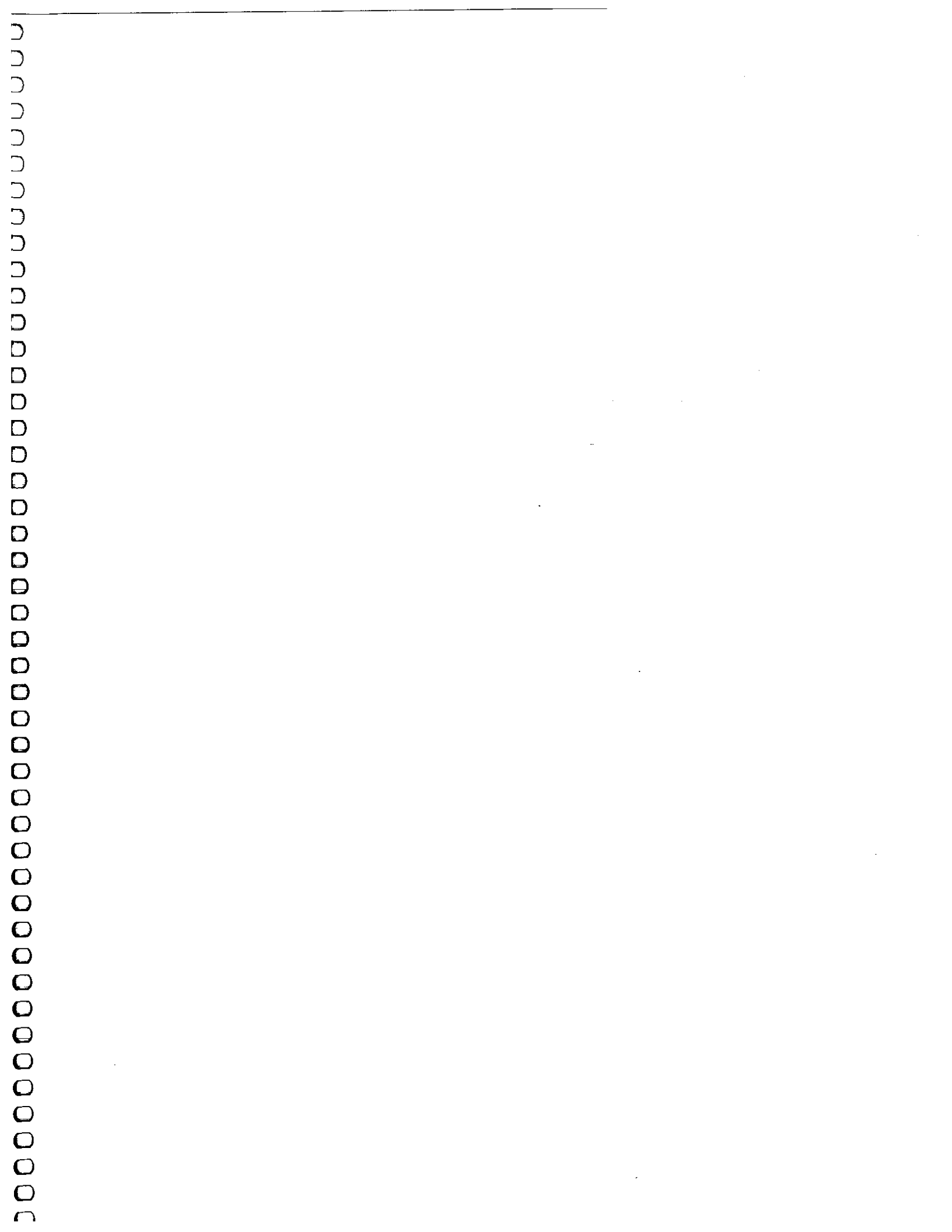


Lofts +  
Condominiums  
at Mississauga's  
City Centre

**WELCOME TO  
YOUR NEW HOME**





# DAVIES SMITH DEVELOPMENTS WELCOMES YOU

Your new Davies Smith Developments home represents a large investment, possibly the largest you will ever make. And while a great deal of care, pride and workmanship has been put into your home there is occasionally a need for a minor adjustment or repair.

This Homeowner's Manual was designed to smooth the transition into your new residence and to help us to help you attend to those minor adjustments, as well as assisting you in taking care of your new home in the years to come.

It begins with a directory of useful telephone numbers and a list of FAQs to answer the most common inquiries of a new condominium owner.

There is general information on the overall operation of the condominium and how you can access and use its various facilities. A section on home care provides you with tips on how to take care of all the various elements of your new home. And while we all hope they never occur, we have provided you with information on how to deal with medical, fire and maintenance emergencies.

Furthermore, you'll find a comprehensive explanation of the Tarion Warranty Corporation (formerly ONHWP) which outlines the roles of Customer Care and property management with respect to the various warranties provided.

We encourage you to take some time and read it all carefully when you have the opportunity.

In closing, I would like to say that we are proud and honoured to add you to the list of the distinguished people who live in a Davies Smith Developments home and we wish you many years of enjoyment in it.

Sincerely,



Graham Chalmers  
Partner & Vice President, Construction  
Davies Smith Development



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Davies Smith Developments is proud to have built your new home and now at Simerra Property Management Inc. we will take pride in keeping it just like new in the years to come.

As your new home's official property managers, it will be our responsibility and pleasure to look after the residence's common elements; to enforce the condominium corporation's declarations, by-laws and rules as directed by the Board of Directors; and to provide financial, administration, Customer Care and 24-hour service.

Our on-site Management Office is located by the lobby and is staffed by a full-time Property Manager and Administrator.

We're happy to welcome you to ONYX Condominiums & Lofts. We look forward to serving you!

Sincerely,

**Simerra ONYX Office**

Tel: 905-276-1274

Fax: 905-276-6949

**Simerra Head Office**

Tel 416-293-5900

Fax 416-293-5904

# **SIMERRA PROPERTY MANAGEMENT EXTENDS A WARM WELCOME**



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# TELEPHONE DIRECTORY

## EMERGENCIES

Ambulance, Fire & Police	P: 911
Mississauga Police Services	P: 905 453 3311
Mississauga Transit Commission	P: 905 615 4636
Poison Control	P: 416 813 5900
Simerra Property Management (24 Hour Emergency)	P: 416 293 5900

## SERVICES AND NON-EMERGENCIES

Simerra Property Management Office at ONYX <i>Hours: 9:00 a.m.-5:00 p.m. Monday to Friday</i>	P: 905 276 1274 F: 905 276 6949
Simerra Property Management Head Office <i>Hours: 9:00 a.m.-5:00 p.m. Monday to Friday</i>	P: 416 293 5900 F: 416 293 5904
Davies Smith Developments Customer Care Representative <i>Hours: 9:00 a.m.-5:00 p.m. Monday to Friday</i>	P: 905 276 0918 F: 905 276 3012
(PDI / Suite Related Issues Only) <b>Concierge Desk</b> 24 hrs a day, 7 days a week	P: 905 276 5131
<b>MABE Appliances, Warranty Service Centre</b>	P: 1 800 561 3344
<b>Postal Station</b> 340 Matheson Blvd. E. Mississauga Hours 10:00 a.m.-7:30 p.m. Monday to Friday (call ahead before picking up mail)	P: 905 890 8465 P: 1 866 607 6301

## UTILITIES

<b>Telephone</b> - Bell Hook Up	P: 416 310 2355
<b>Cable</b> - Rogers	P: 1 888 764 3771

## MAILING ADDRESS FOR ONYX

223 Webb Drive  
Mississauga, ON. L5B 0E8



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## ABOUT DSD

### BUILDER OVERVIEW

A great thinker once said, "We are what we think. All we are arises from our thoughts. With our thoughts we make the world." At Davies Smith Developments it is the pursuit of quality and the quest for excellence in creating outstanding habitats that defines the core of our corporate mission.

These principles motivate the company to construct homes that are singular examples of quality. From a chic stacked town, to a soaring condominium, Davies Smith Developments has built some of the finest homes in the Greater Toronto Area and Southern Ontario.

By developing attractively priced units, ensuring timely delivery and superior workmanship, supported by efficient customer service, our passion for excellence finds credence in every project that the company undertakes.

Concentrating our energies in achieving complete customer satisfaction, Davies Smith Developments is a company that is constantly incorporating cutting edge technologies and techniques to further the goal of developing distinctive communities.



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# FREQUENTLY ASKED QUESTIONS

## NOW THAT I HAVE OCCUPANCY

### *WHAT IS INTERIM OCCUPANCY OR THE INTERIM CLOSING PERIOD?*

Interim occupancy begins from the date that the Purchaser is entitled to receive the keys. The interim closing period ends once the requirements of registration are satisfied and a deed or transfer of ownership of the unit is delivered to the purchaser.

### *WHAT IS AN OCCUPANCY FEE AND HOW IS IT CALCULATED DURING INTERIM OCCUPANCY?*

The interim occupancy fee is a payment made by the Purchaser to the Developer during the interim closing period; that is from the date of interim occupancy until final closing, at which time the full amount of the purchase price is paid and title is transferred. The occupancy fee is based upon the total of the following amounts:

- **Mortgage Interest:** the amount of interest that the Purchaser would have paid monthly on the First Mortgage (irrespective of whether or not you will ultimately be paying cash on the final closing); and
- **Taxes:** an amount reasonably estimated by the Vendor for municipal taxes on a monthly basis attributable by the Vendor to the Real Property; and
- **Maintenance Fee:** the projected monthly Common Element expenses for maintenance and utilities as described in the Budget portion of your Documents.

### *HOW LONG CAN I EXPECT TO PAY THE INTERIM OCCUPANCY FEE AND HOW SOON AFTER TAKING OCCUPANCY WILL REGISTRATION TAKE PLACE?*

Although the Declarant attempts to have registration take place as soon as possible, it can take up to a year following the commencement of interim occupancy. Registration usually takes place within six months of the condominium units being occupied.

### *DOES THE BUILDING HAVE TO BE FULLY OCCUPIED BEFORE REGISTRATION CAN OCCUR?*

No, however, construction of the building has to be substantially complete.

### *MAY I STORE PERSONAL BELONGINGS OR HAVE ACCESS TO MY UNIT BEFORE MY INTERIM OCCUPANCY DATE?*

Unfortunately, you may not. The Developer will not accept the legal responsibility or liability for any occurrence, theft or damage. Homeowners may only begin storing items once interim occupancy has begun and keys have been released to the Homeowner.

### *WHAT IS P.D.I./ C.C.P. AND TARION WARRANTY CORPORATION?*

A Customer Care Representative arranges the Pre-Delivery Inspection (PDI) of your new home. This consists of a walk-through and a visual inspection of the unit. It provides you, the Homeowner, with an opportunity to view your new home prior to taking occupancy and to document any pre-possession damages or missing items you may observe.

You will also be asked to review and sign a Certificate of Completion and Possession (CCP). This document states your home's enrolment number with Tarion and the date of possession, which is also the start date of your statutory warranty.

Davis Smith Developments will give you copies of the completed PDI form and CCP for your records and will forward copies to Tarion.

