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WELCOME PACKAGE FOR

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RESIDENTS OF

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## WATERCLUB CONDOMINIUMS

East & South Towers  
8 York Street, & 208 Queens Quay West  
Toronto, Ontario. M5J 2Y2



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## PROPERTY MANAGEMENT EMERGENCY TELEPHONE NUMBERS

Simerra Property Management Inc. has been retained to manage Waterclub Condominiums. The assigned manager is available by contacting Simerra Property Management Inc. during business hours at 416-293-5900 and after hours for emergencies by calling the same number and following the instructions. The manager is on site on a regular basis and will arrange to meet you should you require a meeting. The Property Manager is **Bonnie Miethig**.

Simerra Property Management Inc. carries out building inspections as well as supervision of any maintenance, cleaning and security personnel. If you experience any problems with the property or on-site personnel, please contact Property Management.

To ensure that you enjoy your home, the following staff are available to assist you. If you have any questions, please do not hesitate to call:

Property Management Office	(416) 363-0026
After Normal Business Hours (Emergency only)	(416) 293-5900
Property Management e-mail address	bmiethig@simerra.com
Concierge desk	(416) 363-8511
Corporation web site	www.mywaterclub.ca
Corporation e-mail address	waterclub@rogers.com

EMERGENCY SERVICES (Police, Fire, Ambulance)	911
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## RESIDENT INFORMATION

It is imperative for your safety, security and administrative functions that you complete a *Resident Information Sheet* and return it to the management staff or the concierge. It is important that this information be kept current. All Resident information is held in the strictest confidence.

## IMPORTANT TELEPHONE NUMBERS

BELL CANADA (9 a.m. – 5 p.m. Monday to Friday)	(416) 310-2355
ROGERS CABLE (24 hours – 7 days)	(416) 448-7333
TORONTO TRANSIT COMMISSION (7 a.m. - 11:30 p.m. seven days a week)	(416) 393-4636
AEROFLEET - AIRPORT SERVICE	(905) 678-7077
AIR CAB - AIRPORT SERVICE	(416) 445-1999
LOCAL FIRE DEPARTMENT	(416) 392-0160
LOCAL GENERAL HOSPITALS	
Mount Sinai Hospital      600 University Ave.	(416) 596-4200
The Toronto General Hospital      621 University Ave.	(416) 340-3111
The Hospital for Sick Kids      555 University Ave.	(416) 813-1500
LOCAL HEALTH & WELLNESS CENTRE	
Doctor's Office (Harbourfront Medical)	(416) 366 - care
Pharmacy (Harbourfront Medicine Cabinet)	(416) 366-3669
Hours of Operation:	
Monday to Friday      8:00 am to 8:00 pm	
Saturday & Sunday      10:00 am to 4:00 pm	
Physiotherapy/Chiropractic/Massage (Harbourfront Rehab)	(416) 366 - care
POISON INFORMATION	(416) 813-5900
EMERGENCY ANIMAL CLINICS	
Veterinary Emergency Clinic      280 Sheppard Ave. E.	(416) 226-3663
Willowdale Animal Hospital      256 Sheppard Ave. W.	(416) 222-5409
LOCAL CLEANER AND ALTERATIONIST	
Harbour Point Cleaners and Boutique      256 Queen's Quay 7:30 - 7:00 (Monday-Friday) 9:00- 5:00 (Saturday)	(416) 260-7394
LOCAL HOTELS	
Westin Harbour Castle      (Bay St. & Queen's Quay)	(416) 869-1600
Radisson Plaza Hotel Admiral      249 Queen's Quay	(416) 203-3833

## **GENERAL INFORMATION**

### **TO ALL RESIDENTS**

Following are some guidelines for your building that contribute to a safe, comfortable and enjoyable environment. We ask that you take a few moments of your time to read through this package.

