WELCOME TO MOSAIC

On behalf of Larlyn Property Management Ltd., we would like to welcome you to The Mosaic.

The objective of producing this booklet is to familiarize you with the services and facilities of The Mosaic and to provide you with the basic information necessary to understand your involvement, responsibilities and rights as an Owner/Resident of your building.

The Rules and Procedures currently established may be altered from time to time. In order to avoid any misunderstandings, we urge you to read the occupancy documents as well as the proposed Rules and Regulations of your Condominium Residence. By necessity, some of the information contained in this booklet is of a general nature and may be subject to change.

For clarification of any item which is contained in the booklet, please do not hesitate to contact Judy Statham the Property Manager for The Mosaic. She can be reached through the Concierge Desk at 416-944-2174 or at 905-305-9240 ext.258 or at jstatham@larlyn.com. The Management Office is located on the 3rd floor the telephone number is 416 923-3003.

A very important requirement before you move in, is to reserve the "moving" elevator for your movers. Simply call the Concierge at 416-944-2174 to assist you. Moving may be scheduled Monday through Friday 9am to 6 pm or Saturday between 9am and noon.

We remind you that a remote control unit is required for entry to the underground. An access card is required for the front door and parking lobbies. You can obtain these items from the customer service office along with the keys for your home and locker.

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

Yours very truly,

LARLYN PROPERTY MANAGEMENT LTD.

Ruth Lazare
Regional Vice President

INDEX

TELEPHONE DIRECTORY

FOR ALL EMERGENCIES 911

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

	Direct line
Toronto Fire Department	416-363-2133
Metro Toronto Police Division # 52	416-489-2111
Ambulance	416-808-5200
Sunnybrook Hospital	416-480-4407
Toronto General Hospital (Information)	416-340-4617
Mount Sinai Hospital (Information)	416-596-4200
St. Michael's Hospital (Information)	416-360-4000
Poison Information Centre	416-813-6437
Distress Centre	416-363-1066

BUILDING TELEPHONE DIRECTORY

Concierge Desk	416-944-2174
Customer Service	416-887-9934
Management Office	416-923-3003

SUITE DEFICIENCIES

In the event that you discover items which you may have overlooked during your TARION Home Warranty Inspection or that you feel should be addressed through Customer Service, we would ask that you follow the procedure outlined below:

Customer Service Request forms are available at the Concierge Desk. Please fill out the necessary information on the front page of the form, sign it and leave pages 1 and 2 in the basket provided for this purpose. Page 3 is to be kept by you for your records. These requests will be processed by construction on a continuing basis in an attempt to make the process as efficient as possible.

You will be advised of the status of your requests on an individual basis.

SURVEILLANCE

Surveillance at The Mosaic is of prime importance and as such is being continually recorded

THE CONCIERGE

Concierge Desk Telephone Number
416-944-2174

The Concierge Desk is staffed 24 hours per day, seven days per week.

Generally speaking, the duties of the Concierge include greeting residents and guests, and directing trades throughout the building.

CAMERA SURVEILLANCE:

- Cameras monitored by the Concierge are installed in various areas.
- Intercoms: Intercoms to Concierge have been installed in several locations.

HELPFUL HINTS FOR RESIDENTS

YOUR NEW LIFESTYLE

It is very important for all home owners of The Mosaic to be familiar with the basic and essential terms of Condominium ownership as set out in the Declaration, By-Laws and Rules. We urge you to read these documents carefully and to ask any questions you may have. There are a lot of "do's" and "don'ts" however, the documents have been carefully prepared, not to overly restrict your personal freedom, but to ensure that your individual rights as an Owners Residents are carefully protected and to ensure that the benefits and advantages of condominium living are realized by all and everyone.

Please note upon registration of the building that no alterations, additions or improvements can be made to your unit or the exclusive use common elements, e.g. terraces, without the prior written consent of the Board of Directors of The Mosaic.

If in doubt, it is always best to call your Property Manager before making any change to ensure that approvals are not required.

WHAT TO DO IF SOMETHING GOES WRONG IN YOUR UNIT

Repairs within suites are the responsibility of the Owner and, if necessary, outside tradesmen must be called. However, during the first year of occupancy of your suite, much of the equipment is under warranty. You can contact Customer Service at 416-889-9934.

ELECTRICAL POWER FAILURE

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

PLUGGED TOILETS, DRAINS AND OTHER PLUMBING PROBLEMS

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

WATER LEAKAGE

When and if water leakage occurs, contact the Concierge immediately, so that the source may be investigated. Repair of damaged areas may be the responsibility of another Resident, in which case, the Resident involved will make necessary arrangements, to effect the repair. Management will arrange repairs, etc., if damage has been a result of common element mechanical breakdown.

APPLIANCE SERVICES

Until the warranties expire, Appliance Canada can be directly contacted for service for all appliances supplied by them. The phone number is 1-800-374-3437.

IN-SUITE MAINTENANCE

Any maintenance is the Owner's responsibility. Each Owner is required to maintain his/her own Unit and any system, appliance or fixture that serves your Unit exclusively. The Corporation will arrange at a cost to each owner, to have the Heat Pumps serviced twice a year. Note: Employees of the Corporation will not provide personal services for the Residents. The Management Office can provide you with contact names and telephone numbers of appropriate local services.

SUITE THERMOSTAT INSTRUCTIONS

To set your thermostat date and time:

1. Press **SET CLOCK/DAY/SCHEDULE.**
*Note: if this option is not displayed, press **DONE** or **RUN SCHEDULE***
2. Press ▼ ▲ arrows to set the time.
3. Press **SET DAY.**
4. Press ▼ ▲ arrows to select the day.
5. Press **DONE** to save and exit.