It is recommended that you log any new problem(s) as soon as it is detected and report it in writing to Customer Care in time for your next reportable warranty service request. In April of 2004, the *Ontario New Home Warranty Program (ONHWP)* became known as the **TARION WARRANTY CORPORATION**. It is an independent not-for-profit corporation; a regulatory body that oversees and licenses all new Home Builders in Ontario, ensuring that all new home buyers receive the benefits and protection of their Builder's Warranty in accordance with the Ontario New Home Warranties Plan Act.

### *WHAT ARE COMMON ELEMENTS?*

Common Elements consist of various components, which are jointly shared and owned by all of the unit owners who purchased in the condominium project.



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Typical Common Elements include: mechanical, electrical and plumbing distribution systems; elevators, corridors and stairwells; roof assembly; building envelope (exterior pre-cast, concrete panels, window panels); parking garage structure and amenities such as party lounge, pool, media room, fitness facilities, landscaped courtyard and entrance. In other words, Common Elements include all areas outside the vertical and horizontal boundaries of each specific residential or commercial unit.

#### **WHAT ARE EXCLUSIVE USE COMMON ELEMENTS?**

Exclusive Use Common Elements refer to Common Elements, such as balconies, patios and/or private terraces that are solely used by the unit owners and are therefore reserved for their exclusive use. The Corporation and its agents have the right to access Common Elements and Exclusive Use Common Elements via your suite, for the purpose of conducting the Corporation's business.

#### **WHAT IS THE MONTHLY MAINTENANCE FEE AND WHAT DOES IT INCLUDE?**

The maintenance fee covers your share of all expenses pertaining to the Common Element areas, including utilities and landscaping. Monthly maintenance does not include cable or telephone. Please refer to the Budget in your Condominium Documents for details.

#### **IS IT POSSIBLE TO CHANGE MY LOCKER/ PARKING SPACE?**

Lockers and parking spaces are deeded. Legally deeded parking or locker units are difficult to change and therefore Davies Smith Developments can not make any changes once they have been assigned.

#### **WHEN AND WHAT TYPE OF INSURANCE DO I NEED? WHAT IF I INTEND TO RENT MY UNIT?**

Insurance is required upon interim occupancy as well as after final closing to cover contents, liability, upgrades and improvements. This includes any upgrades that were purchased from the Builder. Please contact your own insurance agent for this coverage prior to taking occupancy, or call Bonnie Lesser at our insurance advisors, Martin Merry and Reid (416) 366-3333 x 251. Please visit [www.mmr.ca](http://www.mmr.ca) for further information. She will be pleased to advise you on obtaining the lowest quote on your Supplementary Insurance Package. It remains

the owner's responsibility to ensure that proper homeowner insurance is in place, even if the unit is being rented.

Please Note: Secondary damage resulting from defects such as property damage, as well as personal injury, are not covered under the Tarion Warranty Corporation Act. You should discuss any additional coverage you may require with your insurance provider.

## **CUSTOMER CARE**

#### **HOW LONG AFTER THE PRE-DELIVERY INSPECTION CAN I EXPECT TO WAIT BEFORE ALL THE DEFICIENCIES HAVE BEEN ADDRESSED?**

From the date of your Pre-Delivery Inspection and your Occupancy date the goal at Davies Smith Developments is to have most if not all of the deficiencies listed on your P.D.I. form completed. (In many cases we are subject to the availability of the trades.) However, if at the time of occupancy you find any deficiencies remaining from your P.D.I., we ask you to please add them to your 30-day form.

Priority will be given to deficiencies of an urgent nature. It is imperative that there is good written communication between the Homeowner and the Customer Care Department.

Please Note: Any deficiency items you find in your unit become warrantable once they have been issued in writing to Davies Smith Developments and Tarion on your 30-day form or year-end form, and not before hand. If you have any questions or concerns about these terms or forms, please contact the Customer Care Department at (905) 276-0918. The Tarion warranty program allows Davies Smith Developments a 120-day period to attend to warrantable deficiencies once your 30-day or year-end form has been submitted and accepted.

#### **IS THE PRE-DELIVERY INSPECTION THE ONLY OPPORTUNITY I HAVE TO DISCOVER AND REPORT DEFICIENCIES IN MY UNIT?**

No. Your warranty covers you for various periods of time and depends upon the nature of your deficiency. Your Customer Care Representative will accept a 30-Day Form and a Year-End Form during the course of the first year of your warranty coverage. (These forms are included in the Homeowner Information Package that will be given to you before or at the time of your Pre-Delivery Inspection. These Packages are provided by Tarion.) They are set up to allow the Homeowner time to settle in and adjust to their surroundings, as well as allowing the building to settle following construction.



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**HOW DO I REACH MY CUSTOMER CARE REPRESENTATIVE IF I DISCOVER FURTHER DEFICIENCIES ONCE I MOVE INTO MY NEW HOME?**

Your Customer Care Representative can be reached for questions only by telephone or by fax during regular business hours. Kindly refer to the Directory section of this manual for contact information. It is most important to remember that all deficiencies must be reported in writing! Leaving phone messages of your deficiencies is not considered an official deficiency report and action will not be taken.

Please Note: It is essential that you send your 30-Day Form/Year End Form to the Customer Care Department and TARION. This will ensure that a record of your deficiencies is kept up-to-date and that the appropriate trade is dispatched to your home to address the service order.

**IS THERE A SPECIFIC PROCEDURE THAT I SHOULD FOLLOW FOR REPORTING NEW WARRANTED DEFICIENCIES THAT REQUIRE SERVICE?**

All deficiencies must be submitted in writing to the Davis Smith Developments Customer Care Department. A second copy should be sent by fax to TARION. Following occupancy you have three opportunities to forward your written Warranty Service Request forms to the Customer Care Representative.

**FIRST YEAR**

This step details when the homeowner is allowed to make a warranty service request. At any time during the first 30-days after the date of possession, the Homeowner must use Tarion's 30-Day Form in which they can request the repair of any item which appeared on the PDI form as well as any new items. Any time during the last 30 days of the first year of possession, the Homeowner is entitled to submit a single Year-End Form outlining any additional defects. As of September 1, 2005 only one year end form may be submitted in writing to Davies Smith Developments, as per *TARION WARRANTY CORPORATION*.

**SECOND YEAR**

Homeowners may make a warranty service request for items under two-year warranties or under the Major Structural Defects ("MSD") at any time and as often as required. They must submit a Second-Year Form available from Tarion.

**YEARS THREE TO SEVEN**

To make a Major Structural Defects (MSD) Warranty Service request, Homeowners must request and submit the Tarion MSD Form.

**DOES THE WARRANTY COVER SECONDARY DAMAGES THAT ARE THE RESULT OF A CONSTRUCTION DEFECT SUCH AS A PIPE LEAK THAT DAMAGES HARDWOOD FLOOR AND/OR PERSONAL BELONGINGS?**

Secondary damages are not covered under the provisions of the Tarion Warranty Corporation. That is why Homeowner insurance coverage is required upon interim occupancy as well as after final closing and should cover contents, liability, upgrades, and improvements; including upgrades purchased from the Builder, Davis Smith Developments. Please contact your insurance agent to arrange for this coverage prior to taking occupancy. Subsequent damages resulting from a Common Area may be covered by the Condominiums Corporation's insurance coverage.

**HOW IS SERVICE COORDINATED AND DO I HAVE TO BE HOME FOR EVERY SERVICE CALL?**

Entry into Homeowners' units after taking occupancy is permitted as agreed upon by the owner. During your Pre-Delivery Inspection, you have signed a consent form allowing trades/handyman to access your home in order to complete deficiencies detected on the PDI, 30 day and year end forms.

A notice in advance would be posted in elevators, hallways or door tag if common element work was completed and there is a reason to re-enter your unit. An example of this would be balcony repairs. Customer Care will call to re-enter your unit if an emergency repair is required and your unit was going to be affected. If not contacted successfully, an explanation will be documented of the reason your suite was re-entered.

**HOW DO I KNOW THAT THE SERVICE REPAIRS HAVE BEEN COMPLETED?**

Deficiencies listed on your Pre-Delivery Inspection will be repaired in a timely fashion and as each service person completes his/her task they will leave you a hand-written notice acknowledging what was done and/or the purpose of the visit to your suite. Once all Pre-Delivery Inspection deficiencies have been completed you will be asked to sign your PDI Form confirming the completion of all deficiencies.



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## **PROPERTY MANAGEMENT**

### ***WHAT IS THE ROLE OF PROPERTY MANAGEMENT?***

The role of Property Management is to attend to the day-to-day operation of the Condominium Corporation, such as landscape work, cleaning of Common Areas, and maintenance of the building. This excludes any in-suite construction deficiencies or Homeowner maintenance related issues. Property Management also works with the Board of Directors to prepare budgets, collect maintenance fees, attend meetings and to enforce the rules of the Condominium Corporation as directed by the Board of Directors.

### ***WHAT IS A PERFORMANCE AUDIT?***

The Condominium Corporation retains a Professional Engineer or Architect to conduct an audit of the Common Elements. The purpose of this audit is to determine if there are any deficiencies in the Common Elements after construction has been completed.

### ***HOW DO I REPORT COMMON ELEMENT DEFICIENCIES?***

Common Element deficiencies should be reported in writing to your Board of Directors, via the Property Manager and copy the Customer Care Representative by simply following the procedures for sending in a Warranty Service Request. This is important in order that we may coordinate a timely resolution to these common area concerns. Some issues may be deemed less critical and will be addressed at the end of construction or as part of the Performance Audit.

### ***WHAT ARE REGISTRATION, TURNOVER AND STATUS CERTIFICATE? HOW DO THEY AFFECT ME?***

#### **REGISTRATION**

The declaration and description of the lands are registered in Land Titles to create the Corporation as assigned by the Province of Ontario.

#### **TURNOVER**

When the Declarant no longer owns the majority of the units the Condominium Corporation is turned over to the homeowners. The homeowners then elect a new Board of Directors from the unit owners.

## **STATUS CERTIFICATE**

Discloses the financial status and agreements in place, the address for service, current directors of the Condominium Board and provides other legal requirements. A Status Certificate should be requested via Property Management and can be obtained 10 days from date of request and the payment of a \$100.00 fee to Property Management. This is required when you sell or finance your unit.



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# ONYX POLICY ONYX PROCEDURES



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# POLICIES AND PROCEDURES

## BUILDING MANAGEMENT

### PROPERTY MANAGER

The role of Property Management is to deal with the day-to-day operations and condominium related concerns of the residents. Property management is accountable to, and takes direction from the Condominium Corporation's Board of Directors and is directly responsible for the maintenance, appearance and upkeep of all the Common Elements and general items, which are the responsibility of Simerra Property Management Inc.

- Operations and Maintenance
- Housekeeping
- Landscaping/Grounds Maintenance
- Obtaining the Performance Audit & Reserve Fund Study
- Common Element Deficiencies
- Construction/Renovations of Common Areas
- Collection of Maintenance Fees
- Contract Negotiations and Administration
- Budgeting and Financial Reporting
- Reserve Fund
- Expenditure and Revenue Control
- Resident Relations
- Corporation Staff

### PROPERTY MAINTENANCE STAFF

The Property Manager will retain maintenance personnel who will generally be on site from 8:00 a.m. to 4:00 p.m., Monday to Friday. They are responsible for the day-to-day operation of the Common Element mechanical systems and will also attend to minor common element repairs such as replacing light bulbs. Maintenance personnel test the emergency generator and move the garbage bins in and out of the loading area for pick up.

