

T.S.C.C. NO. 1643 - 2121 LAKE SHORE BLVD WEST
T.S.C.C. NO. 1654 - 2119 LAKE SHORE BLVD WEST

TORONTO, ONTARIO



W A T E R V I E W

WELCOME HOME

Congratulations on the purchase of your new home at **Waterview Condominiums!**

We are pleased to be appointed the Property Management Company for your new community. It is our responsibility to oversee the physical and financial management of the development.

This booklet has been developed to assist you in making the transition to condominium living. We have covered a variety of topics, including frequently asked questions by condominium owners.

As detailed in your Documents, there is 24-hour Concierge, and a Management office available Monday to Friday according to the office hours posted on the management office door. Your Property Manager is Luigi Aceto, who is overseeing the day-to-day management of your corporation and is assisted by the administrator Breanne Taylor.

At your leisure, please read through the attached information and we suggest that you keep this information close at hand for future reference.

We look forward to meeting you, and wish you many happy years in your new home.

Maple Ridge Community Management

**WATERVIEW
WELCOME HOME MANUAL**

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WELCOME PACKAGE

VOYAGER AT WATERVIEW

MAPLE RIDGE COMMUNITY MANAGEMENT LTD.

Maple Ridge Community Management specializes in the management of Condominiums. Appointed by the Board of Directors, Maple Ridge is under contract to the Condominium Corporation to provide management services to the buildings.

A **Maple Ridge** representative will provide guidance and assistance to the Board of Directors, bringing experience and extensive knowledge of all areas of condominium management.

The Maple Ridge Community Management head office is located at:

5753 Coopers Avenue
Mississauga, Ontario L4Z 1R9
Tel: (905) 507-6726
Fax: (905) 507-6722

WATERVIEW MANAGEMENT OFFICE

The management office is located on the ground floor by the amenities. The manager responsible for your complex is Luigi Aceto and the property administrator is Breanne Taylor. They will both be on-site five (5) days a week. Management Office hours are posted on the office door located on the ground floor in the center lobby.

The Concierge Desk in the main lobby is operating 24 hours a day, 7 days a week. Concierge services are provided by Pillar Security. The phone numbers are listed below.

Management Office Tel: (416) 255-8731
 Fax: (416) 255-0637
 Property Manager: waterview@mrcm.ca
 Administrator: waterviewadmin@mrcm.ca

Concierge Desk Tel: (416) 255-8588

RESIDING AT WATERVIEW

GENERAL INFORMATION

The property - 2121 Lake Shore Blvd West has a total of 313 suites on 27 floors.

The property – 2119 Lake Shore Blvd West has a total of 194 suites on 16 floors

KEYS

After closing, you should receive the following from previous owner:

- Two (2) suite entry keys
- Two (2) mailbox keys
- Two (2) locker room keys
- Two (2) access cards/fobs and
- One (1) remote control garage door opener for **each parking space** that you have purchased

It is imperative that you have your suite entry key with you at all times as our staff is not be authorized to provide suite access to residents who have either lost or misplaced their suite key.

The access card and the remote control garage door opener will allow you entry into the building through the gate arm, garage doors and designated doors from both the exterior entry into the garage, as well as various common area doors.

MOVING-IN / OUT PROCEDURES AND DELIVERIES

All elevator bookings are to be arranged with Security at (416) 255-8588. An elevator booking form must be filled out and a deposit of \$500.00 in the form of a cheque **MUST** be submitted together.

****MOVE-INS ONLY - Security will require you to fill out a Resident Register form (this information is required by Condominium Act of Ontario and serves for emergency contact and general information to owners as AGM, budget, etc. It is kept in unit file and is held in confidence as by law requirements) and a copy of the lease or purchase of sale PRIOR to the move-in and will not permit the booking to continue if these documents are not provided.**

VI - 2121 Move-In / Out and Delivery Procedure

On the date of your move / delivery Security is to be advised by phone or in person that your move is about to take place. Security personnel will confirm your booking and open the large garage door located at the South West side of the building. Security will also contact the building staff to put the elevator in service and prepare it for use.

Moving trucks should proceed to back-in to the loading dock area where items can be off-loaded /loaded.

DO NOT BLOCK THE RESIDENTS DRIVEWAY TO THE GARAGE.

All items are to be brought in through the moving entrance and up the service elevator. The building staff will be pleased to show you the moving area and how to operate the freight elevator (if applicable).