To set your thermostat program schedule:

1. Press **SYSTEM,** to select **Heat** or **Cool.**
2. Press **SET CLOCK/DAY/SCHEDULE.**
*Note: if this option is not displayed, press **DONE** or **RUN SCHEDULE**.*
3. Press **SET SCHEDULE.**
4. Press ▼ ▲ arrows to set Mon.-Fri. **Wake time**, and then press **NEXT**.
5. Press ▼ ▲ arrows to set Mon.-Fri. **Wake temperature**, and then press **NEXT**.
6. Repeat steps 4-5 to set the **"Leave, Return, and Sleep"** time periods.
7. Repeat Steps 4-5 to set the Sat.-Sun. time periods.
8. Press **DONE** to save and exit.

To override your thermostat program schedule:

1. Press ▼ ▲ arrows to change the temperature for the present time period only.
2. To change the temperature for all time periods, press and continue to press the **HOLD** key, while using ▼ ▲ arrows.
3. To cancel your changes and resume your normal schedule, press **RUN**.

RESIDENT INFORMATION FORMS

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

It is critical for your own safety and security that you advise the Concierge/Management Office when an occupant(s) has moved out of your suite so that his/her access to the building is denied. Please contact the management office where appropriate. See Appendix C

VACATIONS

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

NOISE

Please do not do any hammering, sawing, drilling, etc., in your suite on Saturdays, Sundays, holidays or before 8 am or after 6 pm. Although the Builder has taken special care in providing excellent sound insulation measures, such noise sometimes can be transmitted within parts of the building and can be very disturbing and annoying to your neighbors.

SUITE KEYS

No owner shall change any lock or place any additional locks on the doors to any unit.

INSURANCE BY THE CONDOMINIUM RESIDENTS

The Corporation's insurance of the individual Condominium Units only covers the suites as originally built by the Developer. It does not cover the contents of your suite, nor does it cover any suite improvements that you may have made.

See your own insurance agent to obtain about Condominium Unit Insurance Policies.

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

VANDALISM

All residents should be concerned about acts of vandalism, (i.e., instances where the property is willfully damaged, destroyed, stolen or misused). Report all incidents to The Concierge or Property Management providing as much information as possible, including a description of the offender(s). Such reports will be

held in the strictest confidence and will be used by Management in conjunction with the Police Department and our solicitors to initiate appropriate action and to prevent a recurrence.

PETS

No animal, livestock or fowl other than those usually considered to be pets are permitted to be on or about the common elements, including the exclusive use common elements. All pets must be kept under personal supervision and control and held by a leash at all times during ingress to and egress from a unit and while on the common elements of the building or the grounds. Notwithstanding the generality of the foregoing, no attack dogs and no animal, livestock or fowl which are considered to be a nuisance by the board or the property manager, in their absolute discretion, are permitted to be on or about the common elements.

GARBAGE DISPOSAL

Garbage rooms are located on each floor. All garbage must be securely wrapped. See instructions page 12 on how to use the appropriate chute buttons. Should you have large boxes, packing cartons or crates, each Resident will arrange through the Concierge to have such items placed in a special area.

INSTRUCTIONS FOR RECYCLING GARBAGE CHUTE

1. **PRESS THE DESIRED MATERIAL STREAM BUTTON. THE LIGHT FOR THE SLECTED STREAM WILL BEGIN BLINKING**

WHEN THE LIGHT STOPS BLINKING IT INDICATES THE SYSTEM IS NOW IN POSITION AND YOU MAY DEPOSIT YOUR MATERIAL

Occasionally you will be able to hear it positioning.

2. **NEVER DEPOSIT MATERIAL WHILE THE MATERIAL STREAM LIGHT IS BLINKING.**

3. **PLACE MATERIALS IN THE CHUTE**

4. **IF MORE MATERIAL IS TO BE DEPOSITED, PRESS THE NEXT STREAM refers to step # 1.**

POLICY ON THE ACCEPTANCE OF SMALL PARCELS, REGISTERED AND COURIERED MAIL AND POLICY ON THE ACCEPTANCE OF PERISHABLE ITEMS

As a service to Residents of The Mosaic, the Concierge at the Front Desk will accept delivery of small parcels, registered mail and of couriered mail.

AN AUTHORITY TO RECEIVE SUCH ITEMS MUST BE SIGNED BY THE RESIDENT PRIOR TO THE ACCEPTANCE OF SMALL PARCELS, REGISTERED AND COURIERED MAIL. FURTHERMORE, THE STAFF AND MANAGEMENT OF THE MOSIAC DO NOT ACCEPT RESPONSIBILITY FOR THESE ITEMS NOR THEIR CONTENTS.

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

You may obtain a copy of the "Authority to receive parcels, registered mail, and courier mail, from the Concierge in the Lobby.

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

PERISHABLE ITEMS, such as flowers and food, will NOT be accepted by the Staff of The Mosaic, if there is no one in the suite to accept them. If however, you anticipate a delivery of flowers while you are out for a short period, please indicate this to the Concierge and we will be happy to accept them for you.

DELIVERY OF SMALL PARCELS, REGISTERED MAIL AND COURIER MAIL

In order for the Concierge to accept any of the above on your behalf, Residents must sign a special request form available from the Concierge.

When such deliveries are received, the Concierge will telephone the Resident's suite advising of the delivery. If no one is at home, the Concierge will accept delivery of parcels that are easily handled and stored.

See Appendix A-1
A-2

POLICY ON RECEIPT AND RELEASE OF SUITE KEYS

As a service to Residents of The Mosaic, security will hold keys for Residents who will be absent from their suites but who wish to allow access to pre-designated individual(s).

Every Resident who wishes to leave a key for family, friends, household help, servicemen, etc., must complete and sign a "Temporary Authorization to Enter" form which may be obtained from the Concierge and kept on file at the Concierge Desk. Only visitors whose names appear in the current file will be allowed access to the suite even though the key may still be available at the Concierge Desk. It will be the responsibility of the Resident to update regularly the names and the expiry date on the Authorization.

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

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

This will allow Management to control the release and receipt of keys. We request that all Residents strictly observe this policy for their own safety. Only by strict enforcement of this policy can we hope to maintain a secure environment for all Residents of The Mosaic. Please ensure your suite doors are locked at all times.