There will be contract cleaning staff generally on site

from 8:00 a.m. to 5:00 p.m., 7 days a week. They will be responsible for cleaning all Common Element areas, such as the lobby and corridors.

Please note: The Maintenance personnel have not been retained to do any work within your unit.

### CONCIERGE/SECURITY

A uniformed Concierge is located in the first floor lobby. The Concierge staff will be on duty 24 hours a day, seven days a week.

The Concierge reports to the Property Manager and Common Element concerns should be brought to his/her attention when the manager is not on site. The Concierge should be immediately notified of any accidents or emergencies within the Common Elements.

Please do not report suite deficiencies to the Concierge. These must be forwarded in writing by the unit owner to the Davies Smith Developments Customer Care Department. There is a drop box located in the lobby for your convenience.

The Concierge will greet your guests, however, visitors must use the intercom system located at the entrance door in the lobby to gain access. The Concierge will not permit entry to any guest unless written instructions have been received and a waiver signed.

The Concierge monitors the building's video cameras and suite entry alarm system and will notify the Police or Fire Department should there be a concern. During a fire alarm, the Concierge is responsible for meeting the Fire Department and advising them of the nature and location of the emergency. He or she will provide the Fire Department with a set of master keys and a list of residents requiring assistance.

Video cameras are located throughout the garages, in each elevator, the entrance vestibule and other points of entry into the building. These cameras are recorded and monitored by the Concierge

### MOVING/DELIVERY

Move-Ins and Delivery Procedures during Interim Occupancy

Four (3) hour time limits daily during Interim



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## Occupancy

9:00 am to 12:00 pm (noon)

12:00 pm to 3:00 pm

3:00 pm to 6:00 pm

6:00 pm to 9:00 pm

To schedule your move-in call:

Simerra Property Management Monique Lalonde at  
(416) 847-4705 or the ONYX Concierge at  
(905) 276-5131

Move-ins and deliveries must be booked with the Concierge staff at least 24 hours in advance to allow for scheduling. Reservations are made on a first come - first served basis. A damage deposit will be required after initial occupancy. Providing there is no damage, the deposit will be returned. Elevator protective pads will be provided for your movers to install and remove.

Moving trucks will off load at the move-in entrance. All cardboard and boxes should be removed from the site by the moving/delivery people. Otherwise, you have to break them down and place them in the large garbage bin located in the vicinity of the loading dock. The concierge has the authority to refuse any move that was not pre-arranged.

## PLEASE NOTE

- No moves or deliveries will be allowed on a Sunday or Statutory Holiday.
- Maximum of 3 hours.
- It is recommended that the movers arrive a ½ hour early to park, announce their arrival and set up.
- Moving trucks must not block the fire route.

## COURIERS/PARCELS

The Concierge can accept some deliveries on your behalf. Only parcels smaller than 40x40 cm can be received. The Concierge staff will accept no perishables or registered mail due to liability concerns and cannot leave the desk to bring a parcel to you. The Homeowner must sign a liability waiver absolving the Concierge of any responsibility for loss or damage.

## BUILDING ACCESS

### SUITE KEYS

Each Unit will Receive at closing two (2) suite entry keys, two (2) keys for each storage locker room (if you have a locker), two (2) mailbox keys and two (2) Pendants for access into the building and the parking garage.

Owners may purchase one additional Pendant for each registered resident in excess of two from the Property Management Office.

Property Management will have a master key, which will allow them access into the unit should there be an emergency.

The Suite entry door and lock are Common Elements and as such cannot be changed without Board approval.

### IN-SUITE ALARM

Each unit is provided with an in-suite security panel, which is monitored at the Concierge desk. It has 3 arming modes- Home, Sleep and Full. Each suite unit can have up to 5 permanent user codes.

The in-suite security panel monitors the suite entry door contact. Once the panel is activated, entry through the contacted door will set off an alarm in the suite and at the Concierge desk.

Please refer to the Security Manual, which you will receive at your PDI or with your keys on how to use and program your suite security panel.

### ALARM SILENCE BUTTON

Your unit has an Alarm Override Button that you can use to temporarily silence the alarm for 10 minutes.

This is useful in multi-occupied buildings when Alarm Testing is required, by law, to occur frequently.

In case of a real alarm, the main fire system will override this Button and sound the Alarm.

## GARBAGE DISPOSAL

Garbage is disposed of down the garbage chute located on each floor.

Please discard all household refuse between the hours



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of 8:00 a.m. and 10:00 p.m. Nothing is to be left on the floor of the chute room.

All garbage must be properly bound, packaged, bagged and sealed to prevent any undue odour, mess or damage during its descent within the garbage chute. All garbage must be firmly pushed down the garbage chute and not left within the mouth of the chute.

Do not put materials such as burning cigarettes, ashes, flammable liquids, paint cans or aerosol cans into a chute. They are fire hazards and may cause damage to the garbage chute and the compactor room.

Bulk items-bundles of paper, coat hangers, cartons, broom handles, kitty litter, etc.- block the chute. Do not put them down the chute. Take them to the disposal area on the ground floor (in the garage).

## RECYCLING

Recyclable items are not to be deposited down the garbage chute. Upon commencement please follow the posted directions for sorting of recyclable items from regular household garbage. Please participate. Although a little extra time is involved for you, in the long term recycling will lower garbage collection costs and ensure the landfills last longer and benefit everyone.

Please Note: The recycling program will not commence until the City starts picking up garbage at 75% occupancy. Watch for signs to indicate commencement.

## PETS

Residents are allowed to have no more than two (2) pets per unit as defined in the Declaration. Pet owners are not allowed to walk their pets unleashed anywhere on the Common Elements. Pet owners must walk their leashed animals off the property and clean up after them. Pets are not permitted to be exercised in the lobbies, corridors, stairways, garages or any other portion of the Common Elements within the building.

All damages caused by a pet to the building, floors, walls, trims, tiles, carpeting, stairs or any other portion of the Common Elements shall be the responsibility of the owner of the suite and the said owner shall fully reimburse the Corporation for the cost of the repair, replacement or renovation.

## NOISE

All residents and their guests are requested to have consideration for their neighbours on all sides. Loud music, boisterous parties in overcrowded suites, uncarpeted floors, obnoxious conduct or an unwillingness to restrict such behaviour will result in action being taken by Property Management and on-site staff to obtain compliance.

Please remember that you are living in a building with other people. Bumping, banging or drilling on walls or floors especially non-carpeted floors will inconvenience your neighbours. Do not let your suite door slam when closing.

Please consider others when entertaining. Should someone show a complete lack of consideration of your right to peace and quiet, please call the Concierge desk and Police directly and advise Property Management staff thereafter.

Please do not confront others to resolve the situation.

## SUITE RENOVATIONS

Apart from decorative changes, an owner cannot make any suite alterations without the prior written consent from the Board. Please also note that any changes to a suite voids warranty to those portions altered.

## CORRIDORS AND DOORS

Corridors may not be obstructed in any manner at any time by doormats, boot trays, strollers, shopping carts or any other objects. Items left in the common corridor will be removed.

Do not fix anything to a suite door e.g., door knockers, signs and decorations. You will be asked to remove these items or these items will be removed.



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## EMERGENCIES

In the event of fire, the safe and orderly evacuation of all personnel in the building is of paramount importance. The following procedures are intended to achieve this goal in the event of a crisis, not only from fire, but also from any other physical emergency. Please familiarize yourself with the nearest fire exit to your home.

The complete cooperation of each person is mandatory if the plan is to be successful. High-rise apartments are considered to be safer from the spread of fire than the average single-family dwelling. The building has been constructed of fire resistant materials. Solid masonry walls and floors inhibit the spread of fire from suite to suite. During a fire emergency the stairwells are pressurized to keep smoke out.

You are reminded not to permit anything to be done in your suite or bring or keep anything, which will in any way create a risk of fire. For safety reasons, we recommend artificial, non-combustible Christmas trees be used.

Avoid unsafe cooking practices such as deep fat frying, using too much heat, leaving stoves unattended and wearing loosely hanging sleeves. Do not use unsafe electrical appliances, frayed extension cords or use lamp wire for permanent wiring. Do not overload outlets with multi-plugs. Always use ashtrays for cigarette butts and ashes. Never smoke in bed. Do not use fuses in your stove of higher amperage than specified. Do not use open flames. If you do use a candle, make sure it is in a candle base that has a glass shade and that is not left unattended.

Handicapped persons who require assistance if evacuation becomes necessary should advise Property Management staff. It is a Fire Code requirement that a current evacuation list be available for Fire Department personnel.

## FIRE SAFETY PLAN

Instructions to occupants on fire safety procedures upon discovering a fire:

- Tell everyone in your immediate area.
- Leave the fire area.
- Close all doors behind you.

- Do not use the elevators.
- Activate the Fire Alarm, by using pull stations.
- Use the nearest exit stairwells to leave the building immediately.
- Telephone the City of Toronto Fire Department by dialing 9-1-1. (Never assume this has been done).
- Know the correct address and the location of the fire.
- The location of the fire (if known)
- Meet the Fire fighters at the main entrance and tell them where the fire is.
- Do NOT return until it is declared safe to do so by Fire Officials.

## IF YOU HEAR THE FIRE ALARM

- Before opening the door, check if the smoke is entering from around the door. If not feel the knob for heat. If it is not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close door quickly.
- If you find no fire or smoke in the corridor, close the door behind you and leave by nearest exit stairwell and call the Toronto Fire Department at 9-1-1.
- If you encounter smoke in the corridor or stairwell, consider using the Exit stairwell at the other end of the corridor, which may be clear, or return to your suite.
- If you can't use any stairway, return to your suite if you can, or go into any corridor and bang on suite doors until you find a place to take shelter.
- Never go up to the roof. Smoke rises to the top of the stairway. There is no roof access and you could be trapped.

## IF AN ALERT FIRE ALARM SIGNAL IS HEARD

- An alert alarm signal indicates a possible fire condition may exist somewhere in the building. Standby for information
- Listen for instructions or announcement over the voice communication system.
- Prepare to leave the building.



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- When necessary to leave a floor area, follow procedures noted for the continuous alarm signal mentioned above.

## **IF YOU REMAIN IN YOUR APARTMENT**

You must protect yourself from smoke. Stay in your apartment until you are rescued or until you are told to leave. This may take a long time. Do not wait too long to leave your apartment after the alarm has sounded. The longer you wait, the more is the risk that heavy smoke will have spread into the stairways and corridors. Your chances of survival are less.

Keep smoke from entering your apartment. Use tape to seal cracks around the door and place wet towels at the bottom. Seal vents or ducts the same way.

If smoke enters your apartment or if you require assistance for evacuation telephone the Toronto Fire Department – dial 9-1-1 and tell them where you are and then move to the balcony. Close the doors behind you.

If you don't 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, however, if smoke enters close the window.