After completion of the move, the Building Staff will inspect the elevator as well as the common areas leading to your unit to ensure no damages were sustained during the move. Please note that all moving boxes are to be folded, tied and brought down to the ground floor recycling room; they cannot be put down the chute.

VII - 2119 Move-In / Out and Delivery Procedure

On the date of your move / delivery Security is to be advised by phone or in person that your move is about to take place. Security personnel will confirm your booking and open the entrance door to the underground garage. Security will also contact the building staff to put the elevator in service and prepare it for use.

Moving trucks should park at the top of the entrance ramp (to the underground garage) and ensure that they are parked as far to the right as possible. This is to ensure incoming traffic is not obstructed.

DO NOT BLOCK THE RESIDENTS DRIVEWAY TO THE GARAGE.

All items are to be brought down into the garage through the recycling room and into the service elevator. The building staff will be pleased to show you the moving route.

After completion of the move, the Building Staff will inspect the elevator as well as the common areas leading to your unit to ensure no damages were sustained during the move. Please note that all moving boxes are to be folded, tied and brought down to the P1 level recycling room; they cannot be put down the chute.

ACCESS CARDS

You have been provided a white access card or a grey FOB. This card/FOB will give you access to all doors that have a reader next to it. Simply hold the card/FOB to the reader and you may enter when the light turns green, some doors may grant entry only at certain times.

RESIDENT PARKING

Residents enter the building by accessing the garage through the entrance garage door. To exit the building residents may use the exit garage door. In order to open the garage door, you will require the remote control device or transmitter. **To operate, simply press the FIRST (#1) button on the transmitter to open the gate arm and main garage door, press the MIDDLE (#2) button to open the resident's parking door (P2 from P1). If there is any emergency the 3rd button (#3) can be pressed and this will send an alarm to Security that you are in need of assistance.**

WHEN ENTERING OR LEAVING THE PREMISES, PLEASE OPERATE YOUR VEHICLE SAFELY AND DRIVE AT A SPEED OF NO MORE THAN 10 KPH AND ADHERE TO ALL POSTED SIGNS.

Please ensure that the management office has your correct licence plate number and **always use your own parking space**. Security will provide you with a residential sticker for your vehicle. In the event that you are unable to park in your designated parking space for any reason, contact the Concierge for alternate parking arrangements. Vehicles parked in unauthorized spaces will be **ticketed and/or towed** at the owner's expense. Parking tickets will not be paid or cancelled by the Condominium Corporation or the Board of Directors. Please keep in mind that for legal reasons, it is the homeowner's responsibility to have unauthorized vehicles parked in your assigned space(s) removed. The concierge can assist you with providing the necessary phone numbers should your parking space be occupied by an unauthorized vehicle.

PLEASE LOCK YOUR VEHICLE(S) AT ALL TIMES AND AVOID LEAVING VALUABLES INSIDE.

Repairs, washing, oil changes and storage of non-functional vehicles or other items are not allowed in the parking garage areas. Parking spaces are for vehicles only and are not to be used for storage of ANY articles. Items left in the parking garage will be removed by the building staff.

Residents must park within their parking boundaries. Please be considerate of the space that you allow for your neighbour to open their doors. Please park in the centre of the lines and be sure to always use your garage door opener prior to proceeding into the garage. **DO NOT FOLLOW ANOTHER VEHICLE IN!** The Corporation will not be held responsible for any damage caused to vehicles.

If your remote control device/ transmitter is lost or stolen, please report the loss immediately to Security or the Property Management Office so that we can delete that device from the system, in an effort to prevent any illegal entry into the building. The replacement cost for a new garage remote control is \$75.00 and access card/FOB is \$50, **NON REFUNDABLE**. Please contact the management office/ Concierge to arrange for replacement.

VISITOR PARKING

The regular daytime and overnight visitor parking is provided on the Ground level of the parking garage. Visitor parking spots are indicated with a “V” for visitor. Visitors are unable to access the resident parking units.

All visitors are to proceed to the front entrance of the building and register with the Concierge prior to parking in the visitor parking area. Please ensure that your visitor is aware of both the building address and either the suite number.

Overnight visitor passes are required when guests intend to spend the evening past 2:00 a.m. It is the resident’s obligation to notify the Concierge and ensure that a parking pass has been obtained and is clearly displayed in the windshield of the vehicle. Visitor parking is available on a first come, first serve basis. The staff will be pleased to explain this procedure to you.

