Elm Street is a condominium corporation legally known as Metropolitan Condominium Corporation No. 933 (M.T.C.C. 933). The Corporation has an elected Board of Directors responsible for the affairs of the Condominium.

ICC Property Management Ltd. is our management company responsible for the day-to-day operations of the property.

This 'Welcome Manual' has been designed to assist in familiarizing you with the services, facilities, activities and processes to be followed in our Condominium and to provide you with the basic information necessary to understand your involvement, responsibilities and rights as an Owner/Resident of our building.

The Property Management Office is located on the main level behind the concierge desk. Should you require any assistance, please do not hesitate to contact the office at (416) 348 0190 or at management@38elmstreet.com or manager@38elmstreet.com. Alternatively, the Concierge may be contacted at (416) 348 0190. concierge@38elmstreet.com. After hours, common element emergencies are responded to by the concierge who provide service 24 hours a day 7 days a week. Should you have in-suite mechanical, electrical or plumbing issues the concierge is able to provide you with information on who you may contact.

A very important requirement before you move in is to ***reserve the "service" elevator for your movers***. Simply call the Concierge to assist you. If you are a new resident moving into the building, you will be required to come into the building personally to book the elevator and complete forms and documentation that are required under the *Condominium Act*. It is vital to book the elevator as only one move-in can be scheduled through the moving elevator at any given time and accommodation must also be available in the loading dock. Moving may be scheduled from 8:00 a.m. to 6:00 p.m. 6 days a week.

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An access card, which is required to be used at all times, provides access to the front door, side door to elevators and other amenities in the building. If you were not provided with these cards by your vendor, these may be purchased at the concierge desk for \$60.00 each. For your security and that of the building, there may be a limit placed on the number of cards issued to your suite. Speak to the concierge to ensure that the cards you have are in your name.

This Corporation shares part of the property (e.g. underground garage, fire panel room, garage elevators etc) and a number of services (e.g. security) with Dundee the manager of the commercial tower at 655 Bay Street.

Occasionally situations may arise which will require patience and understanding on behalf of Residents and Staff. Hopefully we can keep these to a minimum but please be assured that the staff of 38 Elm Street will endeavour to be of assistance whenever required.

We have a monthly recreation newsletter which will keep you abreast of what's happening in the building and what social events are planned. Also, such events and activities are posted on the bulletin board on the second floor. Board communication to owners is posted in the elevator lobby.

For clarification on any items that are or are not contained in this manual kindly contact either the Property Manager or the Concierge.

Yours truly,

Katarina Milosevic
Property Manager
ICC Property Management Ltd
Agents for and on behalf of
MTCC 933

THE CONDOMINIUM CONCEPT

Condominium in Ontario refers to a type of home ownership, whereby an individual acquires ownership of a unit, together with an undivided interest in the common elements of a Condominium Corporation. Condominiums are regulated under an act of the Provincial Legislature (*The Condominium Act, R.S.O. 1998*). Each Corporation has a Declaration, By-laws and Rules which govern the use of the units and the common elements. Every owner must comply along with all members of his family, residents, guests, visitors, tenants, invitees and licensees to his unit with these documents and the *Condominium Act*.

It is important 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 understand the Rules that govern your home. When you buy a condominium you are buying your own home. However, all owners share the Common Elements and consequently they must all pay for their maintenance and repair. An Owner cannot repair or modify the common elements except where he/she is obliged to do so by the Declaration. Common elements include the property, garage, lobby, exercise rooms, party room, windows, hallways, exterior building face, etc. The balconies are defined as common elements with exclusive use for the adjoining residential unit and are subject to the Rules and Regulations governing their use.

Your share of the cost of necessary service repairs and improvements is set out in the Declaration. An annual budget is established each year by the Board of Directors and each owner is responsible for one twelfth of the annual Common Expense Fee for his or her unit as stipulated by the Budget on the first day of the month. If fees are not paid promptly steps are taken to secure the Corporation's interests and all costs, or charges resulting, must also be paid by the owner in arrears.

The Declaration is the document pursuant to 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 govern its own meetings and affairs. New by-laws 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 can be developed by the Board of Directors. 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 Rules). The Rules 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 Enforcement of the Declaration, the By-laws and the Rules is an **obligation** placed on the Board by the *Condominium Act*. However, the obligation to report infractions is the responsibility of all residents and staff alike. Infractions should be reported in writing to Property Management, to ensure 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 of the Corporation in force, from time to time, by any owner/resident, shall be paid for by such owner and may be recovered by the Corporation against such owner, in the same manner as common expenses.

Administration and Property Management

Pursuant to the terms of the By-laws of the Corporation, a Board of Directors consisting of five Directors is elected by the owners. The terms of Directors are staggered so that the opportunity to elect new members of the Board occurs at each Annual General Meeting of the Corporation

The Board of Directors will meet regularly to discuss matters relevant to the operation of the condominium and to establish policies to guide management. Official Minutes of meetings are maintained and are open by appointment for inspection by any owner.

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 will be held and at that time official corporate business is conducted; the Auditors' Financial Report is presented to the 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.

It is the responsibility of the Property Management team to manage the day to day operations of the building following direction received from the Board of Directors and in keeping with the Condominium Act, the Declaration, Bylaws and Rules and Regulations of the building.

Communications

The Board is committed to excellent communication with residents to keep them abreast of what is occurring in the building and to address any concerns that may exist from time to time. This communication takes many forms. Our monthly newsletter highlights ongoing social and operational activities. Special projects or major events are typically described in notices circulated to each resident. The Annual General Meeting is usually held in May/June, after the auditor has completed his review of the finances and provided his audited statement for the previous year.

Communication from residents is typically handled through the Property Management Office. If requested or if the issue is beyond the scope of authority of the Property Manager, your correspondence is presented to the Board at its monthly meeting. Property Management will respond to you with the Board's reply.

Normal maintenance requests must be made in writing through the Concierge, Property Management office, by completing a work order or via email.

Owners may also request to review various Corporation records. These items include Minutes of monthly Board Meetings (after approved) and unaudited monthly financial statements among other documents. Residents are encouraged to keep themselves current on the affairs of our Corporation.

TELEPHONE DIRECTORY

Please feel free to contact the Concierge or Management Office for any emergency assistance

Management Office phone	416 348 0190
Management Office fax	416 348-0638
Concierge	416 348-0190
Toronto Fire Department	911
Fire / Police Emergency	911
Ambulance Emergency	911
Metro Toronto Police Non Emergency	416- 808-2222
City of Toronto Realty Tax Department	416-392-7115
Sunnybrook Hospital	416-480-4407
Toronto General Hospital (Information)	416-340-4617
Mount Sinai Hospital (Information)	416-596-4200
St. Michael's Hospital (Information)	416-360-4000
Poison Information Centre	416-469-6245
Distress Centre	416-278-7208
Post Office	1-800-267-1177
Rogers Cable Service (24 hours)	416-447-3377
Bell Canada	416-310-2355
Toronto Transit Commission	416-229-9200

SECTION I BUILDING STAFFING

Management Office

The Management Office is staffed weekdays from 9:00 a.m. to 5:00 p.m. by the Property Manager and Administrator. There may be occasions when both the Manager and the Administrator are away for training, seminars and meetings. Please leave your questions/queries with the Concierge and they will be attended to upon the Manager's return. The Manager oversees all of the building staff and liaises with the Board on the day to day issues of the building. The Administrator may be reached at 416 348 0190 x 3408 management@38elmstreet.com. The Manager may be reached at 416 348 0190 x 3409 or manager@38elmstreet.com.