See Appendix B

POLICY ON THE ACCEPTANCE OF CASH

CASH WILL NOT BE ACCEPTED by the Staff of The Mosaic for monthly Maintenance Fees. Payment for all services must be made by personal cheque or money order.

LIABILITY WAIVERS

Due to the liability exposure involved for the Unit Owner, the Condominium Corporation, and its Managing Agents, the following waivers must be completed prior to receiving the noted services.

AUTHORIZATION TO ENTER SUITE

If you do not expect to be home for a guest or service call, you may acquire a form from the Management Office or Concierge that will permit authorized persons access to your suite.
This form must be completed and signed by you and a key to your suite must be left with the Concierge. THE CONCIERGE IS NOT PERMITTED TO OPEN YOUR SUITE OR SUPERVISE THE AUTHORIZED PERSON'S ATTENDANCE IN YOUR SUITE. The Concierge will have the guest or service person sign the key out and back in for your security. Identification of the individual will be required.

FURNITURE AND LARGE ITEM DELIVERY

1. Prior arrangements must be made with the Concierge to reserve the service elevator.

2. If there is no suite key and no accompanying authorization form, access will not be permitted and large deliveries will be turned away.

3. Building personnel are prohibited from accepting cash to cover the cost of any parcel delivery service.

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

PARKING POLICIES

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

A. GENERAL

No commercial vehicle, camper, van, recreation vehicle (RV), all terrain vehicle, trailer, boat, snowmobile, machinery or equipment of any kind other than a private passenger vehicle or station wagon shall be parked on any part of the common elements, or in any underground parking unit, nor shall any repairs be made to any motor vehicle on any part of the common elements overnight, or in any underground parking space.

B. UNDERGROUND PARKING

1. Underground parking units are the personal property of the Owner and shall be occupied and used only as a private parking space for a passenger automobile, station wagon or motorcycle by a unit Owner or tenant residing in the unit.

2. No parking unit shall be sold, conveyed or leased to anyone who is not a Resident, tenant or full time occupant of a dwelling unit.

3. No Owner shall make any additions, alterations, improvements or renovations in or to their parking unit.

4. The Owner of each parking unit shall maintain such unit in a clean and sightly condition including the elimination of oil or other fluid spills and, where this is not done, the Corporation may have the space cleaned at the Owners expense, collecting any amount owing in the same manner as contributions 'towards common expenses in accordance with Section 41(7) of the Condominium Act.

5. It is the responsibility of Owners and tenants moving out, to relinquish directly to the new occupant of the suite, their remote control units

6. Vehicle headlights shall be turned on whenever moving through the parking garage. Please note the speed limit in the parking garage is 10km/hr. and shall be strictly observed.

7. Vehicles are to be parked well within the marked confines of the space and shall not be parked so as to protrude into another space or into the driveway.

8. Fire regulations prohibit the storage of any items such as tires, boxes, furniture, bicycles, etc., in parking spaces.

9. Unit Owners who wish to lease their parking spaces to other Residents shall register information with the Property Management Office giving full details of the intended lease prior to executing the lease. Details shall include name of Owner, name of lessee, unit number of parking space,

10. If a vehicle is parked in your space or blocking it, report the following information to the concierge:

11. Your name, unit number, parking space number and license plate number; the description and license plate number of the offending vehicle.

12. If your space has been used by someone else, do not park in someone else's parking space as it constitutes trespassing and is very discourteous, use the visitors parking area and report to the concierge immediately.

13. Vehicles illegally parked on driveways, ramps or in areas not designated as parking spaces in the underground parking garage shall be ticketed and removed from the property by The Mosaic at the Owners expense and at the sole responsibility of the offending vehicle Owner.

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

    Resident's vehicles are not permitted to be parked in the visitors parking area except as directed by Property Management during garage maintenance and cleaning.

    Delivery and trade vehicles are only permitted in the designated areas.

C. VEHICLE MALFUNCTION

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

D. GARAGE DOOR OPERATION

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

E. REMOTE CONTROLS

Garage door remote control unit are issued by Property Management. Remote Controls will not be issued to part-time or occasional Residents or short term guests. Should your remote fail, please check the battery. Should you lose the remote please contact Property Management or the Concierge immediately. Cost for a new remote is $ 75.00.

F. REPLACEMENT OF VEHICLES

Condominium Residents who replace their vehicle(s) are required to report same to the Concierge or Property Management Office immediately with the new vehicle data, e.g.: year, make, model, colour, etc.

G. VISITOR PARKING

Visitors are permitted to park in designated Visitors Parking Spaces Only. As there is limited visitor parking each suite can obtain a visitor parking overnight permit from the concierge for 3 nights per month only.

H. GARAGE CLEANING

Property Management arranges to have the garage washed on a periodic basis. When notices are posted to this effect, all Residents will be apprised of the appropriate levels to be washed, the posted dates and times. It is the resident's responsibility to have their car removed during the garage cleaning.

I. ACCIDENTAL DAMAGE TO VEHICLES OR PROPERTY

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

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

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

J. LIABILITY

The Mosaic, their agents and employees assume no responsibility for any damage or loss of property whatsoever.

RECREATION FACILITIES

EXERCISE ROOM

1. Hours 6:00 a.m. to 11:00 p.m.
2. No persons under the age of 16 may use or is allowed in the Exercise Room.
3. If a Resident finds the noise level objectionable, the audio must be turned down or off.

MULTI-PURPOSE ROOM, DINING/MEETING ROOM

Any unit owner wishing to use the Multi-purpose Room shall complete an application for rental of this room and leave same with Property Management together with a nonrefundable fee, a security deposit, and a cheque to cover security by the hour. The deposit shall be returned if the Multi-purpose Room is left in the same condition it was found.

Advance reservations for the use of the Multi-purpose Room may be made by telephone through the Concierge. Reservations must be cancelled no later than 14 days prior to the date reserved.