PARKING GARAGE

A rubberized membrane installed on the garage floor surface prevents water and road salt brought into the garage on tires, from penetrating the cement.

This coating is very sensitive to oil, other chemicals and stress from turning tires when the car is not in motion. A quick look at the floor under your car will help determine if the coating in your space is damaged, i.e. cracks or holes. If an oil leak or spill of any kind occurs, please clean the spot 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. Repairs to the membrane are expensive. A few minutes of your time could avoid this unnecessary expense.

MAIL PICKUP AND PARCEL DELIVERIES

Residents can pickup their mail directly from their respective mailboxes in the building.

The mailroom for the tower is located off the lobby inside the main entrance.

We will notify you of any parcels or items that are delivered that are too large for your personal mailbox. Please keep in mind that any items of value should not be left with the building staff. We recommend that you make alternative arrangements, as we cannot be held responsible for loss or **damages incurred**. We trust you will understand this policy. ***Please note for legal purposes we can not accept Registered Mail, if signed authorization is not provided from the resident/owner.***

PACKAGE OR COURIER DELIVERIES

If you are expecting a delivery that will not fit in your mailbox and you wish to have the Concierge accept the item on your behalf, you will be required to sign a **general release form**, which is available at the Concierge desk. We will then notify you of any parcels or items that are delivered.

LOCKERS

Residents are required to provide their own lock for the cage style locker.

The room and number of your locker is part of the legal description, it is therefore most important that you use only the locker number you were assigned. If for any reason you find your locker occupied, please advise the management office or the concierge. Do not place your property into another locker. We will make arrangements to ensure that you get your locker and assist you with temporary storage.

We encourage you to ensure that all items within the locker room are kept elevated off the floor. Items should be placed under a plastic cover as the Condominium Corporation or the Management is not responsible for any items that are damaged as a result of water leakage. **Do not store gasoline, propane or any other combustible material. Do not store items on the top of your locker and anywhere else in the room.** These items will be removed without notice.

THE ENTERPHONE SYSTEM

The enterphone system is located in the front lobby as you enter the building as well as the ground level visitor's parking and operates through your phone (cell phone or landline).

If you reside in the tower, your guests contact your suite by entering the code next to your name; the telephone connected to the enterphone will ring indicating your guests have arrived. After answering the phone, **press and hold "9"** to permit them entry into the building.

If you are on the telephone when your guests arrive, you will hear a distinct ring tone. Place your caller on hold by pressing the receiver and speak to your visitor in the lobby, and then return to your original caller.

GARBAGE DISPOSAL AND RECYCLING

The garbage chute is centrally located in the corridor of each floor in the tower. In consideration of other residents, the garbage chute is only to be used between the hours of 8:00 a.m. to 10:00 p.m. Nothing is to be left on the floor of the disposal room.

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

The following is a list of items that do not go down the chute. They are either hazardous material, or may block the chute, resulting in damage and costly repairs.

ITEMS THAT DO NOT GO DOWN THE GARBAGE CHUTE:

- Bulk items (i.e. large bundles of paper, coat hangers, cartons, kitty litter)
- Loose paper
- Paint
- Flammables / combustibles
- Furniture
- Large plants
- Carpeting

The building has a recycling program-please participate. Although a little extra work is involved for you to recycle, it is a requirement of the City of Etobicoke.

Listed below are the items which **may be** recycled:

- Glass bottles and jars (washed and placed loosely in plastic bags)

- Metal cans food and drink (washed, with lid inside and placed loosely in plastic bags)
- Plastic bottles and jugs (please remove caps, flatten if possible)
- Aluminium foil and containers (pie plates, baking pans, take out food)
- Corrugated cardboard, cleaned pizza boxes (no larger than 2' x 2' x 1" - flattened)
- Newspapers (bundled with string or placed loosely in plastic bags), magazines and catalogues, telephone books, books
- Egg cartons, milk and juice cartons (flattened), paper rolls and paper bags
- Cereal boxes, detergent boxes, drinking/ juice boxes and shoe boxes - flattened
- Household paper (junk mail, envelopes, writing and computer paper)
- Gift wrap, cards (no ribbons or bows)
- Empty aerosol spray cans, empty paint cans (with lids removed)

ITEMS THAT ARE NOT RECYCLABLE

- Glass (drinking glasses, dishes, cups, crystal, window glass, light bulbs, mirrors, pottery, glass pots, pans and make up jars)
- Plastic (dish pails, toys, make up jars, caulking tubes, foam cups, dishes, margarine, yogurt tubs and motor oil jugs)
- Metal (coat hangers, pots and batteries)
- Aluminium (foil wrap and foil bags [potato chip bags])
- Fibre (tissues, wax paper, foil gift wrap and boxes with plastic windows (remove windows to recycle))

Please adhere to the depository instructions. The City examines the recycle bin and will refuse pick up if garbage is found in the recycle bin, or if recycle items are found in the garbage. This will result in extra costs to everyone to pay for private pick up.