### **THE BRICK**

Simerra Property Management, your Property Managers, has a special relationship with The Brick. As such, all residents of the Waterclub Condominiums are entitled to significant discounts on Home furnishings, Appliances or Electronics. You have received a certificate that gives you the numbers to call.

The procedure should be:

- Visit any Brick store that you wish. Shop till you find what you want.
- Get all the model numbers and serial numbers.
- Call the telephone numbers shown on the certificate.

### **MOVING/DELIVERY HOURS**

Your Condominium Corporation does not allow moves or deliveries through the main lobby. Only parcels that a person can carry in one armful will be permitted through the lobby. All deliveries must be carried out through the Moving Room doors. They are located very close to the Elevators and will save you many steps. Security will gladly arrange to have the door unlocked for you.

**Moving hours are:**        9:00 a.m. to 11:30 p.m.  
                                 12:30 p.m. to 3:00 p.m.  
                                 3:30 p.m. to 6:00 p.m.

**Monday to Saturday.**

**Moving hours: Sunday** 12:30 p.m. to 3:00 p.m.  
                                 3:30 p.m. to 6:00 p.m.

**Deliveries :**                6:30 p.m. to 9:00 p.m.

**No moves or deliveries on legal holidays.**

**Maximum 3 hours.** It is recommended that movers arrive ½ hour early to park, announce their arrival and set up.

Moves and deliveries must be booked with management staff at least 24 hours in advance to allow for scheduling. Regrettably, the concierge cannot accept deliveries on your behalf. Reservations are made with property management staff during business hours and are on a first come - first served basis. A damage deposit in the amount of \$500.00 will be required following the initial move-in. Providing there is no damage, the deposit will be returned. Elevator protective pads will be provided for your movers to install and remove. 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 recycling room. The concierge has the authority to refuse any move that was not pre-arranged. Please see attachment in your Waterclub Home Owner's manual – Elevator Booking & Reservation Form.

## **CONCIERGE**

The Concierge desk is staffed 24 hours a day and will assist in emergencies. As the security personnel are required to be readily available to all residents, we ask that you do not take up their time with idle conversation or ask to use their telephone. The Concierge is responsible for protecting the interest of all residents. Their main functions are to control the vehicular and pedestrian traffic, monitor the cameras, which have been strategically placed throughout the property and attend to emergencies and respond to resident requests.

## **ENTERPHONE SYSTEM**

When you move in one of the first things you will no doubt do is to get a telephone number set up. When you know your number please inform the property Manager in writing. He will then make arrangements to have your name added to the Enterphone in the lobby. The Enterphone system allows visitors to call your suite when they are at the entrance door in the lobby.

The Enterphone system operates through your regular telephone. You have the convenience of using your own telephone for both regular telephone service and as an intercom/door entry control system.

When you receive calls from the lobby, your telephone will ring with a regular ring. Answer it as you would a telephone call.

**Press “9” allows entry. Hang up to refuse entry.**

When on a telephone call, a visitor will get a busy signal and will receive a message to wait and call again. Similarly if you are on the enterphone with a visitor, any telephone call you receive will get

a busy signal.

**When you press “9” your visitor will have 5 seconds to enter the building.**

**BE SURE TO GIVE YOUR VISITOR YOUR SUITE NUMBER.**

## **ROGERS CABLE**

The Waterclub buildings are wired to accommodate Rogers Cable. Part of the Rogers Cable system is the ability to view the people who are coming to visit you. When you are called on the Enterphone you can tune your TV to channel 59 and see your visitor.

In order to obtain cable service you will need to call Rogers directly. Their phone number is **1-888-ROGERS 1**. You can call them to make the necessary arrangement for whatever services you may want, including Internet connections.

The building is also wired for Bell ExpressVu. In order to obtain service please call **1-866-635-8375**

## **SUITESECURE SYSTEM**

Your suite has been equipped with a Suiteplex alarm system. This system serves two purposes:

- It will sound an alarm at the concierge desk in the event that there is an intrusion to your suite. If you armed the device and someone enters, it will sound an alarm at the desk.