Concierge

The Concierge may be reached at 416 348 0190. The Concierge Desk is staffed 24 hours per day, seven days per week. The Concierge may be reached at concierge@38elmstreet.com.

Generally speaking, the duties of the Concierge include greeting Residents and guests, directing your service personnel authorized by you to your suite and monitoring the surveillance cameras. The Concierge staff is here to assist you and to keep our building safe. However, they cannot do the job alone. Each Resident must also be security conscious. If a stranger tries to enter the building behind you without using his / her own access card, please stop that individual and direct them to the Concierge. If you see a stranger in the garage or common areas and their actions seem suspicious, contact the Concierge immediately and ask on duty personnel to investigate. Get to know your neighbours. Use your suite security system, particularly when you go away. Let the Management Office know your away dates and emergency contact information.

All Residents are required to use their access card to gain entry into the building. Your guests should be advised to use the enter phone system to gain access to the concierge and/or when visiting you.

Superintendents

The building employs a Superintendent to oversee the wellbeing of residents and maintenance of the building. Neither of these positions requires the staff to live in the building as we have 24 hour concierge. Along with ensuring that the common areas of the building are maintained in excellent condition, the Superintendents over see the staff and monitor the work of contractors and other service persons. The Superintendents will as time permits conduct minor in suite maintenance requests for residents. A work order may be completed at the concierge desk and the office will invoice you for work performed.

Cleaners

With your assistance our cleaners (4) ensure that the building is kept in pristine condition.

Staff Gratuity Fund

All in-house staff is paid to provide a wide variety of services for Residents. Residents should not tip staff for any service even if it is above and beyond an expectation. We do recognize the value of our staff once a year and we encourage Residents to make a contribution to the Staff Gratitude Fund shortly before the end of each year. The fund is distributed to all staff employed at the building using criteria that includes longevity as well as input from Board Members and Management. Contributions may be made by cheque or cash, in an envelope to the Management Office. A notice will be posted at the appropriate time.

SECTION II IN SUITE SYSTEMS AND 'NEED TO KNOW NOW' INFORMATION

Smoke Detector(s)

Each unit has at least one Smoke Detector. These detectors are inspected annually as required under the Fire Code, however it is the residents responsibility to ensure it performs at all times. Should this require servicing kindly submit a work order.

Suite Security System

For the safety of all residents, each suite has its own security alarm system which is monitored by the Concierge. As part of the Corporation's rejuvenation program this system is currently under review for replacement. Residents will be advised once a decision has been made.

Fire Alarm System

Your suite is equipped with a sprinkler system that will be activated in the event of a fire when the temperature in your suite reaches a certain point. Your suite is also equipped with a voice communication system and an alarm that is activated in the event the fire alarm system in the building is activated. Fire Alarm activation in the commercial section of the building will also cause alarms to be activated in the garage levels, 1st and 2nd floor of the building as well as the stairwell.

Fire Safety and Fire Procedures

A Fire Safety Plan has been developed for 38 Elm Street as required by the Ontario Fire Protection and Prevention Act. This Fire Safety Plan is designed to provide occupants safety in the event of a fire, to provide effective utilization of the fire safety features of the building and to minimize the possibility of fires. The Fire Safety Plan basically breaks down into these broad areas:

- i) Resident Information: What to do if there is an alarm or fire;
- ii) Staff Responsibilities: What to do if there is an alarm or fire; training responsibilities, emergency procedures; and
- iii) Fire Department Information: Location and type of fire alarm system.

Residents are expected to know what to do when the fire alarm sounds. Please read the Fire Procedures previously provided to you very carefully and keep them handy for future reference.

If you have any questions regarding the information attached at the back of this document or other aspects of fire safety, contact the Property Manager.

If you are handicapped or disabled or would require extra assistance in an evacuation, provide written details to the Property Management Office immediately and inform them of any special health requirements you may have in the event evacuation is required. A list of residents requiring special assistance is given to the Fire Department upon their arrival should evacuation become necessary.

Heating / A/C Switchover

The heating and air-conditioning systems serving the suites are both central systems and use the same piping that runs through the fan coil units in your suite. This requires conversion from one system to the other every spring and every fall. The Board, in conjunction with Property Management, makes decisions on when any conversion will occur. The date is determined after consulting with the servicing company and after reviewing long range weather predictions. Every conversion requires 2 or 3 days to become fully functional and the Corporation cannot on a moment's notice, go back and

forth between one system and the other. Every consideration is given in selecting the appropriate date for changeover however weather in Ontario in spring and fall can quickly change and fluctuate dramatically. To complicate matters, some units receive more solar radiation than others. We consider the interests of all residents and we appreciate your patience and tolerance during these seasonal shoulder periods.

For those residents that require a little more heat when the cooling system is on, electric heaters are located in your suite.

Electrical Power Failure

The hallways and certain common areas are equipped with emergency lighting. If the neighbourhood lights are out, a general failure has occurred. If not, check your own suite electrical panel. A tripped breaker in a circuit means that a particular line has been overloaded. Please check all items on that circuit before resetting the breaker. The bathroom facilities are equipped with a ground fault breaker which, when resetting, has to be switched off first and then switched back on again. If it continues to trip, it may be necessary for you to call a licensed electrician. Contact the Concierge if you need assistance or place a work order for our staff to inspect the problem.

Emergencies

Your first call for non-personal emergencies should be to the Concierge. Medical emergencies require you to call 911 at all times.

Floor Coverings

Residents who have installed hardwood flooring must ensure that measures are taken to suppress sound from travelling from one suite to another. Noise from hard surfaces is magnified in units below yours. As a result, the Board has implemented a policy that requires all owners to install a sound attenuation barrier beneath any hard surface. If you plan to change a carpeted area to a hard surface or replace an area that currently has a hard surface, you must install this sound barrier. The specification for this material is available from the Property Management Office. Such changes need the authorization of the Board and therefore kindly contact the Property Management Office for instructions on how to proceed with your request.

Balconies and Exclusive Use Areas

Only seasonal furniture and small planters are allowed on balconies and exclusive use areas. No change to the colour or appearance of the balconies or exclusive use areas is permitted. No awnings or shades may be erected over or outside of the balconies and exclusive use areas. All balconies and exclusive use areas may not be used for cooking, barbecuing or for the storage of any other goods or materials, except seasonal furniture.

Balcony Floor Coverings

From time to time we receive requests from residents who wish to install carpeting, tile or other flooring material on their balconies. Permission must be obtained from the Board of Directors before any installation is considered.