ALTERATIONS TO UNITS

Homeowners are not permitted to make **any** changes, substantial or otherwise, (i.e. removal of carpeting, replacement of flooring, removal of walls, etc.) **prior to registration**. Should you wish to make changes **after** registration, you must submit a letter of request along with the proposed plan, to the management office.

Individual owners **cannot** alter common element areas including exclusive use areas such as a balcony or terrace. Please refer to your documents for more detail.

CONCIERGE

The front desk in the lobby houses the monitors for the camera system in the building, as well as a computer system. The concierge service is on a 24-hour 7-day a week basis and can be contacted by calling 416-255-8588.

PETS

In accordance with the Declaration, **each unit is permitted one (1) dog and one (1) cat or other pet except dog**. Pets are to be registered with the management office. Pet owners must be responsible to clean up after their pet. Animals must be kept under personal supervision and control and **held by a leash at all times while on the common elements**. For more details, please refer to your Declaration. (Section 19 (g)) **No animal is to exceed 30lbs.**

We ask that when walking your dog you exit the building through the side exit and re enter through the door to the moving room. **Pets are to be on leash at all times.**

GUEST SUITES

There are two (2) guest suites in each tower to provide overnight accommodations for the guest(s) of the owner and tenants of this Corporation. Bookings are made through the concierge or management office.

AMENITIES

The amenities in the building will be available to all residents, subject to Rules included in your closing documents and Rules that may be put in place from time to time by the Board of Directors. Details with regards to cost of renting the multi purpose room will be available after registration.

The facilities include 2 exercise rooms, swimming pool with whirlpool, men's and women's sauna, change rooms, party room (sky lounge located at the top floor of Voyager One and Recreation Room located at the top floor of Voyager Two), billiard room, home theatre, massage room, cyber room. The hours of operation of these facilities are publicised on the bulletin boards and on the rental agreements and are to be changed at Board of Directors approval.

INSURANCE

Condominium insurance is different from non-condominium insurance and it is important that your broker is aware that you have purchased a condominium. Unit owners should always discuss their individual situation with their insurance brokers to ensure they have proper coverage.

The Condominium Act requires the Condominium Corporation to obtain insurance coverage for the entire structure including all units in cases of fire and major perils, as defined in the Act. This coverage is included in your monthly maintenance fees. The Condominium Corporation covers the units as they were architecturally built to the builder specifications only. This does not include appliances included in your purchase price or any upgrades according to Standard Unit By-law.

As a unit owner, you are responsible to obtain insurance for appliances, upgrades and personal property, such as furniture, clothing, wallpaper, paneling, etc., in addition to any personal items stored anywhere in the property. You are also encouraged to obtain personal liability insurance to insure against any personal activities as a unit owner and the ownership of your unit. For instance, you may be subject to claims from other unit owners who have experienced damage to their upgrades, improvements and contents, if you are directly responsible for the damage. Protection against this type of claim is available if you have proper liability insurance.

You should also arrange for 'loss deductible' insurance, as you will be responsible for the condominium's deductible in the event the damage was a result of an act or omission on the part of the unit owner. The indemnification clause would require you to assume responsibility for this deductible amount, Article VIII.

Insurance should not be confused with "Repairs and Maintenance" as these are two separate issues. Please refer to the Condominium Declaration, Article V. to determine maintenance responsibility. Should a potential claim be sought due to owner negligence to maintain, the delinquent owner will be directly responsible for the costs of repairs. Your condominium declaration requires each owner to maintain the unit and repair after damage and assume responsibility for damage to other units and the common elements which result from failure to maintain or repair or from an act or omission of an owner (or their family, guests, etc.).