### **At the Monitor**

The system will beep and indicate one of four alerts. The first alert is given in the event that someone enters the suite without disarming the alarm. This we call the general alarm. It implies that someone has broken into the suite. There are three other messages that are sent by the resident of the suite that something is not right in their suite. The following is the procedure to follow in each case:

### **General**

In the case of a General alarm, the concierge will first call **9-1-1**. In this case Police assistance is sought. The next step will be to call or attend to the suite as per available staff.

### **Fire**

In the case of a fire alert, the concierge will first call **9-1-1**. The next step is to arrange for the patrol guard or the Manager or the Maintenance person to respond to the suite. The concierge will then make arrangements for the arrival of the Fire Department. The desk concierge should also always be in full communication with the patrol person responding to the alarm.

## **Medical**

In the case of medical alert, the concierge will first call **9-1-1**. The next step is to arrange for the patrol guard or the Manager or the Maintenance person to respond to the suite. The concierge will then make arrangements for the arrival of the medical personnel. The desk concierge should also always be in full communication with the patrol person responding to the alarm.

## **Panic**

The same procedure will apply to the Panic alarm as with the General alarm. Again, in the case of a Panic alarm, the concierge will first call **9-1-1**. In this case Police assistance is sought. The next step will be to call or attend to the suite as per available staff.

## **Instructions to residents**

### **When you wish to arm your units please do the following:**

- Open the cover to reveal the pad
- Make sure that all LEDs are off. If there is a red light, it indicates that the door is likely open. You cannot arm it when the door is open.
- Enter your four digit code.
- Press "Full Alarm"

### **To disarm system (when you return home)**

- Open the cover to reveal the pad.
- Enter you four digit code
- Press "Disarm"

➤ The system will also provide you, the resident, with the option to call for help. There are three situations in which you should call:

- Fire
- Panic
- Medical

To activate an alarm simply press the appropriate button for two (2) seconds.

In each situation please be aware that the concierge will first call an appropriate Emergency service, and then we will contact your suite either in person or by phone depending upon the alarm received.

## **TO START UP YOUR SYSTEM**



Simply activate it by entering your appropriate code.

## KEYS AND ACCESS CARDS

All residents have been supplied with security electronic **key fobs** and some residents with garage **infrared remote controls**. The key fobs are for use at the lobby entrance door; the elevator lobbies from the parking levels 1, 2 and 3; the Recreation Centre; the Billiard room; the 2<sup>nd</sup> floor party room and access to the suites on levels 2 and 3. It is essential that these devices be kept in a safe place. A record should be kept of the numbers. Should you lose your key fob, notify us immediately so that we may de-programme the lost fob and issue a replacement. Replacement fobs are \$25.00 and replacement remotes are \$75.00.

## SUITE KEYS

Prior to changing your lock please contact your property management office. Any lock changes must maintain the master key system in every respect. Your suite door, threshold and door frame are common elements, you therefore may not make any alterations to them. **Do not add additional locks or chains to the door.** They do not provide additional security. They damage the door and delay entry in emergency situations. Owners are responsible for any damage done to the doors.

Building staff will not open your door for you if you lose your key. **Ensure that you have a spare key available in the event you lose your key.** If you lose your key and do not have a spare key it may be necessary for you to call a licensed locksmith to regain entry.

## SECURITY

All residents should use their fob or remote to gain entrance to the building and guests must use the Enterphone. For everyone's safety, please do not open the entrance doors to strangers.

Do not hold the entrance doors open. Doing so permits unauthorized access to the building and reduces your safety and security. When leaving the building, please make sure that all doors are closed securely behind you.

All stairwells are meant to be a means of egress from the building. These doors must be kept locked at all times. The only legitimate entrance to the building is through the front lobby and

through the Moving Room doors.