Barbecues

The use of barbecues is prohibited on balconies by the Corporation and under the Fire Code. There are facilities for this activity on the property located at the South Terrace.

Garbage Disposal / Recycling Bins

Garbage disposal rooms are located on each corridor and residents are expected to put household garbage that is securely wrapped down the chute. Please do not leave anything on the floor and confine disposal to between the hours of 7:00 a.m. and 10:00 p.m. recycling materials must be placed in the appropriately labelled containers. For disposal of large cartons, etc. please coordinate with the Concierge. Such items cannot be left outside the unit or on any common elements.

Residents are required to make arrangements with the City for pick up of bulky items and let the Concierge know. You will then be required to bring down your item for disposal on the morning of the pick-up date.

A charity clothing box is located in the back hallway leading to the loading dock. The concierge can assist in gaining access. Please do not leave any other items in this area.

Suite Keys

The Corporation maintains a suite key for every resident at the Concierge desk.

Every resident who wishes to leave a key for family, friends, household help, service personnel, etc. must complete and sign a "Temporary Authorization to Enter" form which may be obtained from the Concierge and kept on file at the Concierge Desk. 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 Desk. Residents are required to regularly update any information at the Concierge desk.

The Resident must complete an Authorization for each individual who is to be allowed access to the Suite through means of the suite key left with the Concierge.

In this way, Management controls the release and reception of keys. We request that all Residents strictly observe this policy for their own security. Only by strict enforcement of this policy can we hope to maintain a secure environment for all residents of the Condominium Corporation. Please ensure your Suite doors are locked at all times.

The Corporation is in the process of installing a key monitoring system that will greatly assist the Corporation with accountability and control of keys that are issued on a daily basis to staff, residents and service providers.

Building Safety

The safety of our Residents and building is of prime importance and as such is being continually monitored by the concierge. The Concierge also monitors the security cameras currently in place. Access to common area, fitness and pool amenity door, main garage door and garage levels are controlled through a computerized access control system (Access cards which if lost or stolen, may be deactivated). Please inform the Management Office if your access card has been lost or stolen. In Fall 2010 the Board conducted a major upgrade of the cameras and card access system in the building. .

Fire Safety

No storage of any combustible material or offensive goods or materials is to be kept in any suite, the storage areas or parking spots. Smoking is prohibited in all interior common areas including the parking garage. Residents may not use the stairwells to smoke or leave their suite doors open for any reason.

No propane or natural gas tank can be kept in the units or exclusive use common elements.

Payment methods for common expenses, maintenance invoices and recreation facilities

MTCC 933 requests payment of common expenses via the Preauthorized Debit method. The Corporation's bylaw no. 9, states that an additional administration fee will be charged for individual monthly payments by cheque or post-dated cheques. All common element expense payments are due on the first of each month along with any occupancy surcharge.

Payment for other services may be made by Visa, Master Card or Debit during office hours while the Management Office is open.

For reasons of safety we discourage payment by cash.

Resident Information Forms

For your convenience and protection, please notify the Property Management Office of any changes in your resident information, such as new license plate numbers, new business or home telephone numbers, change in occupancy status. Please provide us with your email address as communication via email is always quick and preferable.

It is important for your own safety and security that you advise the Management Office when an occupant has moved out of your suite so that his/her access to the building is cancelled and the cards are reprogrammed, if appropriate.

Notification of residency change is a requirement under The Condominium Act

SECTION III
LORD MINTO CLUB FACILITIES - 2ND FLOOR

Proper attire and footwear is required in all of the recreational areas at all times.

A recreation director oversees that management of the facility during the week and on weekends.

A monthly recreation newsletter is distributed to each suite at the end of each month. Please review this for upcoming activities.

Party Rooms/Ballroom

The Dining Room and Party Rooms of which several are available may be reserved for private use or a private function. Two of these rooms come equipped with kitchens. Reservations must be made with the Recreation Director and you will be asked to sign a Party Room Agreement. Owners, a spouse of an owner or a tenant of a residential unit are permitted to reserve the rooms.

A refundable security deposit of \$200.00 (or such amount specified by the Board of Directors from time to time) is required on the execution of the Agreement. There is a rental fee of \$100.00. All necessary documentation and funds must be received by the Property Management office through the Recreation Director 72 hours prior to the function. Depending on the number of persons attending the function a security guard may be required and will be hired at the resident's cost. This cost is \$25.00 per hour.

Residents should notify the Management Office to request an inspection of the Room immediately prior to the function. At the termination of such function, management staff will request a re-inspection of the Room and any damage noted during the re-inspection and not noted on the initial inspection shall be deemed to be the responsibility of the resident. The resident shall be liable for the full cost of repairs from the damage and shall accept the cost of such repairs as assessed by the Corporation.

The licensee or an adult resident must be present at all times during any function or use of the Party Room/ Dining Room. Complete details on the terms and conditions of the rental of this room are contained in Appendix 6. No function or other use of a commercial or profit making nature shall be permitted in the Party Room/ Dining Room.

Fitness Room

The Exercise Room is currently open from 5:00 a.m. until 12:00 a.m. Proper attire and footwear is required in this room. Food and drinks are not permitted in this facility.

No person under the age of 16 may use or is allowed in the exercise room without adult supervision present. Residents use this room at their own risk and are strongly advised to ensure that they consult their physician before starting any fitness program. Non residents are not permitted to use this facility. Guests accompanied by a resident are permitted to use this facility for purely recreational purposes.

The Exercise Room is equipped with a treadmill, rowing machine, stationary bicycle and free weights. This room is currently in the process of being rejuvenated when complete additional equipment and usable space will be available.

Radios and other music playing machines are not permitted in this room without individual earphones being used.

Video Room

The Theatre Room is open from 8:00 a.m. to 11:00 p.m. for the enjoyment of residents. A big screen T.V. is available for use by small groups. Movie nights are held several times a month. Please see Recreation Newsletter for details.

Reading Room

The Reading Room is available from 8:00 a.m. – 12 midnight for those wishing to study or do some quiet work.

Swimming Pool / Whirlpool/Sauna/Change rooms

The Lord Minto Club pool is open from 5:00 a.m. until 12 a.m. Please comply with all Rules posted for the pool and whirlpool. Aquafit sessions are held regularly and are listed in the monthly newsletters. Please refrain from personal use of the pool during these sessions.

Family Play Room

This room is available between 1:30 pm – 8:30 p.m. for residents with children under 6 years of age. All children must be accompanied by their parents or caregivers. This room opens at 11:30am to 4:00 pm on weekends.

Billiards Room

The Billiards Room is opposite the Ballroom and is available 7 days a week for the enjoyment of residents. Please sign out the key and equipment with the Concierge and report any missing or broken equipment to the Concierge.

South Terrace & BBQ area

The condominium Corporation at 38 Elm Street is pleased to offer 2 gas grill barbecues on the 2nd floor south terrace for use by residents. Also available are 2 dining areas, each seating up to 10 persons at large dining tables under shaded pergolas, plus several smaller side-tables with additional chairs.