If you require assistance for evacuation, dial 9-1-1 and tell the Mississauga Fire Department where you are. Signal to the fire fighters by waving a sheet from a window or balcony.

Crouch low to the floor if smoke comes into the room.

Remain calm and wait to be rescued. Do not consider jumping. Listen for instructions from authorities.

## **FIRE EXTINGUISHING, CONTROL OR CONFINEMENT**

The use of fire extinguishing equipment is strictly voluntary. Along the corridors on all floors there are Fire Hose Cabinets, containing a hand held Fire Extinguisher. If the fire is small and you feel you can control its spread by use of the extinguisher, first pull the nearest alarm station, then attack the fire. Use common sense and caution at all times. If in any doubt, leave the fire area.

Only after ensuring that the alarm has been raised and the Fire Department notified, a small fire can be extinguished by experienced person(s) familiar with extinguisher operation. In the event that the fire you discover cannot be extinguished with the use of the

Fire extinguisher, or if smoke presents a hazard to the operator, close the door to the area so as to confine or contain the fire. Leave the fire area and if safe to do so, wait to give arriving fire fighters information about the exact location of the fire.

To operate a portable fire extinguisher, all you need to remember is the word "P.A.S.S"

**P – PULL THE SAFETY PIN OUT**

**A – AIM THE FIRE EXTINGUISHER NOZZLE AT THE BASE OF THE FIRE**

**S – SQUEEZE THE TRIGGER**

**S – SWEEP BACK & FORTH AT THE BASE OF THE FIRE UNTIL THE FIRE IS OUT**

## **COMBUSTIBLE MATERIALS**

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

For example:

- Combustible waste materials in buildings shall not be 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.
- Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
- Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
- Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.

## **FIRE HAZARDS**

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

- Do not put burning materials such as cigarettes and ashes into garbage chutes.
- Do not dispose of flammable liquids or aerosol cans in these chutes.



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- Never force cartons, coat hangers, or bundles of paper into the chute because it may become blocked.
- To avoid unsafe electrical appliances, frayed extension cords, overloaded outlets or lamp wire for permanent wiring.
- To avoid careless smoking, use ashtrays. Never smoke in bed.

In general, Occupants are advised:

- To be fully acquainted with the Fire Protection installations that are provided for your safety.
- To know where the fire hose cabinets are located, as well as the Pull Stations, and Fire Exits.
- To call Toronto Fire Department 9-1-1 if you need emergency assistance.
- To know the audible alarm signal and the procedures established to implement safe evacuation of the building.
- No person shall intentionally disable a smoke alarm so as to make it inoperable (6.3.3.4 Ontario Fire Code).
- Do not tamper, disconnect or cover the in-suite audible device or heat detector.
- Notify Property Management if special assistance is required in the event of an emergency.
- To report any fire hazards to supervisory staff.

## **SUITE SMOKE/CARBON MONOXIDE DETECTORS**

Please note: The in-suite Smoke/Carbon Monoxide detectors do not activate the building fire alarm system. We suggest that you take appropriate action to sound an alarm.

Once the pull station has been activated the location of the alarm is automatically indicated on a fire enunciator panel monitored by the concierge in the main lobby. And by a remote fire alarm monitoring company. They will automatically call the Fire Department.

If you accidentally burn food on your stove, do not open the hall door to clear the air as it will set off the building fire alarm system and the Fire Department will needlessly be called out. Open your windows, turn on your exhaust fan, and use any other portable fans you have to exhaust the smoke from your suite.

## **EMERGENCY CONTACT INFO**

### **Maintenance Emergencies**

- Loss of Heat
- Flood
- Complete Power Failure
- Broken Suite Entry Lock

Should any of these occur, please use the emergency numbers listed below:

- Property Management Head Office: 416 293 5900
- Property Management Site Office: 905 276 1274

See the Directory for additional Emergency Numbers as they apply.

## **RESIDENT PARKING**

All elevators have access to all condominium parking levels. The parking garage and all parking level elevator lobbies are monitored by video cameras viewed at the Concierge desk. However, we would like to remind you to lock your vehicle at all times and avoid leaving valuables inside.

When entering or leaving the premises, please operate your vehicle at a speed not in excess of 10 km/h and adhere to all posted signs. Please Note: There is no parking in the Fire Route. Parking is strictly enforced and parking tickets will not be paid or cancelled by the Corporation.

No car repairs or car washing is allowed in individual parking units

Always use your own parking spot. Vehicles parked in unauthorized spots will be ticketed and/or towed at the vehicle owner's expense. Please ensure management staff has your correct license plate number.

## **VISITOR PARKING**

Limited resident visitor parking is available on the ground level of the parking garage; entrance off Burnhamthorpe Road West east of ONYX or Webb Drive. Guests arriving by car will first have to park, if a space is available, and then proceed to the rear



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entrance of the lobby.

Your guest will use the Sub Enter Phone Panel to contact you to gain entry into the building, at which time they need to see the concierge to arrange parking. Your guest will then proceed to the elevator lobby and your suite.

## **PARKING GARAGE**

A special seal coating is applied to the garage floor surface to prevent water and road salt penetration into the concrete, which causes structural damage to the garage floor and foundation. Gas, oil or other chemicals can damage this coating. Please keep your parking area clean at all times. If oil leaks or spills of any kind occur, please clean them with soap and water or throw an absorbent material on the spot to soak up the spill and later clean the area. Leaks left for any period of time will result in damage to the garage surface and will be the financial responsibility of the owner of the parking unit to repair to its original condition. Cleaning products are available from major department stores.

Repairs are expensive and will be the responsibility of the Condominium Corporation- costs that they will recover from you through your monthly Maintenance Fees. A few minutes of your time could avoid this unnecessary expense. Repairs and oil changes are not allowed in the parking areas.

Parking units are for vehicles only and are not to be used for storage of any articles or non-functional vehicles. These will be removed and may be discarded.

## **GARAGE ALARM SYSTEM**

A Duress wireless alarm system is installed throughout the garage. Each key pendant has a button that pushed and held for 3 seconds will activate the system and initiate the following sequence of events:

The signal will be picked up by the nearest local receiver (located throughout the garage) and will instantly be transmitted to the concierge providing the zone information. At the same time, horns will sound and strobe lights will be activated.

## **LOCKERS**

Locker Rooms are located on all levels of the Parking Garage. Access into each locker room is by key

and each locker is individually keyed. Do not leave valuables in your locker. Please do not use any locker units that are not owned by you.

## **ON FOOT/BY CAR**

Visitors arriving on foot will use the Main or Sub Enter Phone Panels located at the entrances to the main lobby. The Enter Phone system consists of an 8 line display screen that the visitor uses to scroll through an alphabetical list of all residents to find your name.

After selecting your name, your visitor will then hit a Call button that will cause your main suite telephone to ring. At the same time the image from the camera located at the Enter Phone will appear on your cable service, so you can switch your TV to that channel to verify your visitor's identity.

There will be 2 channels; one for front entrance and one for back entrance. Property Management will notify you of the channel number after you move in. If you recognize your Visitor, you will simply push the #9 key on your telephone to unlock the building entry door.

Please let the concierge know if your name is not properly posted on the entry board.

## **SOLICITING**

No business solicitation or canvassing is permitted within the building. Please contact the Concierge should you be bothered.

## **COMMON USE AREAS**

### **ROOFTOP LOUNGE/PARTY ROOM GENERAL USE**

When the Rooftop Lounge/Party Room is not booked for private use, it can be used as a "gathering place" where residents, and up to four guests, may play cards, read, watch television, etc. Residents under the age of 16 must be accompanied by a resident over the age of 16.

Snacks and beverages are permitted, but please ensure that you pick up and dispose of all garbage and ensure that the room is left in a neat and tidy condition. Any spills or mishaps must be reported to the Concierge to ensure immediate clean up. Failure to do so will cause a cleaning fee to be levied against the user.



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## ROOFTOP LOUNGE/PARTY ROOM - PRIVATE USE

A resident may also book the Rooftop Lounge/Party Room for private use. The resident must always be in attendance during such bookings; and residents under the age of 16 must be accompanied by a resident over the age of 16.

All Rooftop Lounge/Party Room bookings must be made a minimum of 7 days and a maximum of 6 months in advance and are on a first come, first served basis. However, because parties during certain holidays are in higher demand, the Board reserves the right to determine how such bookings may be handled.

The use of the Rooftop Lounge/Party Room cannot be considered confirmed until the Concierge receives the signed contract and cheques. Bookings can be cancelled by giving at least 48 hours notice - failure to give proper notice may result in loss of damage deposit.

Residents must arrange to greet their guests at the lobby and direct them to the Rooftop Lounge/Party Room. You should advise your guests as to the alternate parking areas outside of the property as the visitor parking spaces may not be used for Private Functions.

## ROOFTOP LOUNGE/PARTY ROOM RULES

Please ensure you comply with the following rules during your use of the Rooftop Lounge/Party Room:

- Do not prop open or obstruct the Exit doors.
- Do not attach decorations to any part of the party room walls, kitchen counter, blinds, furniture etc.
- The Rooftop Lounge/Party Room is strictly a non-smoking area.
- Advance notice is required if there is a need to bring additional furniture/equipment into the Rooftop Lounge/Party Room. This furniture must be removed no later than 10:00 a.m. the following day. The existing furniture is NOT to be removed from the Party Room under any circumstances.
- The Resident is responsible for gathering loose garbage and leaving the room in a presentable state. Failure to do so may necessitate additional costs, which will be deducted from the security deposit.
- Applicants must ensure that guests vacate the party room, not later than 12:00 midnight. Residents must

clean and vacate the room by 12:30 a.m. Residents may return no later than 9:00 a.m. the following day to complete clean up if necessary.

- The maximum persons permitted to use the room at one time is 40.
- The use of the party Room is entirely at your own risk.

The Rooftop Lounge/Party Room Agreement is an integral part of these rules.

Smoking is not permitted in the common areas of the building. Also, the consumption of food and beverages is not allowed in the Common Areas of the building, including, but not limited to, corridors, stairwells, lobby and elevators, except where designated by the Board of Directors. Proper footwear and clothing must be worn in the Common Areas at all times. NO bare feet.

## RECREATION FACILITIES & AMENITIES

Please Note: Facilities and Equipment are used at your own risk

Davies Smith Developments, the Condominium Corporation and the Property Management Company and their principals, representatives and employees are not responsible for any injuries sustained while using the recreation amenities.

Facilities/Amenities provided at ONYX include:

- Concierge service 24 hours per day, 7 days a week
- Ground floor lounge
- Male and female steam rooms
- Male and female saunas
- Outdoor spa hot tub
- Spa lounge leading to spa hot tub
- Male and female change rooms with lockers and separate showers
- Roof top lounge/party room with state of the art sound and entertainment system, opening onto the landscaped courtyard
- Roof top barbeque
- Fully equipped exercise room
- Pilates and yoga studio



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- Roof top studio kitchen
- Furnished billiards area in party room
- Two (2) guest suite units

Rules for the Amenities will be forwarded by Property Management and they will advise as to when the facilities are opened for use.