### **SOLICITING**

No business solicitation or canvassing is permitted within Waterclub Condominiums. Please contact the concierge should you be bothered.

## **VACATIONS AND OTHER ABSENCES**

Notify management staff if you intend to leave for extended periods of time. Provide the names of people authorized to enter your unit, as well as a contact person to call in case of an emergency. Cut off newspaper and other deliveries to your suite and make arrangements with a friend or neighbour to pick up your mail. Make arrangements with the post office to hold or forward mail to a temporary address. For instructions on preventative measures to be taken with your appliances please consult your manufacturer's manual or a local appliance dealer.

## **ROUTINE MAINTENANCE WORK**

All in-suite maintenance is the owner's responsibility including all pipes, wires, ducts and mechanical apparatus, including heating and cooling that solely serve your suite. If you require maintenance work, please feel free to contact a contractor of your choice. If you would like a referral our office would be pleased to provide you with names and telephone numbers of trades people we have had experience with.

## **MAINTENANCE EMERGENCIES**

We define emergencies as those instances involving: FIRE, FLOOD, LOSS OF HEAT, COMPLETE POWER FAILURE AND BROKEN SUITE LOCKS. Should an emergency occur, please use the numbers listed in this package in the following sequence:

9-1-1 - Fire, Police, Ambulance  
416-363-0026 - Management Office  
416-363-8511 - 24 -hour / day Concierge service  
416-293-5900 - 24 Hour Simerra Emergency Service Number

## **PETS**

Your Home Owner's manual says:

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, trim, tiles, carpeting, stairs or any portion of the Common Elements shall be the responsibility of the owner of the suite and the pet owner shall fully reimburse the Corporation for the cost of the repair, replacement or renovation.

In addition, The Proposed Declaration reads:

Article IV section 1 subsection (d):

No animal, livestock or fowl of any kind other than those pets defined as being the following: not more than two (2) dogs or two (2) cats; two (2) canaries, budgies or other small birds; or an aquarium of goldfish or tropical fish; shall be kept or allowed in any Residential Unit. No animal, which is deemed by the Board or the property manager, in their absolute discretion, to be a nuisance shall be kept by any owner in any Residential Unit. Such Owner shall, within two (2) weeks of receipt of a written notice from the Board requesting the removal of such animal, permanently remove such animal from the property. Notwithstanding the generality of the foregoing, no attack dogs shall be allowed in any Unit. No breeding of animals for sale shall be carried on, in or around any Unit.

Based upon these documents it is apparent that there is considerable concern pertaining to the ownership of pets. Please govern yourselves accordingly.

## **GARBAGE DISPOSAL**

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

***Please discard all household refuse between the hours of 8:00 a.m. and 10:00 p.m. Nothing is to be left on the floor of the disposal room.***

For the disposal of larger refuse items, e.g. boxes, move-in cartons, etc., please place these items in the recycling room located on the ground floor.

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 burning materials such as 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 on the main floor.

Bulk items - bundles of paper, coat hangers, cartons, broom handles, kitty litter etc. can block the chute. Do not put them down the chute. Take them to a designated disposal area.

**The Condominium Corporations' now have to pay for the removal of Large items; Furniture, Appliances, Computer systems etc. We have to make a charge for items to be left for pick up. The list of charges for specific items can be obtained from Security Staff at the concierge desk, or from the management office: 416-363-0026**

## **RECYCLING**



Please follow the posted directions for sorting of recyclable items from regular household garbage.

## **PARKING**

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/hr and adhere to all posted signs. No car repairs or car washing is allowed in parking spaces either underground or outside. Vehicles parked in unauthorized spots will be ticketed and/or towed at owner's expense. Please ensure management staff has your correct licence plate number.