OPERATING HOURS AND SPECIAL FEES

- 1) The gas grill barbecues and dining tables are free for all adult residents at 38 Elm Street. There are no rental fees for use of the barbecues or the outdoor dining areas.
- 2) The Corporation reserves the right to charge clean-up fees for any users who leave garbage and food scraps in the dining areas, and to charge repair fees for any damage to the tables, chairs or gas grills.
- 3) The gas grill dining areas are open from 9:00 am to 11:30 pm daily, 7 days per week, from April 1 to November 30. All persons must depart the terrace no later than 11:30 pm when the doors are locked. Hours and dates are subject to change at the discretion of the Board of Directors and Property Manager.

RESERVATIONS AND GROUP ARRANGEMENTS

- 4) Reservations are recommended for the gas grills and dining tables. Time blocks of 1 hour (minimum) to 3 hours (maximum) are offered between 9:00 am to 11:00 pm, 7 days per week.
- 5) Reservations may be made up to 4 weeks in advance, or at the last moment if space is available. Please make your reservations by visiting the Concierge desk in-person, or telephone 416-348-9784.
- 6) Prior written agreement of the Property Manager is required for any groups of users larger than 10 persons, for events reserving multiple dining areas, two gas grills, extra chairs, or for any other special requests. A security deposit may be required prior to confirmation of group reservations.

SAFETY AND HEALTH

- 7) Operation of the gas grills requires attention and care. Users must read the posted instructions before use. Residents are responsible for safely turning off the gas burners using the dials on the panel. If in doubt, please ask for assistance at Concierge desk, or telephone 416-348-9784.
- 8) Do not turn off the gas supply line at source (the shut-off valve is located at side pillar), except in an emergency. Two fire extinguishers are provided for emergency use in the outdoor areas. Please inquire at the Concierge desk if you have any safety concerns, or telephone 416-348-9784.
- 9) The gas grills are for cooking of any meats, vegetables and other foods exclusively for human consumption. Absolutely no other uses of the gas grills and equipment are permitted at any time.
- 10) Some residents may have concerns about cross-contamination of foods by reason of dietary rules or religious restrictions. You have option to purchase new stainless steel cooking grills for your own exclusive use and at your cost. Contact the management office for referral to the appropriate vendor.

FOOD HANDLING AND LOGISTICS

- 11) Special shuttle carts are available for transportation of dishware, utensils, food and beverages from your suite. All foods must be transported in plastic containers with properly sealed lids. All beverages must be in plastic jugs or containers. Residents will be held responsible for any damage, spillage or staining that occurs in the common area floors, elevators and terrace areas. After use, the shuttle carts must be returned to the double-door exit at the south terrace on the 2nd floor.

LIMITATIONS AND RESTRICTIONS

- 12) The outdoor dining areas, including tables and pergolas, may be used for any casual activities during open hours, such as reading, study or discussion, and without prior reservations. However, any residents with reservations for the gas grill dining areas always take priority and may request other users to depart the dining areas when their reservation times take effect.
- 13) Guests must be accompanied by residents at all times while using the gas grill dining areas. Residents may not leave their guests unattended while on premises. No children under 16 years of age may use any part of the terrace outdoor areas without accompaniment and direct supervision of an adult at all times.
- 14) Children are not permitted to run around the south terrace and disturb the enjoyment of other persons in the dining areas, lounge areas or garden areas. Parents or caregivers must actively supervise and closely control their children at all times while in all areas of the south terrace.
- 15) Alcoholic beverages are permitted in the gas grill dining area, but glassware is discouraged as a safety precaution. Kindly use plastic cups for all beverages.
- 16) Music playing is permitted, but the volume must be reasonable. If noise complaints are received from south-facing or west-facing suites in the residential tower, or if noise levels are deemed to be excessive by any of the Corporation's representatives or employees, the concierge or building security will require that users and guests immediately turn off the music and cease any other noise-generating activities.
- 17) Food may be cooked and taken back to your private suite, but may not be taken for consumption into any indoor part of the 2nd floor Lord Minto Club, including the lounge, family play room, study room, billiards room, fitness centre, or any other common areas on the 2nd floor.

GENERAL PROHIBITIONS

- 18) Tables and chairs must remain in place and may not be moved out of the dining areas. Cushions must remain on the chairs. Tables and chairs from other parts of south terrace may not be transferred into the dining areas except by prior written agreement of the Property Manager (also refer to paragraph 6).
- 19) Standing on chairs and tables is prohibited for the safety of all users and protection of the assets.
- 20) No candles are permitted on the tables or anywhere in terrace areas. No decorations or objects of any kind may be suspended from the pergolas, nor affixed to or placed overtop the pergola walls, columns, beams and roof lattice, nor attached to the glass barriers, concrete walls and windows.
- 21) Smoking is prohibited in all outdoor areas of the south terrace, including the gas grill dining areas, lounge areas, garden areas and pool sun deck area. Absolutely no smoking is permitted in any areas.

RESPONSIBILITY FOR CLEANING

- 22) Residents are responsible for reasonable clean-up of the gas grills after use. Special cleaning tools for the grills are provided inside the cabinets. The Corporation's maintenance employees scrub and wipe clean the barbecue grills, cooking utensils, dining tables and chairs as part of their daily work duties.
- 23) The areas around the gas grills, tables and chairs must be left clean and tidy after use. All garbage must be securely placed into the garbage receptacles, or taken back up to your suite. Please place recyclable materials in the special recycling disposal bins located on your suite floor.

ENFORCEMENT OF RULES

- 24) The condominium Corporation, its directors, Property Manager and employees reserve the right to exercise their discretion and ask residents and their guests to depart the terrace area if in their opinion a safety issue exists, or if complaints about noise disturbances are received and the residents and their guests do not promptly comply with requests to obey the rules of conduct.
- 25) Pursuant to Article 10.1 of By-Law No. 9 of MTCC No. 933, the Board of Directors has the authority, acting reasonably, to ban residents and guests who abuse the common areas, cause damage to assets, disrupt peaceful enjoyment of the common areas, or disregard the rules of conduct of the Corporation.
- 26) Consistent with the Corporation's Video Usage Policy, recorded video cameras are in operation on the south terrace, the outdoor gas grill dining areas, and in all indoor common areas of the 2nd floor Lord Minto Club at 38 Elm Street. Video recordings are used to enforce rules and by-laws of the Corporation.

SECTION IV GENERAL INFORMATION AND SERVICES

Authorization to Enter Suite

If you do not expect to be home for a guest or service call, you may obtain a form from the Concierge that will permit authorized person(s) 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 ATTENDANCE OF YOUR SERVICE OR DELIVERY PERSONS. The Concierge will have the guest or service person sign out and then in, the key for your safety. Identification from the individual signing out the key will be required. An authorization form for each and every individual who is to be allowed access to the suite through means of the suite key left with the Concierge must be completed.

Your authorized person should access the concierge through use of the intercom system at the entrance to the building.

Visitor Parking

The P1 and partial P2 level of the underground garage is Public Parking and managed by Whiterock. Your guests may use this facility when visiting you. The ticket stations indicate the parking rates, which change from time to time. Please note that there is no free visitor parking at this building.