## FEES

A Security Deposit is payable to the Condominium Corporation by cheque or money order in the amount of \$100.00 (subject to change without notice by resolution of the Board). This must be deposited with the Concierge at time of booking. This Deposit will be returned providing no damage or rule infraction has occurred. If damage does occur, an assessment of the costs of the damage will be deducted from the damage deposit.

The Cleaning Fee is \$50.00 (subject to change without notice by resolution of the Board) and is for normal clean up only of the facilities – a cheque or money order payable to the cleaning company must be provided at the time of booking.

Security services shall be arranged when 20 or more persons are in attendance. The cost for services shall be paid for by the resident and shall be at the rate charged by the Security Company. These Services will be contracted from one half hour before guests are scheduled to arrive to one hour after the booked finish time for a minimum of 4 hours.

The Security Company will be responsible for access control and ensuring that all guests and residents abide by the house rules and regulations. Payment for these Security Services shall be made by cheque payable to the Security Company and shall be submitted with the signed application.

The Corporation will not accept applications for stags, private Christmas Eve or Day parties, New Year's Eve or Day parties and Halloween parties. Bookings for commercial/private enterprise use are strictly prohibited.

## TENANT INFORMATION FORM

### RENTING YOUR CONDO

#### LEASING OF SUITES – THE CONDOMINIUM ACT, 1998 – SECTION 83

An owner who leases or renews a lease of a suite shall, within 30 days of entering into the lease or the renewal, as the case may be:

- Notify the Corporation that the suite is being leased
- Provide the Corporation with the lessee's name, the owner's address and a copy of the Declaration, by laws and rules of the Corporation
- If a lease of a suite is terminated and not renewed, the owner shall notify the Corporation in writing
- The Corporation shall maintain a record of the notices it receives under this section



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# ONYXHOMEONYXMAINTENANCE



# HOME MAINTENANCE

## INTERIOR FINISHES

### BALCONY/TERRACES

Clotheslines or hanging of laundry on balconies, terraces or patios are not permitted. Similarly you are not allowed to hang flowerpots from the balcony as these will be considered a liability should they fall off.

Barbecues, or any other form of cooking apparatus, shall not be operated on any patio or balcony. A barbecue area is provided on the roof top terrace on the 36th floor.

## APPLIANCES

### DISHWASHER

Only use detergent recommended specifically for dishwashers. Alternatives can cause leakage and excessive bubbles. In order to prolong the life of your dishwasher ensure that food is rinsed off tableware before placing it in the dishwasher. Failure to rinse dishes may result in food particles blocking the main drain and unnecessary repairs.

### MICROWAVE/EXHAUST FAN

Do not use metal or metal trimmed pots or glasses or metal foil in the microwave. The microwave must never be used to dry garments or any fabric as a fire may result.

Use your exhaust fan whenever cooking and for approximately a half hour afterwards to avoid cooking odours from being released into the corridor, to lessen grease build-up on kitchen surfaces and to reduce humidity within your suite. The metal filter may be washed in the dishwasher. The exhaust fan is also a great tool in filtering air to the exterior. For preventative maintenance, the filter and fan should be removed and cleaned every three to six months depending on your cooking habits.

How to clean the inside of your microwave oven

Mix a few tablespoons of baking soda with water in a microwave safe cup. Boil in the microwave for a few minutes. The insides of the microwave will be damp and easy to clean with a paper towel or dishcloth. This has the added benefit of removing odors that may be clinging to your microwave oven.

## REFRIGERATOR

Your refrigerator may have one or two controls that let you regulate the temperature in the freezer and refrigerator compartments. The refrigerator control is a thermostat, which measures the temperature and regulates the running time of the compressor.

## STOVE

Allowing a build-up of spilled food on burners or in the oven may damage the stove, which could result in costly repairs. If your model is not "self-cleaning", we recommend that you obtain a good quality oven cleaner. Immediately following the cooling of the oven the cleaning product is to be applied and the spillage removed as soon as possible.

Do not leave cooking unattended for even a few seconds. Needless fires happen when oil is left heating on a stove. Do not use the oven for drying garments. Do not use the oven for heating your suites. Do not put foil wrap under burners on the top of the stove. This may cause the elements to burn out quicker and may cause shorting out.

## DRYER

Clean the lint from the dryer door after each dryer use. Depending on the size of the load check the auxiliary lint trap mounted on the ceiling inside your laundry room every month, and clean as required. We also suggest that you inspect the area around the drum for lint build up. Should the lint trap not be cleared, you will find that clothes will take longer to dry, there will be excessive humidity in your suite and damage to the dryer motor and switches may result and cause a fire. We do not recommend shoes being put in the dryer as this may cause damage to your drum. If the humid, moist air remains in the room you may see signs of mildew build up.

## WASHER

When away from your suite for an extended period of time, you should turn OFF the shutoff valves to avoid possible flooding. We recommend that you periodically inspect the washer hoses for signs of wear and tear and possible loose connections. Hoses that break can cause substantial damage not only to your suite, but also to suites below, and you will be responsible to repair any damages. Replacement



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hoses require 250 PSI working pressure and 1,000 PSI burst pressure. Do not overload the washer.

Make sure to distribute the items evenly in the washer to avoid excessive vibration. Water lines should be turned off/on as required to minimize damages in case of a hose leak.

## **CLEANING STAINLESS STEEL APPLIANCES**

Cleaning a stainless steel appliance must be done in a cautious manner. Many stainless steel appliances are factory "clear-coated" with a lacquer varnish that must be cleaned according to the manufacturer's specific instructions. Removing fingerprints, spills and other messes from uncoated stainless steel appliances is a simple procedure, as long as all precaution is taken after reading the stainless steel appliance owner's manual.

### **STEP ONE**

Rub down the entire stainless steel area to be cleaned with a damp cloth of warm soapy water.

### **STEP TWO**

Repeat this process using rubbing alcohol or vinegar with a soft cloth.

### **STEP THREE**

Apply a small amount of commercial stainless steel cleaner with a damp, soft cloth. Rub in the direction of the "grain" lines on the stainless steel appliance's finish.

### **STEP FOUR**

Rinse entire surface of the appliance with warm water.

### **STEP FIVE**

Apply a small amount of baby oil to a paper towel and rub down the entire surface of the stainless steel appliance.

## **LAMINATE AND GRANITE COUNTERTOPS**

Your granite/marble countertop has been sealed in the factory to protect the surface of your top from staining or soiling. This sealer is an invisible, repelling layer within the surface. The sealer may need to be reapplied in the years to come.

We recommend that when you clean the granite/marble top, do so with warm water. Most stains will wipe away if cleaned within reasonable amount of time. Avoid using natural or manufactured oils or dyes.

Stains left for an extended amount of time become much more difficult to clean even though your top has been sealed.

We do not recommend any use of chemicals such as vinegar, abrasive soap etc. to clean your stone top. These chemicals will break down the sealer, leave streaks and/or scratch the surface of your top. Remember sealing of stone does not protect against scratches and will not protect against all stains.

## **HOW TO CARE FOR LAMINATE COUNTERTOPS**

Laminate or Formica countertops are a good option if you want to avoid the cost of granite or other more expensive materials. Laminate countertops come in a wide range of colors and designs and can give you many years of service with a minimal amount of care.

- Avoid setting hot pots and pans directly on a laminate top. The heat can leave a permanent mark. Keep a supply of trivets and potholders handy to set your pans on as you take hot food off the stove and out of the oven.
- Use a cutting board instead of the laminate countertop. The countertop is scratch resistant but you should never cut directly on it.
- Clean the laminate with soap and water. Use a soft sponge or cloth to wipe down the countertop after each use. Only use spray cleaners that are food safe and designed for laminate countertops. If your dark colored laminate countertop streaks, use window cleaner to clean it. Always rinse the countertop with water when you finish.
- Wipe up any stains before they have a chance to set. If you do get a stain on the countertop, remove it with a gentle abrasive such as a product designed for a glass top stove or one designed for laminate countertops.
- Remove water from the countertop especially near the seams. If it soaks into the base glue, the countertop may come up. Take care to wipe up any spills immediately to keep this from happening.
- Wax the laminate periodically for long-term care. This can help restore the original shine. Use a product for countertops. Do not use the same wax you use to wax your car.



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## CABINETRY

Periodically check hinge screws and tighten if required. This is considered Homeowner maintenance. Although shelves are treated with a water-resistant topcoat, water or other liquids allowed to sit on the surface for a prolonged period of time may cause staining and/or bubbling.

Both cabinet exteriors and interiors may be cleaned with a mild soap solution on a damp, clean cloth, and then wiped with a damp water cloth. After cleaning, surfaces should be immediately buffed dry with a dry, clean cloth. Cabinets should not be cleaned with abrasive cleansers or strong detergents. Do not use steel wool or other abrasive items for cleaning purposes. These will scratch the topcoat layers of the finishing materials used on cabinet surfaces. Do not allow water to contact cabinet surfaces for more than a few minutes. Make sure that steam from cooking pots is redirected from cabinet door surfaces.

## WINDOWS

Never leave the outer slider portion of any window open when not at home or during a rainstorm. It is the other portion of the window that provides protection from water, not the inner one.

The thermal windows in your apartment will reduce noise, heat loss on cold days and heat gain on hot days. Ensure both inner and outer windowpanes are completely closed. For more efficient heating or cooling, you should typically keep the windows closed and use the exhaust fans to expel stale air. The exhaust fan will bring in fresh air from the corridor that is supplied through the building ventilation system. In late spring and early fall, you may wish to open the windows. Do not remove the window safety catches under any circumstances as the law requires them.

The interior side of the windows is the homeowner's responsibility while exterior cleaning is the responsibility of the Corporation and will be arranged by the Property Manager.

All the windows are tinted so as to minimize heat loss during the winter and protect from the damaging ultra-violet rays of the sun, which can cause fading in carpets and furniture due to prolonged exposure to direct sunlight.

## WINDOW TREATMENTS

### WINDOW TREATMENTS CLEANING AND MAINTENANCE

#### Sheer Drapes

Clean once a year. Remove drape and pull out pin hooks. Take to dry cleaners or Wash on Gentle Cycle, reinstall pins and re-hang on track to dry.

#### PVC Vertical Blinds

Clean as needed. Use mild soap only to clean each blind.

#### DO NOT REMOVE BLIND FROM TRACK.

#### Fabric Vertical Blinds

Clean as needed. Vacuum each blind gently. For stain removal, use mild soap and sponge. Do NOT REMOVE BLIND FROM TRACK.

#### Sun Screen Shades

For stain removal, use mild soap and sponge. DO NOT REMOVE BLIND FROM BRACKETS.

## FLOORING

### CERAMIC TILE FLOORS

As with all flooring, the best care is regular care. Sweep or vacuum your ceramic tile floors at least once a week, more often if it gets regular use. Dust and lint can evolve into grime if they are not promptly removed, especially in areas where there is moisture.

Since ceramic tile is often used in "wet" areas of the home, it is likely that it will be subject to different spills and spots. Simple washing or mopping with hot water and a mild household detergent should wipe away anything that finds its way to your ceramic floors. The hot water helps loosen any dirt that collects in the spill, and the detergent lifts any oily substance on the floor. If a "once-over" is not enough to remove all of the spill, try a second pass over the floor with a sponge or mop. If the spill remains stubborn, you can use a soft brush or synthetic scouring pad to loosen the spot, but do not use steel wool or a metal brush, as these may scratch the surface of the tiles.