TV ROOM, BILLIARD ROOM, YOGA ROOM AND GAMES ROOM

Reservations for the use of the games room, yoga room, and billiard room may be made by telephone to the Concierge.

LOCKERS

- Lockers are located on Level 4, P1, P2 or P3.
- Please keep all items in your locker off the floor· this will keep your possessions clean and dry.
- In addition, the height of items to be stored cannot exceed 2.0 meters (the height of the existing wire mesh) nor can items be stored on top of the wire mesh.

BICYCLE STORAGE AREAS

Visitor's bicycles maybe parked in the first floor exterior rack or P-1 in the appropriate bicycle racks. Residents are to store their bicycle in their lockers.

The Mosaic, its agents and employees assume no responsibility for any damages to the vehicle or loss of property resulting from the removal of same from the property howsoever caused.

GUEST SUITES

- There are two guest suites and they are located on the third floor.
- The guest suites can be reserved through the Concierge.
- Guest suites are available on a "first-come, first-serve" basis.
- Check-in time is 3:00 p.m. and check-out time is 11:00 a.m.
- The guest suite cannot be reserved more than 45 days in advance
- Guest may use the recreational facilities.
- Visitor parking cannot be provided.

FLOORS MAINTENANCE

HARDWOOD FLOORS

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

1. Preventative Maintenance

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

Certain chemicals in wood oxidize in strong light causing the wood to change colour ('weather' or 'age') i.e. develop Patina'. To avoid uneven appearance, move area rugs occasionally and drape or shade large west-facing windows.

Put fabric-faced glides on the legs of your furniture. They allow furniture to be moved easily without scuffing the floor. Clean the glides regularly since grit can become embedded in them. Some furniture may require barrel type roller casters are the best. Avoid any type of plastic caster.

There are some finishes that can be damp mopped which will be explained under Surface Finishes, but in all cases use minimum water because water causes deterioration of the wood itself as well as the finish.

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

Do not wax your floor.

By observing these simple suggestions you'll go a long way toward keeping your hardwood floors beautiful and making their care easier.

2. Cleaning

- For general cleaning, add ¼ cup of white vinegar to 1 quart of warm water. Dip a clean cloth or sponge mop and wring nearly dry, clean floor and wipe dry with a towel as you go.
- Buff to restore luster.
- When luster does not return in traffic areas such as doorways, kitchen sink, stove area or hallways, the floor may require recoating. Consult your wood floor contractor.
- NEVER WAX a surface finish. Wax will, in most cases be slippery and once waxed, the floor will not be able to be merely recoated to rejuvenate it, but will have to be completely sanded down to raw wood to restore the floor.

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

WHITE AND BLEACHED FLOORS

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

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

REMOVING STAINS

For surface finishes most stains can be prevented simply by wiping up the spilled liquid immediately. When removing a stain, always begin at the outer edge and work toward the middle to prevent it from spreading.

Dried milk or food stains: gently rub spot with clamp cloth. Rub dry and re-wax.

Stains caused by standing water: rub spot with #000 steel wool and re-wax.

Dark spots: (a) clean spot and surrounding area with #000 (or, if necessary, the coarser #00) steel wool and a wood floor cleaner or odorless mineral spirits; (b) thoroughly wash spotted area with house-hold vinegar and allow it to remain for three or four minutes; (c) if spot remains, in such cases the affected board is best replaced by a professional floor contractor).

Heel marks, caster marks, etc.: rub with fine steel wood dampened with the wax you normally use, then buff to a shine.

Ink stains: follow same procedure as for other dark spots.

Animal and diaper stains: spots that are not too old may sometimes be removed in the same manner as other dark spots. If spots resist cleaning efforts, the affected flooring can be refinished (see No.3).

Mud: can usually be removed with a good cleaning fluid.

Chewing gum, crayon, candle wax: apply ice until the deposit is brittle enough to crumble off solvent-based wax poured around the area (not on it) soaks under the deposit and loosens it.

Cigarette burns: if not too deep, steel wool will often remove them. Moisten steel wool with solvent-based wax to increase effectiveness.

Alcohol spot: rub with solvent based or paste was, silver polish, boiled linseed oil, or cloth barely dampened in ammonia. Re-wax affected area.

Oil and grease stains: rub on a kitchen soap having a high lye content, or saturate cotton with hydrogen peroxide and place over stain; then saturate a second layer of cotton with ammonia and place over the first. Repeat until the stain is removed.

A FINAL NOTE:

If in doubt concerning the care of the wood floor, contact a professional hardwood floor company. They can tell you how best to proceed.

NATURAL STONES

CARE & MAINTENANCE

Limestone looks beautiful and is very durable when properly protected and maintained.

Limestone (including travertine and marbles) is more porous than some other stone and, due to this high porosity; it is more susceptible to the absorption of water, oil, grease and dirt. With ongoing care and maintenance, the natural beauty of the stone will endure for generations.

Although this type of stone surface will not show wear as readily as other materials it should be kept as clean as possible.

In addition, any acid-based foreign material (wine, orange juice, etc.), if allowed to sit on the stone for a prolonged period, may slightly etch the surface. This will be less noticeable on honed, saw cut, or textured materials than on polished and can be repaired using a fine grit of emery paper and water to bring back the original luster. Light cleaning should be carried out using a mild, non-oil based, neutral pH detergent. Always rinse the area with clean water after cleaning to eliminate any streaks or residue buildup on the surface.

RESTORATION

For heavy-duty cleaning (hard water deposits, grout residue, efflorescence, rust and other heavy-duty dirt and grime) use an acid grout and film remover. Since limestone reacts with acids and surface etching may occur, a small test area must be done to ensure that the desired effect is obtained. The product manufacturer's recommendations should be strictly followed. For the cleaning of stains, Liquid Poultice is a biodegradable, non-acidic, deep cleaner designed to penetrate deep into the pores of the stone to safety lift out mold, mildew, algae, fungus, coffee, tea and other types of foreign matter. For specific stain removal troubleshooting refer to the stain removal guide.