Bicycle Storage

Residents are encouraged to store their bikes in either their lockers or rent space in our Bike Room located on the P3 level. Currently the annual fee is \$60.00 with a \$100.00 deposit.

The bicycle rack at ground level adjacent to the garage ramp is available for our residents, the general public and commercial tenants for daily active use. However this is not meant for permanent parking or for storage of your bike, which is subject to removal if it remains on the rack without being moved for over 48 hours as per the signage posted.

No bicycle is permitted to be stored on a balcony or taken through the residential corridors or main front lobby entrance.

Bicycles may be taken to and from your locker/bicycle room to the parking garage via the commercial elevators.

Service Elevator

All bookings of the service elevator are conducted through the Concierge who must coordinate with the Commercial loading dock personnel. Please contact the Concierge at 416 348 0190 x 3407.

Enter phone System

Visitors must contact residents via the enter phone system at the entrance. A call that originate at the enter phone will sound 2 short rings from your phone. If you are on the phone, you will hear a muted double overtone on your line. To place your outside call "on hold", dial 3 and you will be connected to your visitor in the lobby. To grant access to your visitor, dial 6 to release the lobby door. Dial 3 again to continue with your outside call.

Insurance

MTCC 933 is required to maintain All Risk Insurance Coverage on the common elements and on the units. However, the Corporation's insurance on the individual units does not cover the contents of your suite, nor does it cover any suite improvements that you may have made or plan to make. All contents contained in your locker storage unit should also be insured as an extension to your unit along with your vehicle.

The Corporation insures your unit and the common elements for their full replacement cost. The Unit Owner insures any betterments or improvements to the Unit, any furnishings or chattels within the unit and the cost of living outside your unit during any major repairs. It is also wise to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and property damage caused by you, your family, guests or service personnel.

38 Elm Street has a Standard Unit By-Law. This By-Law has a schedule of finishing details attached to it. That schedule describes for you how your unit will be reconstructed by the Corporation's insurers if there is major damage. If you have a finishing detail that is not contained in that Appendix, you must include that difference in your own homeowner's policy. For example, if you, or a previous owner, upgraded your kitchen countertop to a marble you must insure the incremental cost between the kitchen countertop described in the schedule and the marble countertop.

Most insurance companies provide condominium insurance coverage and will assist in determining what coverage you require.

Access Cards

All residents should have been provided with access cards for the common area doors throughout the building. Additional cards may be purchased from Property Management however, we expect all residents to be particularly vigilant and ensure that these cards are not given to anyone other than a resident.

The Corporation has a Usage Policy for Video Cameras, which was included with your Status Certificate. Please ensure that you read this to understand the Corporation's intent in this regard.

Leasing of Units

Owners are permitted to lease their Unit. We strongly recommend that owners ensure that a thorough background check is completed before approving their tenant. The background check should include a credit check, employment check, former landlord check, and bank check amongst other checks. Face to face meetings should be held to discuss the rules and regulations for the Corporation. This is your home and your investment; make sure every precaution is taken to protect it. Remember that Owners are responsible for their tenants and as such any costs incurred by the Corporation by your tenant will be charged to the owners as a common expense.

Owners must either provide the Corporation with a copy of their tenant's lease or a summary of the lease as required under the Condominium Act. There are also three schedules that must be completed by both the tenant and the owner for the Corporation's records. Copies of these forms may be obtained from the management office.

Short term rentals are discouraged. Please be sure to keep the office advised if you change your address of service or if your tenant is vacating the property.

It is the owner's responsibility to provide their tenant with a copy of the Declaration, the By-Laws and the Rules and ensure that all forms are correctly and fully completed prior to occupancy and submission to Property Management.

Please note that owners who rent out their suites are not entitled to any of the privileges associated with living at 38 Elm Street, including Concierge services, recreation facilities or parking in the residential spaces.

No Pets permitted

The Corporation's Declaration forbids residents of this building to house pets within their suite, unless a fish or a quiet domestic caged bird. Any authorized pet may be required to be removed if creating a disturbance to neighbours.

The Corporation has an obligation to uphold the Declaration and will take every step necessary to remove any resident pet or visitor pet that is not authorized to be in the building.

Please refer to the Declaration package to ensure that you are fully versed on this.

Occupancy standard surcharge – by-law no. 9

An Occupancy surcharge is levied on any suite where the occupancy is higher than was established by the Corporation in July 2007. This surcharge is for the use of additional utilities and wear and tear on the building. Please review this by-law which was included in your Status package. The surcharge is considered a common expense and collected in the same manner.

Lockers/Parking Space

Lockers are allocated to each suite by the Corporation. Your parking space is purchased by you and remains with you until you choose to sell it to another owner in the building. Your lawyer will be able to advise you on which locker and parking space may be used by you. Once again the locker is an allocation and for your use while you reside in the building. The parking space is purchased by you.

DO NOT use any other locker as they are all allocated to a specific suite, even if empty. We recommend that upon purchase of your suite you place a lock on your allocated locker to secure it for your future use.

Neither your locker nor your parking space may be rented to/or used by any person who is not an official resident of the building. All facilities in the building are strictly for the use of residents in the building. Owners who have rented out their suite are not entitled to use any facility within the building.

Moving In/Out

Moving is permitted between the hours of 9:00 a.m. to 6:00 p.m. Monday through Friday and 9:00 a.m. to 6:00 p.m. on Saturdays. No moving is permitted on Sundays and holidays. The time and date of moving or delivery of any goods is to be arranged in advance through the Concierge.

Open Houses

Please note that 'Open Houses' are not permitted for at 38 Elm Street. All prospective purchasers must be accompanied by a resident or the agent for the resident. Your realtor or representative must be present to accompany all persons to and from the suite for sale and when touring through the recreation facilities, garage and locker.

Parking

Kindly ensure that you only park in your parking space or in the space you are renting from another resident. Unauthorized parkers will be ticketed and towed.

Parking spaces at 38 Elm Street may not be rented to/or used by non-residents of the building.

Plugged Toilets, Drains and other Plumbing Problems

In-suite maintenance issues are the responsibility of the Suite Owner/Resident. Please keep a plunger in your suite and know where all the shut-off valves are located. If the problem is "unusual" please contact the Property Management Office or Concierge desk. If a flood has occurred contact the Concierge immediately. Should you wish to understand where the shut offs are located and what areas they service, please ask to speak to the Superintendent who will go through these areas of resident responsibility.

Repairs to Your Suite

Repairs to the suite, except those covered by the Corporation's insurance policy, are the responsibility of each owner. The Superintendents on behalf of the Corporation conduct certain in-suite repairs. Depending on the nature of your repair we may be able to assist you in-house and you will be billed for the work. Alternately Property Management may be able to provide you with the name of a trade to contact. If the repairs involve any plumbing or electrical work, please contact the Property Management Office before you proceed and use licensed trades professionals at all times. Work orders are available at the Concierge desk. We attempt to conduct in suite work on Tuesday and Thursday afternoons, depending on other priorities.