After washing a ceramic tile floor, be sure to thoroughly rinse the floor with clean water. This will remove any detergent residue from setting and attracting more dirt to your floor.



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Occasionally, a tough stain will appear on a ceramic tile floor, especially floors with unglazed tiles, but these stains can also be easily removed. Prepare a paste of scouring powder and water, and firmly rub it onto the stain. Allow the paste to sit for at least 5 minutes; and then scrub it away with a soft brush or synthetic scouring pad. Repeat the process until the stain is completely gone, and then thoroughly wash and rinse the floor.

Even in the tidiest homes, mildew frequently finds its way, especially in bathrooms, spa areas and pool decks. Should mildew appear on your ceramic tile, use a simple solution of equal parts water and ammonia to remove it. Again, use a soft brush to clean away the mildew so you do not damage the tile or grout, and rinse the area thoroughly with clean water after the mildew is removed. Be sure the area is well ventilated when using the ammonia solution.

If the grout itself becomes stained or discolored, it can be brightened by a good cleaning with diluted bleach (1 part bleach to 3 parts water). Use the edge of a sponge or a toothbrush for this job, and be careful to keep the bleach solution away from other surfaces.

Even rust stains can be easily removed from ceramic tile. Commercial cleaners for rust stains that you can find in your local home supply store may do the job, or you can use regular kerosene to lift the offending rust. Be sure to wear rubber gloves when working with kerosene, and make sure the space is well ventilated.

## **HARDWOOD FLOORS**

The first thing to remember is to keep grit off the floor. Those fine particles of dirt and dust can act like sandpaper on your hardwoods, and subtly scratch and dull your hardwood finish. Vacuum hardwoods at least once a week, and dust mop or sweep the floors in between vacuuming.

When spills on your hardwood floors happen, immediately clean them and tracked-on dirt with a clean, soft cloth. After wiping the spill away, dry the area with a dry cloth. Moisture is the enemy of both the hardwoods and their finishes; never allow a wet area to stand.

Be careful about the movement of chairs and tables on hardwoods; this can cause excessive wear to the floor's finish. Use felt or fabric covered casters or glides on all furniture legs that come in contact with the floor, and replace them regularly. When moving a piece of furniture, lift it, don't slide it. If it is too heavy

to be lifted, place a towel or heavy sock under each leg to avoid damaging the floor.

Be mindful of what kinds of footwear are best for hardwood floors. High heels or shoes with deep treads that can hold grit or small stones can create permanent gouges or marks.

Select the appropriate cleaner; the right cleaner will match the specific needs of your hardwood flooring's finish. Never use any product on your hardwood floors until you have carefully read the label. If it does not specifically say "suitable for hardwood floors," don't use it! Also, never use self polishing waxes, vinyl or tile floor care products. Although they may leave your floors looking glossy at application, the polishes will discolour over time, and will create problems when future refinishing of your hardwood floors is required. Be careful not to over-clean your hardwoods – too much cleaning with commercial products will ultimately dull the finish.

By following these few simple steps, your beautiful hardwood floors will be as satisfying in years to come as they were the day they were installed.

## **MAINTENANCE OF OUR STANDARD ENGINEERED HARDWOOD FLOORING**

### **TRUE TO THE CORE**

TORLYS Hardwood combines a precisely engineered high-density wood core with a generous layer of elegant and rich hardwood. This design facilitates dent resistance and surface performance, keeping the floor "looking smart" for decades.

### **Is TORLYS Hardwood difficult to maintain?**

TORLYS Hardwood requires the same maintenance as other TORLYS floors. Simply vacuum or sweep your floors on a regular basis. To refresh your floors, use TORLYS Floor Cleaner once a week. Clean up any spills with a cloth.

### **Protected by TORLYS Bulldog**

For major mishaps, you are protected by TORLYS Bulldog. With Uniclic and TORLYS Bulldog, plank replacement is easy. Peace of mind is assured knowing that your hardwood floor can be simply and perfectly renewed to its original beauty.

Visit [www.Torlys.com](http://www.Torlys.com) for more information.



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## CARPET CARE & STAIN REMOVAL

From the time your carpet is installed, we recommend the frequent use of an upright vacuum cleaner equipped with beater bars, or a tank or canister type vacuum cleaner with a separate power head, which contains a beater bar. High traffic areas should be brushed with a pile groomer on a regular basis.

Carpeting is relatively easy to care for and a simple regular care plan will go far to maintain its appearance. The following procedures are recommended:

- Instant removal of spills to prevent spots and stains.
- Daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- A thorough weekly vacuuming with a vacuum cleaner, properly adjusted for the type of carpet involved, is recommended to remove "embedded" dirt.
- Seasonal brightening of the surface by cleaning is required to remove oily films on carpet fibers.
- For those who want the best appearance and longest performance from carpets or rugs, professional cleaning is recommended every year or two, depending on the appearance.

If a stain occurs, quick action is essential. No carpeting is completely stain proof, although many are stain resistant. The stain resistant carpets allow more time for you to act. The sooner you address the stain problem, the better your results will be.

First, remove as much of the staining material (food, wine, oil, etc.) as possible by very gently scraping the spill with a teaspoon or a dull knife. Don't rub hard; you may damage the fibers, or force more of the stain into the carpet. If the spill is wet, absorb as much of it as possible by blotting the wet spot with clean white paper or cloth towels.

Avoid using towels with synthetic fibers, as they are not as absorbent, and again may push the staining substance deeper in the carpet.

When as much as possible of the stain has been lifted or blotted away, you can remove the rest of the stain with simple household solutions. A mild solution of a liquid detergent (no more than one half tablespoon to one gallon of water) is recommended by most carpet manufacturers. Always test any cleaning solution on

a discreet section of the carpet before treating the stain to make sure it will not discolour the fibers. Clear detergents are preferred over creamy or oily appearing ones, as they leave fewer residues.

Using a clean white cloth again, dab the stain with the detergent solution, penetrating the stained carpet, and again blot the wet area with a clean dry cloth. Repeat this process until all the stain is removed. A solution of one tablespoon of ammonia in one cup of water can also be used, but should never be used on wool or wool blend carpets. Do not use any other household cleaners on the stain, especially ones containing bleach, since many contain chemicals that may permanently damage your carpet. After the stain is removed, clean the spot area again with clear water. This will remove any of the detergent residues that may remain on the carpet.

When all that is left of the stain is a wet spot, place several layers of white paper or cloth towels over the spot, and weight the towels with something heavy that will not transfer color, such as a plastic water jug. This will help absorb all the moisture left in the fibers. If the stain does not respond to the mild detergent, you can use any number of commercial spot removers for specific offenders, such as a chewing gum remover, non-oily nail polish remover, or spot removers designed specifically for grease, oil or tar. These are available in most hardware stores.

## CABLE/TELEPHONE/INTERNET

ONYX Condominiums & Lofts has been wired with the latest cabling systems to allow almost unlimited connection speeds in the future.

The Building has been pre-wired with a Fibre Optic backbone, allowing for future enhancement of data/ phone/internet services. However, since Fibre Optic connections, including modems, are not yet generally available, this cable will not initially be operational and is being installed as a reserve for future use when connectors become more readily available.

We have also wired the building backbone and suites with category 5 data cable, allowing speeds up to 100 Megabits per second—since most "High Speed" internet services run on no more than 3 Megabits per second Modems, there is a tremendous amount of surplus capacity in the Category 5 cabling, even before the Fibre Optic Cable is used.



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Although the suites are pre-wired for cable television and telephone connections, Bell and Rogers require the homeowner to contact them directly to arrange for commencement of service and provide account details.

Bell generally does not need access to your home to set up service for your telephone. You can arrange for your telephone to be connected by calling 416-310-2355.

Cable hook up can be arranged by calling Rogers Cable at 1-888-764-3771.

Both Bell Canada and Rogers Cable require 5 working days to process your request.

## **ELECTRICAL**

There is an independent breaker panel inside each suite. The panel provides power to your suite and is made up of several breakers.

Each breaker provides power to a specific part of the suite or a particular item in the suite (i.e. one breaker will provide power for all the outlets and switches in a room, or one breaker will be clearly identified.)

If you overload one of the outlets, the breaker will "trip". However, unlike a fuse, you do not have to replace a breaker. If it "trips", just follow this simple procedure to restore power:

- Unplug everything that was plugged into the outlets serviced by that breaker.
- Locate the breaker that has tripped on the breaker panel. You'll see that the breakers are a series of switches with "ON" and "OFF" positions. The tripped breaker will be set in the middle position between ON and OFF.
- First turn the breaker to the OFF position and then turn it back ON. This will reset it and power should be restored to the outlets.)

## **GROUND FAULT CIRCUIT INTERRUPTER (G.F.C.I.)**

The electrical safety code require G.F.C.I. outlets to be installed in all residential bathrooms in new homes. In suites with more than one bathroom, one bathroom will have the G.F.C.I. and will be wired to protect all bathrooms.

The G.F.C.I. is designed to protect against accidental

electrical shock. In the event of an electrical short, the G.F.C.I. will stop flow of electrical current through the circuit within minute fractions of a second to prevent further injury.

You should test the G.F.C.I. regularly to ensure that it is working properly:

### **PREPARATION**

Make sure power is available as the circuit breaker must be ON in order to conduct the test. The RESET button should always be pushed in.

### **TESTING**

To test the function of the RESET button, push the TEST button and immediately the RESET button should pop up. If the RESET button does not pop up, do not use the outlet and call an electrician to investigate further.

To restore power after a test – push the RESET button firmly into the device until an audible click is heard.

Note: if the G.F.C.I. trips when an appliance is used, the appliance may be defective and should be repaired and replaced.

## **SWITCHED OUTLET**

It is common today not to have fixed ceiling outlets in living rooms and bedrooms, so unless you purchased ceiling outlets during the upgrades selection, your living room and bedrooms will have ceiling outlets.

Instead, we have installed a switch to control one of the outlets in a duplex outlet in each room. Simply plug your table lamp into the switched portion of the outlet, turn the lamp to the "ON" position and leave it on. Go the switch and you can turn the lamp on/off from this switch.

The other outlet of this duplex outlet will operate as a normal outlet.

Please Note: Have a qualified electrician perform any electrical work.

## **WATER**

### **PLUMBING AND FIXTURES**

### **SHOWERS**

Do not shower without ensuring the shower curtain or door is tightly closed at all shower edges, to avoid water damage to suites below. Ensure that any water



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that escapes to the floor is wiped promptly. Ensure the bathroom fan is turned on whenever showering. Bathrooms and the kitchen may share the same exhaust fan, in which case all fan switches must be turned off to turn off the fan.

By turning on your exhaust fan, the humid and moist air will be filtered to the exterior and will eliminate the build up of mildew. We suggest the bathroom door be kept closed while showering as the moist air may interfere with the operation of the smoke detector.