MAINTENANCE GUIDE FOR HARD FLOOR SURFACES

TERRAZZO, CERAMIC & PORCELAIN TILE, MARBLE GRANITE & SLATE

TREATING NEW INSTALLATIONS

- Remove the dust and damp mop
- Remove heavy soil with push broom.
- Remove fine dust with non-oily dust mop or heavy vacuum cleaner.
- Prepare a cleaning solution as recommended by the manufacturer's instructions.
- Apply and allow solution to stand for an adequate period to loosen soil.
- Machine scrub with fiber scrubbing or scrubbing pad on floor machine. Do not use steel wool on hard surface flooring.
- Pick up remove soiled solution from surface with a wet pick up vacuum or wet mop.
- Rinse with clean, warm water.
- Rinse second time with clean, warm water.
- Pick up rinse water with wet vacuum, wet mop or automatic scrubber.
- Allow floor to dry for four hours or overnight depending on humidity prior to allowing traffic.

RECOMMENDED CARE AND MAINTENANCE

1. Daily Maintenance
   - Dust mop with clean non-oily dust mop of size to suite floor area.
   - Remove dust particles from mop frequently by vacuum
   - Remove any wet spillage immediately by damp mopping
   - Damp mop entire floor surface using a neutral (pH-7) detergent.

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

GLAZED TILE

- Sealer or floor finish is not required on this type of tile with epoxy or polymer modified grouts.

SLATE

- Follow directions as in item A-1.
- Following the rinse inspect the floor, should there be a milky film evident use a 5% solution of phosphoric or sulphamic acid to clean the floor.
- Follow this by neutralizing the surface by rinsing the floor thoroughly with clean water.

For preventative maintenance an entrance mat is the most basic requirement.

MAINTENANCE GUIDE FOR HARD WALL SURFACES

TREATING NEW INSTALLATIONS

- Prepare a cleaning solution following the manufacturer's recommendations.
- Apply to walls with a clean cloth, pad or sponge. Clean from the bottom up to prevent run-down streaking.
- Work small areas at a time.
- Rub spots with nylon white pad saturated with cleaning solution. Do not use steel wool.
- Remove dirty solution from wall with clean wet sponge, cloth pad or wet wall mop squeezed out in clean, cool water.
- Let wall dry.
- Wipe off any cleaning solution reside with a clean cloth, dampened if necessary.

RECOMMENDED CARE AND MAINTENANCE

1. Daily Maintenance

- Remove any spots by damp wiping or sponging.

2. Periodic Maintenance

- Refer to item A (new installations)

3. Exterior Wall Maintenance

- The ideal for maintaining exterior cladding is to clean the surface at periodic intervals (annually) by hosing down with clean water.
- Failure to perform this minimal task may result in more expensive remedial procedures in future years.

RECONDITIONING

- Clean as outlined in item A.

CARPET MAINTENANCE

BASIC CLEANING STEPS FOR COMMON FOOD & BEVERAGE STAINS

These "Basic Cleaning Steps" (BCS) are recommended for any carpet made of fibers including nylon, polyester, and polypropylene. Certain steps are also recommended for cleanup of stains other than common food and beverage.

1. Immediately scoop up as much of the spill as possible, then blot with clean white cloth or paper towels from outer edge inward to prevent spreading. Don't scrub.

2. Douse stain with cold water (don't saturate). Gently rub deep into pile with clean white cloth (not brush or sponge). Blot excess water.

3. If stain remains, apply solution of cold water and mild non-bleach powdered laundry detergent, not dishwashing detergent (1 tbs. [15 ml] to 1 qt. [1 liter] water). Gently rub into pile.

4. Rinse with cold water until all detergent is removed. Blot thoroughly to extract water.

5. Absorb remaining moisture with layers of white paper towels, weighted down overnight with non-staining glass or ceramic object

6. When completely dry, vacuum or brush the pile to restore texture.

Ghost Stain: After drying, if the stain reappears, it may be because some stain remained deep in the pile. If so, repeat steps 3 to 6.

CLEANING OTHER STAINS (NON-FOOD & BEVERAGE)

These guidelines refer to stains from other than common foods and beverages. Regardless of substance, however, any spill should be cleaned up immediately. The longer a stain sits, the longer it can take to remove.

First, check the following chart for the type of Stain and cleaning Key. Then check the Cleaning Procedure which will refer you to specific Basic Cleaning Steps (BCS) found on the facing page.

Stain	Key	Stain	Key	Stain
ACNE Medicine *	G	Furniture Stain	A	Nail Polish
Asphalt *	A	Graphite	H	Paste Wax
Bleach *	G	Grease	A	Plant Food *
Blood	B	Hair Oil	A	Rubber Cement
Carbon Black	G	Hair Spray	A	Rust
Chalk	H	Hand Lotion	A	Shellac
Charcoal	H	Ink*	A	Shoe Polish
Crayon	A	Insecticide	G	Solder *
Chewing Gum	E	Iodine *	G	Soot *
Cough Syrup	D	Lacquer	A	Tar
Dirt	H	Latex Paint	A	Toilet Cleaner *
Drain Cleaner *	G	Lipstick	A	Toothpaste
Dye *	G	Linseed Oil	A	Urine & Feces
Flea/Tick Powder		Machine Oil	A	Varnish
or Spray *	G	Makeup	A	Vaseline
Fungicide * *	G	Mascara	A	Vomit *
Furniture Polish	A	Merthiolate	D	'White Glue

* These substances can affect or damage the actual colour of the carpet. While you may try to remove the stain as described here, Du Pont recommends consulting a professional carpet cleaner.

**Some fungicides, insecticides and pesticides may harm carpet stain resistance. For information, call 1-800-361-3124.

"BCS" refers to Basic Cleaning Steps.

CLEANING PROCEDURES

Key Points:

A. Follow BCS No. 1. Then apply dry cleaning solvent (follow instructions and precautions on container). Then follow BCS No. 2 through 6.