Dryer Vent Cleaning

The build up of lint inside your dryer drum and in dryer vents can be a fire hazard. Every 2-3 years, the Board initiates a program on behalf of the residents to have the dryer vent and drums cleaned as part of the annual budget. This work is for your safety and that of the other residents in the building and your cooperation is anticipated.

In-Suite Services

There are a number of items inside your Unit that the Corporation will service or maintain. These include:

- A semi-annual servicing of the fan coil unit that includes a cleaning of the coil and drain pan and to check that the thermostat, valve and fan are functioning properly as well as air filter replacement;
- An annual inspection of your smoke detector, carbon monoxide detector and speaker; and
- An annual inspection of a number of items in your suite such as dripping taps, toilets, window seals etc.

If unclear on what is and what is not covered under the Corporation's Declaration kindly contact the Management Office.

All other repairs and maintenance to your Unit are the Owner's responsibility. The Property Management Office will provide you with name and phone numbers of local service providers.

Life Safety Inspections

In accordance with the approved Fire Safety Plan, inspections and test of all life safety systems in the building are undertaken monthly, quarterly and annually. This testing/inspection include all pull stations, smoke detectors, heat detectors and speakers in our voice communication system. The annual inspection involves access to your unit by service personnel who will be accompanied by a staff member if you are not home. All residents have at least one smoke detector in their unit. If a low battery power alarm sounds, please call the Concierge.

Suite Entry

The *Condominium Act* gives the Condominium Corporation authority to enter units on reasonable notice and at reasonable times to perform the objects and duties of the Condominium

Corporation. In a non-emergency situation, you will always be given reasonable notice that the Corporation would like to enter your unit for a stated purpose. A member of the Corporation's staff will always accompany any service personnel and

a notification will be left advising you that someone has entered your suite if you are not home. Emergency access will only occur if staff believe that a condition exists (personal injury, flood, fire) that involves damage to the property or threatens the safety of Residents.

Low Flush Toilets

Since 2008/2009 the Board has facilitated the replacement of in suite toilets as a water conservation initiative. All residents were offered the opportunity to replace their toilets with a low flush toilet at no cost to them. The program was very successful in that over 90% of the residents at the time made the conversion.

If you still have an original toilet and would like to take advantage of the offer, please obtain details from the Management Office.

Suite Renovations

Renovations to a suite require prior permission from the Corporation. Your request including all details is required to be provided to the Management Office for review. You will then be advised of all of the information and documentation that is required for the Board and Management to make an educated decision. No work may be started or committed to until you have received written authorization to proceed.

Depending on the nature of the renovation you may be required to pay a security deposit to the Corporation. Major renovations and those that affect the common elements of the building will require registration of the renovation with the land titles office under Section 98 of The Condominium Act.

Vandalism

Although vandalism is at a minimum at 38 Elm Street, all residents are requested to report any suspicious behaviour or vandalism seen to the Concierge as soon as it is noted.

Washing Machine Hoses

Failure of washing machine hoses causes many floods in condominium units throughout the City of Toronto. At 38 Elm Street the majority of residents have changed their hoses to steel re-enforced hoses and minimized the possibility of a rupture and significant inconvenience to residents. Please ensure that your washing machine is equipped with the proper hoses and that taps are turned off after every use. Contact the Property Management Office if you are not sure that you comply with this requirement.

Window Coverings/Exterior Attachments

In order to maintain uniformity on the exterior of the building window coverings must be white or off white. This requirement is noted in the Condominium Documents. From the exterior looking into the building there must be white/off white backing on the window coverings. From within the suite the window coverings may be any colour you choose.

Satellite dishes

No exterior aerial, antenna or satellite dish is permitted on the property unless approved in writing by the Board of Directors. Unauthorized installations will be removed by the Corporation at the owner's cost.

Window Washing

Window washing is conducted twice a year by the Corporation. All exterior inaccessible glass will be washed. Accessible windows are the responsibility of the owner. Currently the Corporation does not wash the half glass panel on the glass balcony surround.

Energy Conservation/Recycling

Energy conservation and recycling is of the utmost priority at 38 Elm Street. Individual hydro meters for units do not exist and, as a result, we rely on all residents to do their best to control the consumption of electricity. Turning off lights and keeping your thermostat at moderate levels will help conserve energy and keep costs down.

Organic transfer and recyclable transfer bins are provided for each resident's use when taking garbage to the recycling room on each floor. Resident cooperation is anticipated in following the rules and processes in place to keep 38 Elm Street a premier building that you can be proud to call home.

Rogers/Bell

Both Rogers and Bell offer cable/phone services in the building. Arrangements should be made directly with Rogers or Bell for activation of your account, other service work or the purchase of cable T.V./internet services.

Delivery of Furniture / Large Items

The Concierge will assist in reserving the elevator for deliveries of large items. Residents are required to be home for their delivery. If no suite key and accompanying authorization form is at the Concierge desk, access will not be permitted and large deliveries will be turned away.

Delivery of Parcels

The Concierge will accept delivery of small parcels, couriered mail, and Priority Post. When such authorized deliveries are received, the Concierge will telephone the Resident's suite advising of the receipt of the small delivery.

If no one is at home or, if you plan to be away from the building for a prolonged period of time, please inform the Concierge. Regrettably storage space is limited and we cannot hold items for extended periods of time. Residents are encouraged to pick up their deliveries and packages the same day or the next day after delivery. Registered Mail will not normally be accepted unless written authorization has been provided for this.

Residents who are vacating are reminded that the Concierge will not hold or receive items for a former resident. Kindly make arrangements with the post office to have your mail forwarded to you.

Garage Cleaning

The parking garage is cleaned twice year and conducted by Dundee, our commercial partners. Residents will be notified when the work is scheduled and are expected to move their car(s) out of the garage. Where possible parking passes for the day will be provided for residents to park in the public parking area.

At times repairs are required to the garage floor surface; once again cars may be required to be moved.

Intercom System

Intercoms are installed throughout the building and the parking garage. You may use these to contact the Concierge or Commercial security whenever an emergency arises.

Notification during Vacations

If going on vacation, or away for an extended period, we suggest that residents advise the Property Management Office. If possible, provide a telephone number of where you may be reached. An emergency number for family or a friend who lives in town is always beneficial.

SECTION V Fire Procedures

Instructions to High Rise Occupants

The building is equipped with a single stage fire alarm system and integrated dual channel voice communication system. Kindly provide any information required regarding residents occupying the suite requiring assistance in case of an emergency.

The following instructions will assist you in the event of an emergency. Take the time to read them and familiarize yourself with the location of the exit stairwells and pull stations.

If you Discover a Fire:

1. Leave the fire area
2. Close all doors behind you
3. Activate the Fire Alarm, by using pull stations.
4. Use exit stairwells and leave the building immediately.
5. Telephone the City Of Toronto Fire Department from a safe place by dialling 911 (Never assume this has been done). Know the correct address of the building and location of the fire in the building.
6. Do NOT use elevators.
7. Provide the Concierge with details of the situation.
8. Do not return until it is declared safe to do so by a Fire Dept. Official.