Should you ever see any cracking, water dripping or sagging of ceilings or walls in the bathroom area, report the problem immediately to Management staff. We suggest to you, that as a preventative measure the caulking be periodically removed and replaced and the tiles be inspected for lack of grout. This will help prevent possible leakage into the suite below.

### **WHIRLPOOLS**

If you have selected a whirlpool bath as an upgrade, it is important to thoroughly read all instructions before activating it. Failure to follow the appropriate safety and maintenance procedures can result in the malfunction of the tub causing serious bodily injury and/or property damage.

The water flow, when combined with warm or hot water, produces a massaging effect that increase with a rise in water temperature and the amount of time in the whirlpool. Using the whirlpool for too long a period at too high a temperature will cause a tiring effect.

### **BATH AND WHIRLPOOL SAFETY**

Never operate electrical appliances inside or within five feet of the bath. Always shut off electrical power to the whirlpool pump before servicing.

### **CLEANING WHIRLPOOLS**

Whirlpool bath systems should be cleaned at least twice a month.

- Adjust the jets so there is no air induction.
- Fill the tub with hot water to a level above the highest jets. (Caution: don't start the whirlpool without making sure there is water above the highest jets. Running a whirlpool without water will damage the pump seals causing the pump to fail or leak.)
- Add to the water two teaspoons of low-foaming

dishwasher detergent such as Calgonite or Cascade, and four ounces of household bleach, such as Clorox.

- Run the unit for 10-15 minutes, and drain the tub.
- Next, fill the tub with cold water to 2-3" above the highest jets, run the unit another 5-10 minutes, and drain the tub.
- Wipe dry with soft cloth.

Do not use oil-based additives in your whirlpool. It is not recommended to use bath oils, bath salts or bubble bath as they may accumulate inside the system and cause blockages which may lead to failure in the working motor and parts.

Should any part of the circulating system require servicing, access can be gained via apron or skirt.

### **WATER SHUT-OFF VALVES**

There are various water shutoff valve locations in your suite.

### **KITCHEN**

Under the kitchen sink there are three shut-off valves. Each one turns a different water source: the hot water to the kitchen sink, the cold water to the kitchen sink and the water to the dishwasher. To turn off the supply to any of these valves, turn the valve clockwise.

### **LAUNDRY ROOM**

The laundry room is equipped with a lever to turn off the water to the clothes washer. It is recommended that the water be turned off when the washer is not in use.

### **BATHROOMS**

You will find two shut-off valves in one of your vanities that will shut off water to all your bathroom basins. Simply shut off the water supply until the malfunction is rectified.

In case of a plumbing emergency, every member of the household should know the location of these valves.

Davies Smith Developments will assume responsibility for clogged fixtures and drains where defective construction or workmanship can be demonstrated to



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have caused the problem within two years following the confirmed possession date (as per the Tarion Warranty Act).

## **WATER LEAKS**

In order to avoid possible water damage to the floor below, spills should be mopped up immediately and leaks repaired promptly. Should your taps be leaking we urge you to repair them immediately as wasted water will increase your utility consumption and cost extra money. Should you experience a toilet overflow or leak of any kind, or if you see water entering your suite, we ask that you contact the Management staff or the Concierge to advise them in case the water is leaking into another suite. This way damage can be kept to a minimum.

## **BATHROOM FIXTURE CARE**

Your new bathroom and kitchen fixtures are constructed of stainless steel. This material has been selected to ensure years of trouble-free performance. The surface of the fixture, while extremely durable, does require proper care.

Do not clean the fixture with abrasive type household cleaners, abrasive scouring pads, acidic-based cleansers or any cleaning agent not recommended for the specific purpose of cleaning the fixture in question.

Suppliers recommend that you clean the fixtures with ½ cup (125ml) of Spic and Span, mixed with 2 gallons (8 litres) of water.

Drain cleaners and shampoos with high alkaline or acidic content may damage the surface of the fixture. Rinse the fixture immediately after use.

Avoid sharp blows or dropping heavy objects on the fixtures as they can damage it.

If your bathtub is not supplied with a factory applied slip-resistant surface, a rubber mat may be used. Rubber bath mats must be removed after every use to avoid damage to the surface of the bath. Do not apply adhesive backed slip-resistant decals as they may damage the surface of the bath.

Regularly check for loose or cracked grout or caulking in shower areas. Repair immediately to avoid damage.

Always use the fan when showering to avoid moisture

build up and the potential of mold.

Note: Long hair will clog bathtub and sink drains. Do not clog toilets with Q-tips or sanitary napkins.

## **CLIMATE CONTROL HEATING AND COOLING SYSTEM**

### **VERTICAL FAN COIL UNITS**

The building is designed with Climelec Vertical Fan Coil Units. They allow total control over the heating or cooling of the individual suite. Very little by way of maintenance is required to keep your Fan Coil Unit functioning properly.

Please take a few minutes to read over the following information, which explains the functioning of the system and the required maintenance.

### **FAN COIL FUNCTIONING**

Hot water or chilled water is supplied to each fan coil unit from a central source, (Boiler in winter and water chiller in summer). The water circulates through the coil and air is drawn through the return air opening at the bottom of the unit. The air is then blown over the coil and discharged through grilles or ducts at the top of the unit.

The unit can only provide cooling when the Chiller is in operation and heating when the boiler is fired. An aquastat in the unit senses the water temperature and will only allow the thermostat to function in a mode compatible with the water temperature.

Whether the main system is full of hot or chilled water is a decision made by Property Management and the Condominium Corporation – it takes about 3 days to switch between heating and cooling and vice versa. To assist in maintaining temperatures during the “shoulder” season between heating and cooling, the FCU’s are equipped with heating coils to provide heat when the system boilers are not operating. All units have energy efficient three speed motors. The high and medium speeds are generally used for short periods to provide a rapid change in room temperature. For most of the time the unit will operate at low speed, the constant air motion will help to create an even temperature throughout the space served.

The thermostat controls the room temperature by opening and closing the motorized valve and (in the auto mode) the fan operation.



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When the switch is in AUTO position, the fan will start and stop when the thermostat calls for heating or cooling, at the same time the motorized valve closes when the thermostat reaches its set point.

### FAN COIL MAINTENANCE

The polyester medium filter (mounted behind the inlet grille) should be checked monthly and replaced if dirty. The clogged filter will restrict airflow and reduce the efficiency of the unit.

The fan motor bearings are permanently lubricated and require no maintenance.

The drain pan should be kept clean and free of debris. The drain hose should be clear without any severe bends or kinks to allow condensate to flow freely.

Caution: there are no user-serviceable parts inside the Fan Coil Unit other than the filter, so please do not attempt to make any modifications, as there is danger of electric shock.

### CONDENSATION AND HUMIDITY

The most common change in your new home with new improvement construction techniques is the increase in indoor humidity levels in the winter. Considerable amounts of moisture are produced as a result of normal household activities such as cooking and bathing. With less cold, dry air flowing through the suite from the outside, this moisture tends to build up indoors and raise humidity levels.

Humidity can be beneficial, but only up to a level of about 30-40%. Above this level, condensation begins to appear on the innermost surface of double paned windows on cold days. In very cold weather, the humidity levels will need to be even lower (20 to 30%) to avoid condensation.

TIP: In the winter, keep the relative humidity in your new home in the range of 30% to 45%. Lower humidity levels may affect your health and cause wood products to shrink. Excess humidity can cause damages to the surrounding wall. In the summer relative humidity levels should not exceed 60%.

Some controllable sources of water vapour which add humidity within your suite are: a kettle left boiling, long hot showers, dish washing, over-watering of plants and/or too many plants in a given space, use of a humidifier, cooking, fish tanks etc. – just to name a few.

Excessive winter humidity can usually be reduced by effective ventilation. Use the fans provided in your suite to exhaust excessively humid air directly to the outdoors.

Occasionally open a window for a short time, bringing in cooler, less humid, air into your suite, thus reducing the overall humidity.

It is hoped that these few basic principles will serve to simplify the understanding of the complex building ventilation and heating systems, and equip you with solutions that you can implement yourself.

### SOME CAUSES AND POSSIBLE CURES

Construction, as practiced today by reputable builders/developers, results in better-built homes and hi-rise buildings than ever realized before. The use of the latest in available materials and better-controlled construction methods has given us structures of beauty and practicality. Modern buildings of today have more indoor facilities, e.g. saunas, pools, recreation facilities, etc., which add to humidity conditions and are less likely to have outside air infiltration as older buildings had.

Now, let's get right down to condensation problems. Condensation on windows and frames is an indication of excessive water vapour (which cannot be seen) in the air.

The amount of water depends on temperature and humidity. If left unchecked, water damage to window ledges, walls and floors (including carpets and even the furniture on wet carpets) will result.

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

When air at a given temperature contains all the water vapour it can hold, it is said to have a relative humidity of 100%. If it contains only half the water vapour it can hold at that temperature, then the relative humidity is 50%.

If the temperature changes, but no water vapour is added or removed, then the relative humidity will also change and humidity will continue to rise with the falling temperature until the dew point is reached, i.e. the temperature at which the relative humidity becomes 100%. Any further decrease in the



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temperature will force some of the vapour to condense as water, because the warm, moist air inside the suite comes in contact with the cooled surface, such as an outside window.

Each person has their own level of personal comfort and the amount of humidity they are willing to accept to maintain that level. Some humidity is necessary for comfort and health and the first step in solving condensation problems if they occur within your suite, is a willingness by you to reduce humidity in your suite.

### **CORRIDOR FRESH AIR**

ONYX Condominiums & Lofts was engineered to have fresh air provided from and into the corridors.

You will find a small gap around the entry door to allow fresh air to enter the suite which helps control the problem of condensation and keeps your suite free of stale air and pressurized, meaning that fresh air is continually pumped into the corridors. When exterior windows are closed this is the only source of fresh air for each suite.

Not only does the fresh air in 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, the fresh air fans in the corridor are immediately turned off, so smoke does not enter the suite. Similarly, the pressurization fans in the stairwells are activated to provide the stairways and exits with fresh air for an easy and safe exit.

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

### **LINT TRAPS**

The lint trap in your dryer should be cleaned after each load. There is another built-in lint trap to be serviced and it is located in the exhaust duct, ahead of the exhaust fan. This built-in trap has been installed to reduce the chance of escaping lint fouling the exhaust system.

To avoid blocked ducts, humidity problems and slow drying clothes, clear this trap after every load. Ensure that the washer drain hose is correctly inserted into the drainpipe before using the machine. Inspect washer hoses on a regular basis.

## **FOUR SEASONS MAINTENANCE CHECKLIST**

A year-round maintenance routine will help keep your condominium and its contents looking brand new.

### **WINTER**

- Inventory summer clothes and donate unwanted items to charity or friends
- Empty and clean insides of bathroom and kitchen cabinetry and discard any outdated cleaning products or items that are not in use. Also check and tighten any loose screws in hinges
- Inventory and discard any old or expired prescriptions. TIP: ask if your local pharmacy accepts unused prescriptions for safe disposal
- Steam clean carpets
- Revamp your vacuum. Like every household appliance, your vacuum needs regular maintenance, including the cleaning of rollers or the replacement of parts. TIP: use a seam ripper to remove debris from rollers
- Sharpen knives and apply mineral oil to wooden cutting boards with fine steel wool to avoid splitting
- Stock up on linens and placemats for those unexpected holiday guests
- Brighten your space with fresh in-season flowers
- Winter is a great time to perform regular maintenance on your kitchen appliances, ensure that your stove, and microwave are properly maintained. Refer to the household maintenance section.