B. Follow BCS No. 1, 2, 3. Then apply solution of clean, white, non-suds ammonia (2 tbs. [30 nil] to 1 qt. [1 liter] water). Blot with clean white cloth or paper towels. Repeat BCS No. 3 Then BCS No.4, 5, 6.

Note: For blood stains, all ingredients must be cold.

C. Follow BCS No. 1, 2, 3. Then apply solution of white vinegar (2 tbs. [30 ml] vinegar to 1 qt. [1 liter] water). Blot with clean white cloth or paper towels. Repeat BCS No. 3. Then BCS No. 4, 5, 6.

D. Follow BCS No. 1, 2, 3. Then apply solution of white vinegar (2 tbs. [30 ml.] to 1 qt. [1 liter] water) and blot. Next apply solution of clear, white, no suds ammonia (2 tbs. [30 ml] to lqt. [1 liter] water) and blot. Repeat BCS No. 3. Then BCS No. 4, 5, 6.

E. Freeze area with ice cubes. Shatter gum with blunt instrument. Vacuum up pieces. Follow BCS No. 3, 4, 5, 6.

F. Test nail polish remover on an obscure non visible section of carpet to see if it removes colour. If not, apply remover and blot. Repeat if necessary.

G. Follow BCS No.1, 2, 3, and 4. If stain remains, apply dry cleaning solvent (follow instructions and precautions on container). Repeat BCS No. 3, 4. Then BCS No. 5, 6.

H. Vacuum thoroughly. If needed, follow BCS No. 1 through 6.

Note: if these procedures do not work for you, consult a professional carpet cleaner.

CARPET PROBLEMS AND ANSWERS

Shedding:
New carpeting, especially cut-pile, will shed little bits of fiber for a period of time. Eventually, these loose fibers will be taken up in the vacuum cleaner. Shedding is more common with wool than nylon and other synthetics.

Sprouting:
Occasionally, you may find small tufts of fiber sprouting above the carpet surface. Simply trim with sharp scissors. Don't try to pull them out since you may also pull other fibers out in the process.

Snags:
Sharp-edged objects can grab or snag a carpet fiber. When this happens, cut the snag off. If the snag is especially large, call in a professional.

Shading:
Shading is characteristic of fine, cut-pile carpets. Household traffic causes the pile to assume different angles. As a result, the carpet appears darker or lighter in such areas. A good vacuuming will get the pile going in the same direction.

Rippling:
In wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled during normal humidity, have a professional restretch the carpet with a power stretcher, not with a knee-kicker.

Fuzzing:
In older loop carpets, fibers may break or tear. If fuzzing appears, simply clip the excess fibers. If it continues, call a professional.

Static:
Cooler outside temperatures often create static electricity. To avoid the problem altogether, look for carpets with built-in anti-static protection. A humidifier will help control static build-up.

Crushing:
Furniture and traffic may crush a carpet's pile. Frequent vacuuming in high-traffic areas and glides under heavy furniture can help the problem. Rotating the furniture to change traffic patterns can also help promote more even wear.

Pilling:
Pilling or small balls of fiber can appear, depending on the type of carpet fiber and traffic. Clip off the pills; but if it covers a large area, call a professional.

Burns:
Any burn should be taken care of immediately. First, snip off the damaged fibers. Then use cleaner (without soap) and sponge with water. If the damage is extensive, see a professional about repairs.

Stains:
In most cases, spills and stains must be tended to immediately. Their severity is affected by the type of carpet fiber, colour of carpet, how long stain has set, and cause of the stain.

New Carpet Odour:
Some new carpets and padding may have a noticeable odour. Such odours usually disappear within a few weeks with ventilating and frequent vacuuming.

Special Reminder:
For future reference, keep on file your original sales receipt, warranty, and any information related to your carpet, padding, and installation. Include a swatch of carpet.

STAIN REMOVAL GUIDE

Natural stone is porous by nature and will stain. Because of this, the stain may sometimes be removed by reversing the staining process. If you re-absorb the stain into a medium, it can be removed from the stone. The typical medium is called a poultice.

Stains should be treated as soon as possible. As time goes by the stain will set and it becomes increasingly difficult to remove it. Attempts to remove stains should not precede stain determination since using the proper removal technique is important to achieve the desired results.

Test patches should be performed to identify the type of stain and the recommended procedure for removal.

The poultice may be a material (cotton balls, paper towels, etc) or a powder (Poultice Plus, clays, or diatomaceous earth) which is usually preferred. Mix the powder with distilled water to make a paste-like substance. Mix this paste with the chemical from the "Removal Chart". The resulting paste should be mixed to a peanut butter like consistency. This paste can be then applied to the stain to a thickness of up to ¼", overlapping the area by 1 or 2".

Cover the area with plastic wrap and secure the edges sealed tight with non-marking tape. The poultice must dry completely (24 to 48 hours) and as it dries, it will pull the stain out of the stone into the paste. If the stain has lessened but not removed completely, reapply as often as required.

REMOVAL CHART

All solutions below are given starting with the gentlest method first. Always test a small area to ensure the desired effect is achieved.