## **PARKING IS STRICTLY ENFORCED.**

Management will attempt to keep a record of all registered vehicles in the parking garage. We will patrol the areas on a regular daily basis and we will monitor if there are vehicles improperly parked. Corrective action will take place by tagging and/or towing. Only registered vehicles are permitted in the underground.

**Always, and only, use your own parking spot.**

**There is absolutely NO Visitors parking on the Condominium property.** Visitors may use the Parking Structure at the rear of the three buildings. Parking passes can be obtained from the Concierge desk at 8 York Street.

## **PARKING GARAGE**

A seal coating is applied to the garage floor surface to prevent water and road salt penetration into the concrete that 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 space to repair to its original condition. Cleaning products are available from major department stores.

Repairs are expensive. A few minutes of your time could avoid this unnecessary expense.

Repairs and oil changes are not allowed in the parking areas.

When entering the garage, **use your remote at all times**. Any damage caused as a result of not using the remote control will be the responsibility of the resident. Prior to entry make sure that the door is going up.

Parking spaces 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.

## **BICYCLES**

Bicycle racks are provided for residents. Residents are responsible for securing their bicycles.

Bicycles are not to be taken into the elevators, lobbies and corridors under any circumstances.

## **GUEST SUITE RENTAL**

The guest suites, when available, will be booked on a first come, first served basis. Please see the office administrator to book a suite and to obtain further information on the fees.

## **VANDALISM**

If you see any vandalism, please report it immediately. The money spent repairing damage caused by vandalism could be better used on the building or equipment upgrades. Remember that you are legally and financially responsible for your visitors anywhere on the property.

## **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 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 put your complaint in writing to the management office. In emergency situations, call the police directly and advise management staff thereafter. You may contact the concierge desk for assistance in the case of a severe contravention of the rules.

***Please do not confront others to resolve the situation.***

## **COMMON AREA CONDUCT**

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.

Proper footwear and clothing must be worn in the common areas at all times. No bare feet.

## **CORRIDORS**

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.

## **DOORS**

Do not affix 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.

## **LEASING OF SUITES**

Please refer to your Home Owner's Manual for complete details.

## **INSURANCE**

Please refer to your Home Owner's Manual for details.

## **APPLIANCES**

Your Home Owners Manual contains a complete section on Home Care. Please refer to it regularly for valuable hints and information on to how to maintain all your valuable assets.

## **RECREATION CENTRE**

**FACILITIES AND EQUIPMENT ARE USED AT YOUR OWN RISK.**

**The developer, 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.**

**RECREATION CENTRE HOURS ARE: 5:00 a.m. to 12:00 p.m.**

**In the interest of safety, security and the welfare of children, children under the age of 16 must be accompanied and under the supervision and responsibility of a resident aged 18 and older.**

### **GUESTS**

A resident may host a maximum of two guests, including children, at any one time. The resident must accompany guests at all times. As a resident you are responsible for your guests' actions in the building and recreation centre.

### **CHANGEROOMS AND LOCKER AREA**

Lockers have been provided for your use. Please bring a lock with you. No articles are to be left overnight in the area. Contents will be removed and if not claimed after 30 days will be disposed of.

For safety reasons we request that you refrain from usage of powders as they can create a slip hazard. We also request for hygienic reasons that there be no shaving or dyeing of hair in this area.

If you find that you are the last one to leave, please ensure the lights and stereo if present are turned off.



## **FIRE SAFETY INFORMATION**

### **EMERGENCY PROCEDURES**

#### **MEDICAL**

For ambulance, call **9-1-1** directly.

When calling outside emergency services, use the appropriate address:

SUITE No \_\_\_\_\_, 8 YORK STREET – EAST TOWER

NORTH WEST CORNER OF QUEEN'S QUAY AND YORK STREET

Then call the concierge at (416) 363-8511. Explain that you have called for medical aid so that he/she can direct the responding agency to you.