### **SPRING**

- In preparation for Spring, stock up on cleaning supplies, including basic glass cleaners, sponges, and all purpose cleaners such as vinegar and baking soda
- Give your condo a thorough cleaning following the guidelines in the above household maintenance section, including the cleaning of countertops and floors as well as appliances
- Inspect stove range hood to ensure there is no grease build-up



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- Clean fan coil unit filters. TIP: You can wash the filter by hand with warm mild soapy water to prolong your filters life
- Open windows to let in some fresh spring air and to encourage the departure of stale winter air and indoor pollutants
- Prepare entryways to keep muddy footwear in check
- Sweep out balconies and bring patio furniture out of storage after a good cleaning
- Schedule maintenance if necessary for any repairs that need to be carried out
- Inventory and store winter clothes
- Plan and prepare a summer terrace garden

## **SUMMER**

- Dust all surfaces in the home to reduce indoor pollutants
- Take advantage of warm weather and open the windows on a cool night to bring in fresh air
- Plant a container garden or purchase and set up new furniture for your terrace
- Clean windows with a cloth and glass cleaner
- Ensure lint traps and bathroom fans are properly maintained
- Clean out and wash refrigerator and discard any old containers or jars
- If you should go away on vacation for an extended period of time, turn off the shut off valves on your washing machine to avoid flooding
- Replace heavier window treatments with lighter and brighter ones

## **FALL**

- Replace entryway doormat in favour of a heavier winter version
- Update window treatments. Consider heavier curtains to ward off unwanted fall and winter drafts
- Add cozy accessories throughout the condo to

prepare for cooler months such as throws or soft pillows

- Clean and place any terrace or balcony furniture into storage for the winter season and ensure balcony is clear of debris
- Make extra room in your coat closet to accommodate bundled-up visitors
- Clean and store portable fans with a damp cloth and wrap in plastic to keep out the dust
- Replace batteries in all in-suite smoke detectors and carbon monoxide detectors and check to make sure the fire extinguisher is ready for use



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# LIVING GREEN

## CLEANING GREEN

Green Cleaning can have a lot of interpretations, but the main goal of green cleaning is to use cleaning solutions and methods that keep our environment healthy. There are many degrees to which homes can take this goal.

For some homes, green cleaning means that they only use substances like baking soda, vinegar, and lemons to clean the home surfaces. Other homes may seek out commercial cleaners that are healthy for the environment. They may want to avoid phosphates, chlorine, artificial fragrances, and artificial colors.

Many cleaners on the market now are marketed as being biodegradable. Other cleaning products may use recycled packaging or donate a portion of their profits to environmental causes.

Whatever choices you make about your cleaning supplies, there is a huge variety of environmentally friendly choices for those interested in green cleaning.

## HOMEMADE NATURAL CLEANING PRODUCTS

Vinegar naturally cleans like an all-purpose cleaner. Mix a solution of 1 part water to 1 part vinegar in a new store bought spray bottle and you have a solution that will clean most areas of your home. Vinegar is a great natural cleaning product as well as a disinfectant and deodorizer. Always test on an inconspicuous area. It is safe to use on most surfaces and has the added bonus of being incredibly cheap. Improperly diluted vinegar is acidic and can eat away at tile grout. Never use vinegar on marble surfaces. Don't worry about your home smelling like vinegar. The smell disappears when it dries.

Here are some uses for vinegar in the rooms of your house. Use it in the...

## BATHROOM

Clean the bathtub, toilet, sink, and countertops. Use pure vinegar in the toilet bowl to get rid of rings. Flush the toilet to allow the water level to go down. Pour the undiluted vinegar around the inside of the rim. Scrub

down the bowl. Mop the floor in the bathroom with a vinegar/water solution. The substance will also eat away the soap scum and hard water stains on your fixtures and tile. Make sure it is safe to use with your tile.

## KITCHEN

Clean the stovetop, appliances, countertops, and floor.

## LAUNDRY ROOM

Use vinegar as a natural fabric softener can be especially helpful for families who have sensitive skin. Add ½ cup of vinegar to the rinse cycle in place of store bought fabric softener. Vinegar has the added benefit of breaking down laundry detergent more effectively (a plus when you have a family member whose skin detects every trace of detergent.)

## ENERGY SAVERS

At Davies Smith Developments, we encourage you to think "green". There are lots of "little" things you can do that can make a big difference, not only saving you money on your utilities but also helping to preserve our natural environment:

- Use ceiling fans to keep air moving, making you feel cooler and reducing the need for air conditioning
- Set your fan at lower speeds to save energy
- Use fluorescent tubes or compact florescent light bulbs. They last 16 times longer than incandescent light bulbs and use only 30% of the energy
- Use timers for indoor and outdoor lights to limit electricity use to times when needed
- Use a toaster oven or microwave whenever possible. Both use less energy than a conventional oven
- Replace washers or cartridges on dripping taps. One drop a second wastes up to 96 litres a month
- Change your filter as required to maintain the efficiency of your fan coil unit
- Redirect air that is being blocked by furniture for



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maximum efficiency

- Use dimmer switches to reduce energy consumption and provide attractive lighting
- Lower your thermostat to 20C (68F). Every degree above this setting increases your heating costs 5%
- Set back your thermostat at night when sleeping and during the day when you are away
- Use motion sensor lighting that provides light only when you need it
- Install aerators on taps to save water and energy. Use low flow shower heads
- Set your clothes washer for a lower water level fill and do cold washes
- Set your clothes dryer to dry your clothes to a slightly damp condition for ironing or hanging. This will reduce electrical use.



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# ONYXTARIONONYXWARRANTY



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# TARION WARRANTY CORPORATION

## FORMERLY ONTARIO NEW HOME WARRANTY PROGRAM (ONHWP)

The Tarion Warranty Corporation is an independent not-for-profit Corporation; a regulatory body that oversees and licenses all new home builders in Ontario, ensuring that all new home buyers receive the benefits and protection of their Builder's Warranty in accordance with the Ontario New Home Warranties Plan Act.

### ONE YEAR WARRANTY PROTECTION (TARION)

The Builder warrants for one year from the date of possession, that the home is free from defects in workmanship and materials, is fit to live in and meets the Ontario Building Code requirements. Homeowners are responsible for notifying both the builder and Tarion in writing of any defects before the end of the first year. If Tarion does not receive notice in writing within the warranty period, the claim cannot be allowed.

Builders will pass on to you any warranties given by manufacturers, suppliers and subcontractors that extend beyond the first year. In these cases, you should make any claims directly to the manufacturer or distributor.

## AREAS COVERED BY YOUR TARION WARRANTY

### ELECTRICAL

Defects in materials or installation to wiring, light switches, duplex outlets,

Electrical panel and breakers or circuits. Any alterations to the electrical system by the Homeowner voids this warranty item.

### PLUMBING

Defects due to materials or improper installation for any copper piping, drains, soldered joints and shut-off valves. Finishes on plumbing fixtures or faucets are covered by the manufacturer's warranty where applicable. Plumbing blockages caused by homeowners are not applicable under this warranty. The satisfactory operation of the faucets is covered under the manufacturer's warranty where an extended warranty applies.

### DOORS

Warped or ill-fitting interior doors (except closet sliders and cabinet doors). Normal shrinkage and expansion due to humidity levels will occur and will usually correct itself in the first year.

### VENTILATION FANS

Performance of kitchen/stove hood fan and bathroom fans provided the fans/filters have been kept free of grease and dirt build-up.

### APPLIANCES

Manufacturer's warranty – please deal with the manufacturer directly.

## TWO YEAR WARRANTY PROTECTION

For homes enrolled on or after July 1, 2008 the Builder warrants for two years against:

- Water seepage through the basement or foundation walls (in condominiums, this protection includes all below ground areas such as parking garages)
- Defects in materials and workmanship including, caulking windows and doors so that the building envelope prevents water penetration
- Defects in materials and workmanship in the distribution systems (plumbing, electrical and heating)
- Defects in materials and workmanship which result in the detachment, displacement or deterioration of exterior cladding leading to detachment or serious deterioration
- Violations of the Ontario Building Code's health and safety provisions

## SEVEN YEAR WARRANTY PROTECTION

### MAJOR STRUCTURAL DEFECTS

Any defect in materials or work that results in the failure of a load bearing part of the structure or that significantly and adversely affects your use of the building as a home are covered for a period of seven years.



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## TRANSFERABILITY

New homeowners in Ontario benefit from comprehensive warranty coverage, which takes effect from the date of possession and remains in effect if the house or condominium is sold before the end of the warranty period.

## LIMITATIONS

This warranty and the obligations hereunder are strictly limited to those repairs and time periods expressly set forth, and no other responsibility or obligation is to be inferred or implied. In any event, Davies Smith Developments shall not be responsible for any indirect, secondary or consequential damage, which may be attributable to defects to which repair obligations apply, including, without limitation to, damage to the property of the owner or other chattels or other improvements made by anyone other than an authorized representative of ONYX. This warranty shall not be in any way altered or tampered with by any person other than an authorized Representative.

## WHAT'S NOT COVERED

Knowing what's not covered by your warranty is just as important as knowing what is covered:

- Defects in materials, design and work supplies or items installed by the Homeowner/Purchaser, e.g. cabinets, flooring or painting
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. Often, Homeowner's insurance covers secondary damage
- Normal wear and tear
- Normal shrinkage of materials that dry out after construction
- Damage resulting from improper maintenance or Homeowner negligence. For example, dampness or condensation caused by Homeowner's failing to maintain proper ventilation levels
- Alterations or additions made by the Homeowner
- Settling soil around the building or along utility lines
- Damage caused by Homeowners, tenants or guests
- Damage from insects or rodents, unless construction

does not meet the Ontario Building Code

- Damage beyond the Homeowner's control, e.g. floods, acts of God, wars, riots or vandalism
- Damage caused by municipal services and other utilities
- Surface defects in work materials noted in writing and accepted by the Homeowner at the time of possession
- Homes that have been lived in or rented prior to sale
- Homes purchased from a receiver or trustee may not have warranty coverage

Davies Smith Developments is committed to providing you, the Homeowner with the best product and service. The role of Customer Care is to assist and coordinate any outstanding service issues and concerns you may have pertaining to workmanship and materials.

## PROCEDURES FOR WARRANTY SERVICE

This step details when the Homeowner is allowed to make a warranty service request.

At any time during the first 30 days after the date of possession, the Homeowner must use Tarion's 30-day form in which they can request the repair of any item that appeared on the PDI form as well as any new items.

Any time during the last 30 days of the first year of possession, the Homeowner is entitled to submit a single Year End Form outlining any additional defects.

## COMMON ELEMENT ISSUES

Unit Owners who experience Common Element problems should write to the Board of Directors via the Property Management Company and should copy the Customer Care Manager. This will ensure a coordinated approach to resolve these issues.



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