<table>
<tr><th>Organic</th><th>Iron</th><th>Copper</th><th>Biological</th><th>Oil Based</th></tr>
<tr><td>clean with:
1. Liquid Poultice
2. 35% Hydrogen Peroxide poured directly on the stain and add a few drops of ammonia. Leave until bubbling stops.</td><td>poultice with:
1. Liquid Poultice
2. Ammonium Oxalate
3. Oxalic Acid</td><td>poultice with:
1. Ammonia Chloride
2. Ammonia Hydroxide</td><td>clean with:
1. Liquid Poultice
2. Diluted Ammonia
3. Bleach</td><td rowspan="3">clean with:
1. Miraclean #1
2. Liquid Poultice
3. Mira Strip
4. Bleach
5. Household detergent
6. Ammonia
7. Mineral Spirits
poultice with:
1. Mineral Spirits
2. Methyl Chloride</td></tr>
<tr><td>Crystalization</td><td></td><td>Grout/Thinset</td><td></td></tr>
<tr><td>Re-hone the surface with abrasives.</td><td colspan="3">Clean with Grout and Concrete Film Remover diluted 5:1 on honed or saw cut surfaces and 2:1 on flamed granite. Do not use on polished surfaces.</td></tr>
</table>

FIRE SAFETY RESIDENT INSTRUCTIONS

A Fire Safety Plan for The Mosaic as required by the Ontario Fire Code has been developed. The Fire Safety Plan basically breaks down into three broad areas:

Resident Information: **What to do if there is an alarm or fire.**

Staff Responsibilities: **What to do if there is an alarm or fire;**

- **training responsibilities**
- **emergency procedures**

Fire Department Information: **Location or type of systems, etc.**

- **building plans**

KEY POINTS:

1. **Read the attached information now and post it or keep it handy for future reference.**

2. **If you have any questions regarding the material or other aspects of fire safety, contact our Property Manager. If the Property Manager cannot answer your questions immediately, he/she will get back to you with an answer.**

3. **If you are handicapped or disabled or will need extra assistance in an evacuation, complete the attached form and leave it with the Concierge or Property Management Office TODAY and inform them of any special requirements you may have in the event of a building evacuation.**

FIRE IN YOUR RESIDENTAL BUILDING

TO GO??

OR

TO STAY??

Your safety depends on the right decision.

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

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

Which is correct?

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

When should I go?

Evacuation is appropriate under any of the following conditions:

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

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

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

When should I stay in the suite?

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

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

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

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

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

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

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

emergency procedures from your building management and read them carefully. They may also be able to provide you with other important information. Keep this material in a prominent place and review it periodically. Contact your fire department for more information or to request a fire safety presentation for all residents.

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

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

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

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

- Use duct tape (masking tape may also be effective) to seal cracks around the door to your suite and place wet towels at the bottom. Seal vents, air ducts and other areas where smoke is entering the suite in the same manner.
- If smoke is worse in one room (e.g. bathroom), close the door and seal off the room with tape and wet towels as noted above.
- If the suite fills with smoke, move to the balcony (if you have one) and close the doors behind you. Take a cordless or cellular phone with you if available. Call the fire emergency number and provide details of your situation. Also, take warm clothes or blankets if the weather is cold.
- If you do not have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air but be prepared to close it again if this makes the conditions worse. Never break the window to get fresh air or you will not be able to seal it off if conditions change.
- Keep low to the floor where the air is cleaner.
- Make sure that you have a roll of duct tape readily available. Duct tape can be purchased in most hardware stores.

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

Experience shows that people who evacuate in the early stages of a fire can safely reach the outside. Most people die because they attempt to leave the building through smoke-filled corridors and stairs in the advanced stages of a fire. Although the conditions are different for each fire, this could occur as early as 10 minutes after the start of the fire. If you made the decision to stay in the suite during the fire emergency, do not change your mind and attempt to evacuate later. Please refer to item No. 1 for details of when evacuation is and is not appropriate. If you encounter smoke during evacuation, look for an alternate route that is clear of smoke, return to your suite or seek refuge with other occupants on the nearest floor. Do not use the

elevator for evacuation (except under direction of the fire department) and never go to the roof since it is not designed as an exit.

What else should I know?

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

Where can I get more information?

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

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

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

central site·search·feedback·francais

Ministry Site·OFM Home·What's New·Fire Marshal's Message·Frequently Asked Questions·Fire Service
Fire Protection·Fire Prevention·Legislation·Publications·Resources

Ontario

This site is maintained by the Government of Ontario, Canada

Comment and feedback
Contact our offices directly.

CUT OUT AND TAPE ON BACK OF SUITE DOOR

IF YOU HEAR THE FIRE ALARM AND CANNOT LEAVE 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 try to leave your apartment a long time after the alarm has sounded. The longer you wait, the more risk there is that heavy smoke will have spread into the stairways and corridors. Your chances of survival are less.

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

- If smoke still enters your apartment, telephone the fire department, tell them where you are and 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.

- Show your rescuers where you are by hanging a sheet from the window or balcony.

- Keep low to the floor where the air is cleaner.

- Listen for instructions from authorities.

REMEMBER, FIRE SAFETY BEGINS WITH YOU.

Find out about fire safety in your building. For more information to help you survive a fire, ask your building management or your fire department.

1995 The Office of The Fire Marshal of Ontario

INSTRUCTIONS TO COMMERICAL OCCUPANTS ON FIRE PROCEDURES

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

IF YOU DISCOVER FIRE:

1. Leave fire area advising, other occupants to evacuate.
2. Close all doors behind you.
3. Activate fire alarm at nearest manual pull station.
4. Supervise the evacuation of your business. (Manager)
5. Telephone the City Of Toronto Fire Services from a safe place by, dialing 911 (never assume this has been done.) Know the correct address and location of the fire in the building.
6. After all occupants have been evacuated proceed to the main entrance of the building. Await the arrival of the Fire Department at that location.
7. Upon arrival of the Fire Department, inform the Fire Officer regarding the conditions in the building and the successful evacuation of your business. (Manager)
8. Ensure that occupants DO NOT re-enter the building until authorized to do so by the Fire Department.

DO NOT USE ELEVATORS

IF YOU HEAR THE FIRE ALARM SIGNAL

1. Leave building immediately, closing doors behind you.
2. Supervise the evacuation of occupants from your business. (Manager)
3. After all occupants have been evacuated, proceed to the main entrance of the building. Await the arrival of the Fire Department at that location.
4. Ensure that occupants DO NOT re-enter the building until authorized by the Fire Department.

DO NOT USE ELEVATORS

FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

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

EMERGENCY PROCEDURES

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

IN CASE OF FIRE

UPON DISCOVERY OF FIRE

LEAVE FIRE AREA IMMEDIATELY AND CLOSE DOORS.
SOUND FIRE ALARM.