In the event of a potential claim, an insurance adjuster will be required to view and assess the damage and determine cause and responsibility. Therefore, please ensure that you call the management office immediately to co-ordinate the appointment with the adjuster. We hope to avoid any compounding damage. Should your unit be uninhabitable, **the condominium insurance does not cover living allowance**. The amount required for hotel stays or other accommodations should be part of your personal policy.

THE SUITE ENTRY DOOR

Your suite entry door is equipped with an automatic door closer, which will close the door behind you. This closer is required under the Ontario Fire Code and is **not** to be removed. Please note that once the door closes, you will have to lock the door.

The suite entry door is part of the common elements; accordingly altering its appearance in any manner contravenes the Condominium's Declaration. **Installation of a doorknocker or decoration of any kind is not permitted. Also please be aware that doormats are not permitted in the corridors under the Ontario Fire Code.**

The hallways of the building are pressurized to allow proper air circulation and exhausting. Accordingly, the installation of **weather-stripping is not allowed**, as it will interfere with the proper balancing of these functions.

LOCKS

Your suite entry door has a specially designed door opener, **which is not to be altered**. Residents are not permitted to change or place additional locks on the doors to any unit or any part of the common elements without such locks being on the corporation master key system. If you need to change a lock or obtain an additional key for your apartment please contact management for locksmith authorisation.

EXHAUST FANS

Laundry

The exhaust fan has been interconnected with the dryer to exhaust the hot air outside and eliminate moisture from the suite.

Kitchen

The kitchen exhaust fan should be switched on whenever you are cooking. The fan has a removable filter, which should be removed once a month and washed in the dishwasher or soaked in detergent and rinsed.

Bathroom

It is recommended that the bathroom fan be turned on, especially during shower use. The switch to operate the fan is located on the same switch plate as the light.

WINDOWS

In accordance with the Ontario Building Code, the windows in your suite are equipped with a safety latch. This latch prevents the screened window from opening more than four (4) inches. The three sliding windows may be removed for cleaning by lifting them up and out towards you.

You are responsible for the cleaning of the inside of the windows and any window panels on your balcony or terrace. The Condominium Corporation budgets to clean all the inaccessible windows, usually two times per year.

WINDOW COVERINGS

Window coverings must be white or off white when seen from the exterior of the building.

BALCONY / TERRACE

These areas are common areas that are designated exclusive use. This means that the use of these areas is governed by the Documents. In accordance with your Declaration, barbecuing is **NOT** permitted. Only seasonal furniture is allowed on the balconies/terraces.

No exterior aerial or satellite dish is to be placed on the Property, including units and common elements.

LAUNDRY ROOM

Each unit is equipped with a stacking washer/dryer.

Washer

The water supply to the washer should be turned off after each use, especially if you are going to be away for an extended time. The water shut off valve is located behind the washing machine at the side, you simply slide the control.

Dryer

The dryer is equipped with a lint trap inside the machine that should be cleaned after each use. There is also an exterior lint vent on the ceiling near the front of the machine. The clear plexi-glass square with a handle has a screen attached and can be removed by unscrewing the wing nut on the other side of the handle to allow cleaning out of the lint from the screen surface. **This lint screen must be cleaned after every use.**

IN-SUITE HEATING AND AIR CONDITIONING

Your suite has a fan coil unit that provides heat in the winter months and air-conditioning in the summer. This system provides only heat or air-conditioning, depending on the season. Please refer to the information supplied by the manufacturer regarding maintenance and thermostat operation.

The fan coil units have filters inside which must be replaced at least twice a year.

CABLE & INTERNET

Your new home has been equipped with the very latest in communication technology; Bell and Rogers are the major providers of cable services.

Call the following provider of your choice:

Rogers Communication 1-888-ROGERS-1 (764-3771)

Bell Communication 310-BELL

PLUMBING FIXTURES

Maintenance and repairs for the pipes branches are the responsibility of the Homeowner.

NEVER pour grease down the sink drain or toilet:

- Grease clings to pipes and builds up over time
- Hot water **does not** break up grease

- Blocked sewage (sewer back-up) can surge up through sinks, floor drains or toilets and make for a very, very messy clean-up

What NOT to flush down the toilet or pour down the drain:

- Sticks
- Rags
- Paper towels
- Sanitary napkins/ tampons
- Diapers
- Household hazardous waste
- Kitty litter
- Food of any type

Any blockages directly related to a unit caused by any of the above will be billed back to the unit owner.

Please **do not** use any chemical products to clear a blockage. These products will do permanent damage to the building system.