### **TYPICAL FLOOR FIRE SAFETY EQUIPMENT**

The typical floor contains:

- A Speaker isolation module in front of each suite. This tells us if the Speaker in the suite has been tampered with or is not operating properly.
- hose cabinets near each of the stairwells. In addition to the fire hose, each cabinet contains an ABC Fire extinguisher. This type of extinguisher will put out more than just simple burning paper. It will also extinguish stovetop fires.
- Next to the Hose cabinet is a Fire alarm PULL STATIONS. If a Pull station is activated, the Fire department will automatically be called from the Monitoring station and from the Concierge desk.
- An Electrical panel. There are three modules in the panel that detect:
  - the alarm situation
  - the Fire Phones and
  - System Isolator, This saves the rest of the system from going into EVAC
- A fireman's telephone for the use of the Fire Department. Using this telephone they can communicate with the CACF room from which the situation is being monitored.
- Several smoke detectors and heat detectors on each floor.

## **EXPLANATION OF THE SMOKE DETECTOR**

The smoke detector found in the common elements will create a fire alarm for that floor and the floor above and the floor below. Please be careful if you have contractors working in your suite that may cause smoke, such as plumbers or carpenters who may cause dust. If this is the case please notify the Management office who can arrange to cover the smoke detectors temporarily.

The smoke detector found in the suites will create a local alarm. It will alert the specific suite that there is a problem and to be prepared to react. If you just burned toast, you can fan the detector and it will eventually re-set.

If however it is more serious, you may want to consider the use of the Fire extinguishers in the corridor or even the water from the Fire Hose cabinet. Better still, consider the use of the pull station located near the cabinet.

## **EXPLANATION OF HEAT DETECTOR**

Heat detectors are hard wired to the fire panel. They measure the rate of increase in heat coming from the environment near the detector. If the detector senses an abnormal increase in heat it will be set off by melting a piece of metal thus setting off the alarm. The alarm in this case always goes directly to the fire panel and to the Monitoring station, who will automatically call the Fire Department. At the same time, the alarm will go to the Concierge desk, who will receive a fire alarm notification. They will also first react by calling the Fire Department and then attending to the Fire Panel to assist the Fire department when they arrive.

## **TYPICAL SUITE FIRE SAFETY EQUIPMENT**

Your suite is equipped with several Fire safety devices. Please be aware of these and know what they do and what you should do if they are set off.

### **Silence Switch**

Near each front door there is a Silence Switch. This button allows you to silence the speakers in your suite for 10 minutes in the event that there are tests going on. The silencing will be overridden if the fire Department is present and they wish to communicate with the Residents.

### **Speakers**

The speakers are what create the noise and also carry the voice communication. There are usually several in each suite. They are usually located near or in the bedrooms. For your safety, the speaker must be able to deliver 75 decibels of sound at the anticipated location of a headboard.

### Heat Detector

There is usually only one heat detector installed in each suite. It is Hard Wired to the Fire panel and will cause an alarm situation if it is activated. We explained above how it can be activated. When this is activated the Fire department are on the way automatically. Nothing can be done to stop them from coming. Please be careful in the vicinity of the Heat detector.

### Smoke Detector

There are a few of these located in the suite. They are hard wired, meaning that you will **not** have to replace batteries on a regular basis. Their signal is given only to your suite to allow you to react to minor situations. If the situation is not minor, be prepared to use the other devices available: the Fire extinguisher in the Fire Cabinet in the corridor, the Fire Hose located in the same cabinet and the pulling of a PULL Station.

## **FIRE SAFETY INFORMATION**

Although the following section is covered in your Home Owner's Manual, it is worth repeating for your safety. This section outlines procedures and responsibilities for residents and building personnel in a "fire emergency."

Learn what to do if a fire happens in your building. This is the best way to protect yourself and those around you. Every fire is different. You must always protect yourself from smoke. Remember, most fatalities result from smoke, not fire. Wherever you are, if there is smoke crawl low under it. The air is cleaner near the floor. Here is what to do.