CALL FIRE DEPARTMENT

DIAL 911

LEAVE BUIDING VIA NEAREST EXIT.

DO NOT USE ELEVATORS

UPON HEARING FIRE ALARM

LEAVE BUIDING VIA NEAREST EXIT. CLOSE DOOR BEHIND YOU.

CAUTION

IF SMOKE IS HEAVY IN THE CORRIDOR, IT MAY BE SAFER TO STAY IN YOUR AREA.

CLOSE DOOR AND PLACE WET TOWEL AT BASE OF DOOR.

IF YOU ENCOUNTER SMOKE IN STAIRWAY, USE ALTERNATE EXIT.

REMAIN CALM

CONTROL OF FIRE HAZARDS IN THE COMMERCIAL UNITS

A. COMBUSTIBLE MATERIALS

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

1. Combustible waste materials in shall not be permitted to accumulate in quantities or locations which will constitute a fire hazard, such as ventilation shafts, stairwells, or any other means of egress.
2. Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
3. Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
4. Flammable liquids shall not be used for cleaning purposes.
5. Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

B. FIRE HAZARDS

In order to avoid fire hazards retail occupants are advised:

1. Keep stairways, landings, hallways, passageways and exits clear of obstructions and combustible refuse at all times.
2. Keep doors to stairways closed at all times.
3. Ensure that electrically powered equipment, especially coffee makers and hot plates, are shut off at closing time.
4. Refrain from using unsafe electrical appliances, frayed extension cords, over-loaded outlets and lamp wire for permanent wiring.
5. Limit the use of flammable liquids. Have safe handling and disposal practices.
6. Avoid careless smoking. Use ashtrays.
7. Maintain access to the fire hose cabinets, portable extinguishers, and other fire protection equipment.

C. IN GENERAL: COMMERCIAL OCCUPANTS ARE ADVISED TO:

1. Know where the alarm pull stations and exits are located.
2. Call the Toronto Fire Services at 911 immediately whenever you need emergency assistance.

3. Know the correct building address.

4. Do not tamper, disconnect or cover the audible device.

5. Do not hang items from the fire sprinklers.

6. Know audible signals and the procedures established to implement safe evacuation.

7. Report any fire hazard to supervisory staff.

THE MOSAIC
736 SPADINA AVENUE
TORONTO, ONTARIO
M5S 2J6

CANADA POST AUTHORIZATION FORM

I/We,_____ Suite _____

Hereby authorize the staff of The Mosaic, to accept on my behalf such post delivery items as registered mail, certified mail, priority post and parcels.

It is understood that I accept full responsibility for this action and I hereby absolve and hold harmless The Mosaic and their employees and agents from any and all claims resulting from any loss or damage of or to any letter or parcel referred to herein.

This Authorization is to be effective immediately and will remain in force until cancelled in writing

DATE_____

SIGNATURE _____

NAME _____
Please print

SUITE NUMBER_____

The Mosaic
736 Spadina Avenue
Toronto, Ontario M5S 2J6

Completed form to be submitted to Concierge

Appendix A-I

THE MOSAIC
736 SPADINA AVENUE
TORONTO, ONTARIO
M5S 2J6

AUTHORIZATION FORM FOR THE ACCEPTANCE OF PARCELS

Direction to the Staff/agent of The Mosaic

I hereby authorize the staff of The Mosaic, to accept on my behalf any parcels or other deliveries addressed to my suite

It is understood that I accept full responsibility for this action and I hereby absolve and hold harmless The Mosaic, and its' staff and agents from any and all claims resulting from any loss or damage of or to any parcel referred to herein.

This authorization is to be effective immediately and will remain in force until cancelled in writing

DATE_____

SIGNATURE _____

NAME _____
Please print

SUITE NUMBER_____

The Mosaic
736 Spadina Avenue
Toronto, Ontario M5S 2J6

Completed form to be submitted to Concierge

Appendix A-2

THE MOSAIC

RESIDENCE ACCESS AUTHORIZATION

Date:
Name:

Suite: _____

I, _____ hereby submit my suite key and authorize the Concierge/Security Staff of The Mosaic to allow the following individual(s)/company to sign out this key and access my suite without supervision on the specified date(s):

Company/Individual's Name: _____

Effective Date(s): _____

I fully understand that The Mosaic and its staff/agents are in no way responsible for the individual(s)/company/representative(s) to whom I am permitting access.

_____
Signature

_____
Date

The Mosaic
736 Spadina Avenue
Toronto, Ontario M5S 2J6

Completed form to be submitted to Concierge

Appendix B

MOSAIC

HOMEOWNER INFORMATION

SUITE NO. _____

NAME: _____

TELEPHONE NUMBER HOME: _____

BUSINESS_____ FOR _____, BUSINESS _____ FOR _____

MOBILE _____ FOR _____, MOBILE _____ FOR _____

EMERGENCY CONTACT _____

PHONE NUMBER: _____

RESIDENT INFORMATION

NAME: _____

TELEPHONE NUMBER HOME: _____

BUSINESS_____ FOR _____, BUSINESS _____ FOR _____

MOBILE _____ FOR _____, MOBILE _____ FOR _____

EMERGENCY CONTACT _____

PHONE NUMBER: _____

PARKING SPACE
LEVEL: _____ UNIT: _____
LEVEL: _____ UNIT: _____

LOCKER NUMBER
LEVEL: _____ UNIT: _____
LEVEL: _____ UNIT: _____

LICENSE PLATE
1._____
2._____

FOB NUMBER
1._____
2._____

ACCESS CARD NO.
1._____
2._____

Is there anyone living in your suite who has a handicap who may require assistance in the event of an emergency?

YES **NO**

If yes, please indicate the handicap and any information that you feel may be of importance in the event of an emergency.

_____

_____

RESIDENT SIGNATURE _____

PLEASE NOTE: ACCESS CARDS MUST BE PICKED-UP BY HOMEOWNERS ONLY