SMOKE DETECTOR

Smoke detectors are provided for your protection and are required to be in operating order at all times. Depending on the size of your unit, you will have one (1) or two (2) smoke detectors. The detectors are wired into the suite breaker panel; accordingly there are no batteries to change.

Smoke detectors are very sensitive devices that may be set-off by moist air, cooking or showers. As detectors are usually located near the kitchen or bathroom, make sure that the exhaust fans are on and the bathroom door is closed when showering. The smoke detectors are **not to be disconnected or covered** as this will endanger the lives of residents.

The smoke detector alarm sounds in your suite only; it is NOT connected to the building fire alarm system. In the case of a fire in your suite - leave your suite; go to the nearest pull station in the corridor and pull the alarm, the building system will then be activated. It is also advisable to call 9-1-1. Do not use the elevator; leave the building by one of the stairways.

If you have a smoke related problem that is not a fire, DO NOT open your suite door!! This will result in the detector in the corridor activating and cause the fire alarm to sound in the building. Any false alarms will result in a charge of \$1,050.00 to the Corporation. You may open the balcony door or windows to clear the smoke from the unit.

Once the building alarm system is activated for whatever reason, the system cannot be silenced until the Fire Department have responded and decided that the cause has been cleared. They will then instruct the building staff to re-set the system.

HEAT DETECTOR

Also installed in each unit is a heat detector, which is a component of the building's fire safety system. This device will activate if excessive heat is present. It is wired to the main building system that will set the building alarm off.

The Fire Safety equipment in the building (of which all in-suite smoke and heat detectors are a component) must be tested **annually** by a certified Fire Service contractor to ensure that all aspects of the Fire Safety System are functioning within The Ontario Fire Code. For this inspection, we **must** have entry to all units in order to test the system. **Please be aware that any devices not operational as a result of tampering or damage will be replaced at the unit owner's expense.** We will also conduct monthly testing of the common area systems.

SPEAKER

A speaker that is connected to the building fire alarm system is provided in each suite. It is located on the ceiling in the hall or foyer. The building fire alarm system and voice communication system sounds through this speaker. **Please note that when a speaker is disconnected in your suite it will show a trouble signal on the fire panel and will notify management the specific location of the speaker disconnected**

You will notice each unit has an alarm silencer located on the bedroom wall. When the building system is in alarm you can push the silence button and you will not hear the alarm through your in-suite speaker for a period of ten (10) minutes. You will however, continue to receive voice communication. The instructions given by the building staff and or Fire Department are very important to the welfare and safety of the residents.

PLEASE BE AWARE THAT TAMPERING WITH THE FIRE SYSTEM IS A CRIMINAL OFFENCE.

ELECTRICAL BREAKER PANEL

Depending on your suite type, the breaker panel is located either in the laundry room area or behind the master bedroom door.

The breakers are all labelled. Should an electrical outlet, light fixture, appliance or heat pump unit not function, check the panel and reset the breaker, if necessary. Each has a switch with an "on" and "off" position indicator.

When a breaker has "tripped", it will be in the centre position. To reset, simply switch it to the "off" position and then back to "on". There should then be power supply to the unit controlled by that switch.

GROUND FAULT CIRCUIT INDICATOR (G.F.C.I.)

G.F.C.I.'s are automatically grounded electrical outlets. These are used in the bathrooms as the electrical outlet is close to the sink and there is usually a lot of moisture in the air. The G.F.C.I. is like a regular electrical outlet except that it has two buttons in the middle of the outlet, "test" and "reset". Should the electrical outlet not work, simply push the "reset" button and power should resume.

If the G.F.C.I. continually trips, the appliance you are using may have a faulty wire.

LIGHT SWITCHES AND FIXTURES

You have been provided with light fixtures in the entry hall, kitchen, bathroom(s), bedroom and balcony. You are responsible to supply any other light fixtures that may be desired in the suite.

Should you come across an electrical outlet that is not functioning and is not tied into the light switch, check the breaker panel to ensure that all the breakers are on.

We strongly recommend that you use a licensed electrician to install any light fixtures.

IN-SUITE WATER SHUT OFF VALVES

Your unit is equipped with water shut off valves in the following areas:

Kitchen: below the sink

Bathroom: one under the vanity of the sink, behind the access panel, and one beside the toilet

Shower/Tub: behind the access door located either outside the shower left or right side or on the wall behind the tub area in the hall.