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 co-operation 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 do or 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 it is not left unattended.

**Handicapped persons who require assistance if evacuation becomes necessary should advise Management staff. It is a Fire Code requirement to keep a current evacuation list available for fire department personnel.**

The handbook you received from the Waterclub Condominiums contains much of the pertinent information relating to fire emergencies. Please refer to those detailed instructions. The following contains segments of those instructions to re-iterate the importance of being well informed when dealing with fire protection.

### **DO I LEAVE THE BUILDING OR IS IT SAFER TO STAY WHERE I AM?**

The policy of the Ontario Fire Marshal's Office, and the approach widely accepted by fire departments is that the best place to be is outside the building in a fire situation. If you choose to leave the building, do it as soon as possible. When you hear a fire alarm, you must make up your mind right away whether to leave the suite or stay. Leaving in 20 minutes or so may be too late because smoke, which contains poisonous gases, may have filled the corridor or the stairwell.

To assist you in understanding what to do in the event of fire, and/or the sounding of the fire alarm, we recommend the following:

### **IF YOU DISCOVER A FIRE**

1. Tell everyone in your immediate area.
2. Leave the fire area. Take your keys.
3. Close all doors behind you.
4. Activate the fire alarm, use pull stations in the corridor beside the stairwell exit doors.
5. Telephone **911**. Ask for the Fire Department. Never assume that this has been done. Know and give correct address and location of fire in the building.
6. Use exit stairwells to leave the building immediately.



**DO NOT USE ELEVATORS.** During an alarm condition the elevators are automatically recalled to the ground floor for use by fire fighters and are therefore unavailable to residents.

7. Do not return until it is declared safe to do so by a fire official.

**IF YOU ARE IN A SUITE AND FIRE ALARM IS HEARD**

- \* Before opening any door, feel the door and handle for heat. If not hot, brace yourself against the door and open slightly. If you feel air pressure or a hot draft, close the door quickly.
- \* If you find no fire or smoke, take your suite keys, close the door behind you and leave by the nearest stairwell.
- \* If you encounter smoke in a corridor or stairwell, consider taking a corridor to another side of building where a stairwell may be clear or return to your suite.

**IF YOU CANNOT LEAVE YOUR SUITE BECAUSE OF FIRE OR HEAVY SMOKE, REMAIN IN YOUR SUITE AND:**

- \* Close the door.
- \* Unlock the door for possible entry of fire fighters.
- \* Dial **911** and ask for the Fire Department. Tell them where you are. Wave a sheet from a window or balcony to signal fire fighters.
- \* Seal all cracks where smoke can get in by using wet towels or sheets.
- \* Crouch low to the floor if smoke enters the room.
- \* Move to the balcony or most protected room and partially open the window for air. Close the window if smoke comes in.
- \* Wait to be rescued. Remain calm. Do not panic or jump.
- \* Listen for instruction or information, which may be given by authorized personnel over a loudspeaker.

## **FIRE EXTINGUISHER, FIRE CONTROL AND CONFINEMENT**

If a small fire cannot be extinguished or smoke presents a hazard, then the door to the area should be closed to contain the fire. Leave the fire area, notify the fire department and wait for their arrival.

**NOTE: SUITE SMOKE DETECTORS DO NOT ACTIVATE THE BUILDING FIRE ALARM SYSTEM. WE SUGGEST 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. It will set off the building fire alarm system and the fire department will be needlessly 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.

## **FIRE HOSE CABINETS AND EXTINGUISHERS**

Fire hose cabinets are located in the corridor and are equipped with 100-foot hoses. Each cabinet is also equipped with a fire extinguisher. Please familiarize yourself with the location of these cabinets.

## **STAND-BY POWER - EMERGENCY GENERATOR**

The building is provided with emergency stand-by power in the event of electrical power loss. A diesel generator is designed to operate one elevator, emergency lighting, fire alarm and detection systems, sprinkler and fire pumps, and stair and elevator pressurization systems.