If you hear the building Alarm:

1. Before opening the door, feel knob for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or a hot draft, close the door quickly.
2. If you find no fire or smoke in the corridor, close door behind you and leave by nearest exit.
3. Do not use elevators.
4. If you encounter smoke in the corridor or stairwell, consider taking an alternative exit where it may be clear, or return to your suite.
5. Listen for further instructions or information which may be given by authorized personnel over the voice communication system.
6. If instructions indicate or situation warrants that an evacuation is necessary, close door behind you, leave it unlocked and leave by the nearest exit. If you encounter smoke in the corridor or stairwell, consider taking an alternate exit or return to your suite.

Once inside the Stairway

1. If you encounter smoke on your way down the stairs do not continue.
2. Leave the stairway onto the closest available floor areas and proceed to an alternate stairway. Open the door carefully and if there is no smoke, continue down the stairway and leave the building.
3. If you cannot use any stairway to exit the building, return to your suite (if possible) or enter an available floor area and bang on suite doors until you are able to take shelter.
4. **Never go to the roof**, smoke rises. Doors to the roof are locked and you could become trapped.
5. Remember; stay low to ground if you are in a smoke filled environment. The air is cleaner near the floor level.

If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite.

1. Close the door.

2. Unlock door for possible entry of fire fighters.
3. Dial 911 and tell the City Of Toronto Fire Service where you are, then signal to fire fighters by waving a sheet from a window, balcony or terrace.
4. Seal all cracks where smoke may get in by using wet towels or sheets or masking tape.
5. Crouch low to the floor if smoke comes into the room.
6. Move to the most protected room and partially open a window for air (close window if smoke comes in).
7. Wait to be rescued. Remain calm. Do not jump.
8. Listen for instructions or information which may be given by authorized personnel over voice communication system.

Fire Extinguishment, Control or Confinement

This is primarily the responsibility of the Fire Services. The production of toxic fumes in buildings makes fire fighting potentially dangerous, particularly if a large amount of smoke is being generated.

Only after ensuring that the alarm has been raised and the Fire Department notified, should an experienced person [familiar with extinguisher operation] attempt to extinguish a small fire. This must be a voluntary act. If it cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door.

Emergency Procedures:

The actions to be taken by occupants in emergency situations are posted on each floor at: Pull Stations/elevator lobby, or exit locations.

IN CASE OF FIRE UPON DISCOVERY OF FIRE

LEAVE FIRE AREA IMMEDIATELY AND CLOSE DOORS
SOUND FIRE ALARM
LEAVE BUILDING VIA NEAREST EXIT
CALL THE TORONTO FIRE SERVICES BY DIALLING 911

DO NOT USE ELEVATORS
UPON HEARING FIRE ALARM
LEAVE BUILDING VIA NEAREST EXIT

CLOSE DOOR BEHIND YOU

CAUTION

IF SMOKE IS HEAVY IN THE CORRIDOR IT MAY BE SAFER TO STAY IN YOUR AREA.
CLOSE DOOR AND PLACE A WET TOWEL AT THE BASE OF THE DOOR.
IF YOU ENCOUNTER SMOKE IN THE STAIRWAY, USE ALTERNATE EXIT

REMAIN CALM

FIRE PROCEDURES - SECTION 2

SUPERVISORY STAFF PROCEDURES DURING AN EMERGENCY SITUATION WHEN STAFF ON SITE

We have established very clear procedures to be followed by Building Staff. These are summarized below:

- 1) Ensure the fire alarm has been activated.
- 2) When the fire alarm sounds, the Building Staff will immediately notify the Fire Department prior to any investigation of their own.
- 3) Once the fire alarm is activated, the following will occur:
 - elevators will automatically return to the ground level. The elevators will remain inoperable until otherwise instructed by the Fire Department.
 - common area door mag locks will release, ensuring open access through key fob released or key operated doors.
 - all fans in the common area of the building will stop. Fans in the elevator shafts will start and pressurize the shafts in order that smoke is kept out.
 - Make the pre-announcement over the voice communication system.
 - Supervise the evacuation of the occupants if it is safe to do so.
- 4) When staff is on-site and upon arrival of fire fighters, inform the Fire Officer regarding conditions on the building and co-ordinate the efforts of supervisory staff with those of the Fire Department.
- 5) Provide access and vital information to fire fighters. Provide list of residents requiring assistance.
- 6) **See that the fire alarm system is not silenced until the Fire Department has responded, the cause of the alarm has been investigated, and the Fire Department has determined that it is safe to silence the fire alarm system.**
- 7) Building Staff will NOT permit Residents to enter the building until the Fire Department has authorized them to do so.

CONTROL OF FIRE HAZARDS IN THE BUILDING

Combustible Materials

A high standard of housekeeping and building maintenance is probably the most important single factor in the prevention of fire. For example:

1. Combustible waste materials in buildings is not permitted to accumulate in quantities or locations which will constitute a fire hazard, such as elevator shafts, ventilation shafts, stairwells, or any other means of egress.
2. Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
3. Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
4. Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
5. All ashes shall be stored in proper safety containers and combustible materials shall not be stored with ashes in the same container.
6. Flammable liquids shall not be used for cleaning purposes.
7. Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

Fire Hazards

In order to avoid fire hazards in the building, occupants are advised:

1. DO NOT put burning material such as cigarettes and ashes into garbage chutes.
2. DO NOT dispose of flammable liquids or aerosol cans in these chutes.

3. Never force cartons coat hangers, or bundles of paper into chute because it may become blocked.
4. To avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves or loose hanging clothing).
5. DO NOT USE unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
6. To avoid careless smoking, use ashtrays. Never smoke in bed.

In General Occupants are advised to

1. Know where the alarm pulls stations and exits are located.
2. **Call 911 immediately whenever you need emergency assistance.**
3. Know the correct building address.
4. Know the audible alarm signals and the procedures established to implement safe evacuation of the building.
5. **No person shall intentionally disable a smoke alarm so as to make it inoperable [6.3.3.4 Ontario Fire Code].**
6. **Do not tamper, disconnect or cover the in-suite audible device or heat detector.**
7. Notify Property Management if special assistance is required in the event of an emergency.
8. Report any fire hazards to supervisory staff.



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Fire In Your Residential Building To Go? *Or* To Stay?

Your safety depends on the right decision.

Your fire safety is **your** responsibility! If you live in an apartment or condominium, your safety also depends on the actions of the building management and other residents. Every fire is potentially dangerous and unpredictable, so do not underestimate the risk to your life. Fire and smoke move very quickly, and the conditions in any part of the building may change in an instant. Smoke can spread throughout a building and enter your suite even when the fire is many floors away. During an emergency, you will not have much time to decide what to do. Make sure you know what to do ahead of time.

Some information I have read tells me to evacuate immediately in case of fire. Other information says that I will be safer if I stay in my suite.

Which is correct?