Laundry: the slider at the side of the machine. The water should be turned off when you are not using the washer. It is your responsibility to check the hose to ensure there are no leaks.

To shut water off - open the access door with a screwdriver. You will see a hot and cold water valve. Turn these off with a brass key, provided by building staff. Water should stop flowing after one (1) or two (2) minutes.

The main shut off for each unit is the area where the pipes are wrapped with insulation. The location of these pipes may vary from unit to unit.

FIRE PROCEDURES

INSTRUCTIONS TO HIGH-RISE OCCUPANTS ON FIRE PROCEDURES

The building is equipped with a two-stage fire alarm system. There are two alarm sounds you hear through the speakers:

- 1) An alert alarm [intermittent signal]
- 2) An evacuation alarm [continuous signal]

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 the fire area.
2. Close all doors behind you.
3. Activate the Fire Alarm, by using the pull stations.
4. Use exit stairwells to go down to the ground floor level and leave the building immediately.
5. Telephone the City Fire Services from a safe place by dialling 9-1-1 (never assume this has been done). Know the correct address and location of the fire in the building.
6. Do **NOT** use elevators. The elevators are on automatic recall to the lobby. Only the Firefighters will have the use of an elevator.
7. Do **NOT** return until it is declared safe to do so by a Fire Department Official.

IF YOU HEAR THE ALERT FIRE ALARM TONE:

1. Standby and prepare to leave the building.
2. Listen for instructions or information, which may be given by authorized personnel over the voice communication system.

IF YOU HEAR THE EVACUATION FIRE ALARM TONE:

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

ONCE INSIDE THE STAIRWAY

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

If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite, and if you choose you may silence your alarm speaker [for 10 minutes] by depressing the silence button. If a voice announcement is made during the ten (10) minutes, then the silencing feature is cancelled.

1. Close the door.
2. Unlock door for possible entry of fire fighters.
3. Dial 911 and tell the City of Toronto Fire Service where you are, then signal to fire fighters by waving a sheet from a window.
4. Seal all cracks where smoke may get in by placing wet towels or sheets or masking tape.
5. Crouch low to the floor if smoke comes into the room.
6. Move to the most protected room and partially open a window for air (close window if smoke comes in).
7. Wait to be rescued. Remain calm. Do not jump.

8. Listen for instructions that may be given by authorized personnel over voice communication system.

FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

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

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

EMERGENCY PROCEDURES

The actions to be taken by occupants in emergency situations are posted on each floor at pull stations, elevator lobby, or exit locations.

IN CASE OF FIRE

UPON DISCOVERY OF FIRE

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

DO NOT USE ELEVATORS

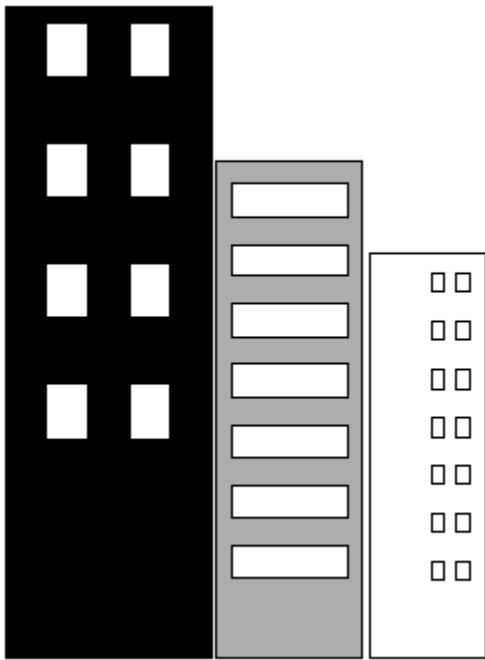
UPON HEARING FIRE ALARM

IF CONTINUOUS SIGNAL - LEAVE BUILDING VIA NEAREST EXIT. CLOSE DOOR BEHIND YOU.
IF INTERMITTENT SIGNAL - STAND BY AND PREPARE TO LEAVE THE BUILDING.

CAUTION

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

REMAIN CALM



Fire In Your Residential Building

***To Go??
or
To Stay??***

Your safety depends on the right decision.

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

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

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

When should I go?