The building ventilation systems automatically shut down during a fire alarm so as not to feed air to a fire.

## **ELEVATORS**

When the fire alarm system is activated all elevators are brought to the ground floor level automatically. Elevators will stop on the second floor if a fire alarm is activated on the ground floor.

## **FIRE HAZARD**

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

- \* not to store propane, gasoline or any other combustible material in your locker or on your balcony.
- \* not to put burning materials such as cigarettes and ashes into garbage chutes.
- \* not to dispose of flammable liquids or aerosol cans in these chutes.
- \* never to force cartons, coat hangers or bundles of paper into a chute, because it may become blocked.
- \* to avoid deep fat frying, too much heat, unattended stoves and loosely hanging sleeves.
- \* not to use unsafe electrical appliances, frayed extension cords and over-loaded outlets, nor to use lamp wire for permanent wiring.
- \* to use ashtrays and never to smoke in bed.
- \* not to leave articles, such as shoes, rubbers, mats, etc. in the building hallways.
- \* disposal of hot items in the garbage may result in a fire. Please ensure items are cooled before disposal.

## **IN GENERAL, OCCUPANTS ARE ADVISED TO:**

- \* Know where the alarm pull stations and exits are located.
- \* Call **911**. Ask for the Fire Department.
- \* Know the correct building address and suite number.

## **EVACUATION PROCEDURES FOR HANDICAPPED PERSONS**

**Persons who require evacuation by fire department personnel should advise building management staff. The Ontario Fire Code requires that a current list be kept available. The following information is to be recorded: name, suite number, suite telephone number and type of disability.**

## CONDENSATION AND HUMIDITY

Your Home Owner manual describes the problems of humidity in a high rise building. Please refer to this valuable information and take the appropriate steps to prevent this problem.

### WAYS TO SAVE ENERGY AROUND YOUR HOME

- \* Use bathroom and kitchen exhaust fans to quickly remove excess moisture.
- \* 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 fluorescent 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 oven 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.
- \* Clean your air filter to maintain the efficiency of your fan coil unit.
- \* Redirect air that is being blocked by furniture for maximum efficiency.
- \* Use dimmer switches to reduce energy consumption and provide attractive lighting.
- \* Lower your thermostat to 20°C (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 showerheads.
- \* Set your clothes washer for low 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.
- \* Purchase appliances with low energy consumption ratings

### CRIME PREVENTION TIPS FOR RESIDENTS

Ensure visitors are screened before allowing entry.

When answering the Enterphone, be sure you know who is there, and allow entry only when you are certain of their identity.

Do not allow others to enter with you at the lobby door unless you know they are residents.

If in doubt about entering an elevator with someone, **don't**.

If in doubt about someone in an elevator, get out and go to the nearest suite door.

On leaving an elevator, make sure you are not followed to your suite.

Ensure good control of suite keys. Make sure you have a spare key in case you lose a key.

When leaving your suite, secure the balcony doors and windows.

Advise management staff or the concierge of any suspicious activity around the building.

When parking outdoors, park in well-lit areas.

Advise management staff of any defects such as lights out etc.

Broken or damaged locks, doors, windows etc. should be reported to the management office.

Be aware of unauthorized persons loitering in underground parking garages. If in doubt, lock your doors and drive back out.

When entering and leaving the building and grounds please ensure that all locked doors are closed and locked behind you.

Residents should keep the doors to their suites closed and locked at all times.

Do not allow others to follow you into the underground garage unless you know for a fact they are residents of the building.

When leaving your vehicle in an underground parking garage, lock all doors and windows, keep valuables out of sight, have your keys ready to enter the building and report any suspicious activity immediately to the Police.

This is by no means an exhaustive list of tips to reduce your chances of becoming a victim. Always use good common sense, be alert, and you have reduced your potential dramatically.