To go or to stay ... the decision is yours. Each option involves a major commitment on your part. Your choice will depend on the circumstances at the time of the emergency. You should understand the consequences of this important decision. **Most of the time, the best thing to do in a fire is leave the building as soon as possible. If you let this opportunity pass, you must be prepared to protect yourself from smoke and other effects of fire until you are rescued or told by the fire department that it is safe to leave.** This may take a long time and the conditions in the building may deteriorate. Do not try to leave your suite a long time after the fire alarm has sounded. The longer you wait to evacuate, the more risk there is that heavy smoke and heat will have spread into the stairways and corridors. Your chances of survival are significantly reduced. The following information will help you to make the right decision and to develop a personal fire emergency response plan ahead of time.

When should I go?

Evacuation is appropriate under any of the following conditions:

A: As soon as possible when you hear the fire alarm or discover a fire. The earlier you leave, the better are your chances of getting out safely no matter where you are located in relation to the fire area. It is extremely rare for stairways and corridors to be contaminated by smoke in the early stages of a fire. Proceed as quickly as possible to the outside.

B: When the fire is in your suite. You are in immediate danger and should ensure that everyone who is in your suite leaves with you. If you have physical limitations, plan ahead to ensure that you can get the assistance you need to evacuate quickly. Close the suite door behind you. Activate the fire alarm system and warn other residents located on your floor as you exit the building. Call the fire department when it is safe to do so.

C: When the fire is on your floor or the floor below you. You are at high risk and should evacuate as quickly as possible if you have reason to believe that the fire is on your floor or on the floor immediately below you. Activate the fire alarm system (if the bells are not yet ringing) and warn other residents located on your floor as you exit the building.

When should I stay in the suite?

Remaining in the suite is appropriate under any of the following conditions:

A: If you encounter smoke in the corridor on your floor. This may be an indication that the fire is in an advanced stage or is located on your floor. If you cannot safely reach an exit stairway, return to your suite as quickly as possible. Take actions to protect yourself from smoke. Call the fire emergency number and provide details of your situation.

B: If you encounter smoke in the exit stairs. The fire may have breached the stairway enclosure. Do not travel through smoke. Do not go to the roof. Re-enter the floor area immediately. If the corridor is free of smoke, try an alternate exit stairway. Otherwise, seek refuge in a suite on that floor as quickly as possible. Take actions to protect yourself from smoke. Call the fire emergency number and provide details of your situation.

C: If instructed to remain in the suite by fire department personnel handling the fire emergency. Attempting to evacuate at this stage may expose you to smoke unnecessarily and may impede fire fighting operations. If you are located on the fire floor or on the floor immediately above the fire floor, you are at high risk and may require rescue. Take actions to protect yourself from smoke. Call the fire emergency number and provide details of your situation.

D: If you are physically unable to use the stairs. Take actions to protect yourself from smoke. If you are located on the fire floor or on the floor immediately above the fire floor, you are at high risk and may require rescue. Call the fire emergency number and provide details of your situation.

What else can I do to prepare myself before a fire emergency occurs?

Become familiar with the fire safety features provided in your building. For example, the effects of fire will be significantly reduced in a fully sprinklered building. This is an important consideration if you are unable to use stairs to evacuate the building during a fire emergency (e.g. physical disabilities, medical condition, etc.) or where the fire department has limited capacity to carry out rescue. Learn the location of the exit stairways and practice using them. Know which floors you can use to cross from one stairway to another. Familiarize yourself with the fire alarm signal. Identify the location of fire alarm manual pull stations and read the instructions about how to operate them. If your building has a voice communication system, learn how it will be used by supervisory staff during an emergency. Get a copy of the fire emergency procedures from your building management and read them carefully. They may also be able to provide you with other important information. Keep this material in a prominent place and review it periodically. Contact your fire department for more information or to request a fire safety presentation for all residents.

How can I identify the location of a fire when I hear the fire alarm?

In some buildings, the fire alarm system may have different tones (evacuation and alert signals) which will assist you to identify when immediate evacuation is required for your floor. If the building is equipped with a voice communication system, supervisory staff may be appointed to provide information on the location of the fire to the building occupants. Find out if these features apply to your building by becoming familiar with the building fire safety plan and emergency procedures as discussed in item No. 2 above.

What actions can I take to protect myself from smoke entering the suite during a fire?

The following steps can be taken to protect yourself from smoke entering the suite during a fire emergency:

- Use duct tape (masking tape may also be effective) to seal cracks around the door to your suite and place wet towels at the bottom. Seal vents, air ducts and other areas where smoke is entering the suite in the same manner.
- If smoke is worse in one room (e.g. bathroom), close the door and seal off the room with tape and wet towels as noted above.

- If the suite fills with smoke, move to the balcony (if you have one) and close the doors behind you. Take a cordless or cellular phone with you if available. Call the fire emergency number and provide details of your situation. Also, take warm clothes or blankets if the weather is cold.
- If you do not have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air but be prepared to close it again if this makes the conditions worse. Never break the window to get fresh air or you will not be able to seal it off if conditions change.
- Keep low to the floor where the air is cleaner.

Make sure that you have a roll of duct tape readily available. Duct tape can be purchased in most hardware stores.

I have read that most people die trying to evacuate during a fire. Is this true?

Experience shows that people who evacuate in the early stages of a fire can safely reach the outside. Most people die because they attempt to leave the building through smoke-filled corridors and stairs in the advanced stages of a fire. Although the conditions are different for each fire, this could occur as early as 10 minutes after the start of the fire. If you made the decision to stay in the suite during the fire emergency, do not change your mind and attempt to evacuate later. Please refer to item No. 1 for details of when evacuation is and is not appropriate. If you encounter smoke during evacuation, look for an alternate route that is clear of smoke, return to your suite or seek refuge with other occupants on the nearest floor. Do not use the elevator for evacuation (except under direction of the fire department) and never go to the roof since it is not designed as an exit.

What else should I know?

Many people are reluctant to evacuate unless they are certain that there is a real fire. This problem is made worse by nuisance alarms. Remember, a real fire grows for every minute that you delay and you may lose the only opportunity to evacuate safely. For this reason, all occupants who are able should begin evacuation procedures immediately upon hearing the alarm. If you made an initial decision to stay in your suite when a fire emergency occurs, do not attempt to evacuate in the advanced stages of the fire. You cannot outrun the effects of fire and smoke and will be placing yourself in extreme danger. Each suite is designed as a fire compartment and will afford you a degree of protection during the fire emergency. However, smoke spread into your suite is very likely so be prepared to protect yourself from smoke for the duration of the emergency. This may be a long time.

Where can I get more information?

Your building management or local fire department can provide copies of the following materials:

- [Fire In Your Apartment Building](#) (pamphlet)
- [Plan Ahead - Fire Safety In Apartment Buildings](#) (pamphlet)
- [If You Hear The Fire Alarm And Cannot Leave Your Apartment](#) (door sticker)

You can also download this material from the Office of the Fire Marshal's web site: <http://www.gov.on.ca/OFM>. The pamphlets are located under Public Fire Safety Information.

Welcome to your new home.