Evacuation is appropriate under any of the following conditions:

A: As soon as possible when you hear the fire alarm or discover a fire. The earlier you leave, the better are your chances of getting out safely no matter where you are located in relation to the fire area. It

is extremely rare for stairways and corridors to be contaminated by smoke in the early stages of a fire. Proceed as quickly as possible to the outside.

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

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

When should I stay in the suite?

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

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

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

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

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

2 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.

3 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.

4 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.

5 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.

6 What else should I know?

Many people are reluctant to evacuate unless they are certain that there is a real fire. This problem is made worse by nuisance alarms. Remember, a real fire grows for every minute that you delay and you may lose the only opportunity to evacuate safely. For this reason, all occupants who are able should begin evacuation procedures immediately upon hearing the alarm. If you made an initial decision to stay in your suite when a fire emergency occurs, do not attempt to evacuate in the advanced stages of the fire.

You cannot outrun the effects of fire and smoke and will be placing yourself in extreme danger. Each suite is designed as a fire compartment and will afford you a degree of protection during the fire emergency. However, smoke spread into your suite is very likely so be prepared to protect yourself from smoke for the duration of the emergency. This may be a long time.

7 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)

CONDOMINIUM LIVING

Background and Key Terms

A **condominium** is a legal description rather than a type of home. In a condominium, each property owner owns some of the property outright (usually their individual unit) while the rest of the property is owned jointly with others.

The portions of the property, which are owned jointly, are referred to as common elements.

When a condominium is built, the developer must file two key documents called the declaration and the description. The declaration includes a schedule showing the percentage of the common elements owned by each unit owner, which then forms the basis for the calculation of the monthly maintenance fees paid by each owner. It also outlines the duties of the Condominium Corporation, repair and maintenance responsibilities and provisions of the Condominium Act of Ontario, 1998.

The Condominium Corporation

A condominium corporation is a non-profit corporation set up to manage the entire condominium property and any asset, which the corporation may acquire.

In carrying out its objective, the corporation has the duty to effect compliance by the owners as set out in the Condominium Act, the Declaration, the By-Laws and the Rules.

A Board of Directors elected by the owners manages the Condominium Corporation. The Board will consist of five (5) directors and their terms of office cannot exceed three (3) years. A Director must be at least 18 years of age and cannot be an un-discharged bankrupt or mentally incompetent person. The number, qualifications, methods of election, term of office and remuneration of Directors are set out in by-laws passed by the Board of Directors and approved at a meeting of owners.

Directors can only carry out the business of the Board at a board meeting where there is a quorum. A quorum is three (3) unless the By-laws require a larger number.

Condominium Rules and Regulations

The Declaration forms the basis for the rules governing the Condominium and can only be changed with the consent of eighty (80%) percent of the homeowners.

The Board may also pass **By-laws** dealing with a wide range of matters such as maintenance of the common elements, assessment and collection of common expenses and Corporation assets and duties. By-laws are not effective until confirmed by at least 51 percent at a meeting of the homeowners. By-laws can only be changed or repealed by the passage of new By-laws.

The Board also has the power to create rules relating to the use of common elements and units. **Rules** are passed by resolution of the Board, and become effective thirty (30) days after notice of the rule has been given to each owner. The Board does not need the permission of the owners to pass a rule; however, owners can amend or repeal a rule at an Owners' meeting called for that purpose.

Common Expenses

Condominium owners are required to pay monthly fees used to run the condominium corporation. The amount of that fee is based on a yearly budget, which will include all expenditures such as utilities, maintenance and repair, management fees and insurance.

Common Element Fees (CE Fees) are your share of the common element expenses. For your convenience, we are pleased to recommend the option **of Pre-Authorized Payments** for payment of CE fees. Simply complete the Pre-Authorized Payment form and the CE payment will automatically withdraw from your bank account on the first day of each month. Please deliver the pre-authorized form or post-dated cheques to the Property Management office. **For Safety and security reasons, WE DO NOT ACCEPT CASH.**

All condominiums must also contribute to a **Reserve Fund**, which is a special fund set up to pay for major repairs and replacements that are needed to maintain the building(s). A special report known as a **Reserve Fund Study** will be prepared for the Condominium. This report predicts a maintenance schedule for major items and calculates the amount of money that the Corporation will contribute each year to cover these future costs. A Reserve Fund Study helps eliminate the need for a special assessment, which is an extra bill to owners to cover expenses.

If the Board has over-estimated common expenses, there can be no direct refund to the owners. Instead, the surplus must be applied to future common expenses or transferred into the Reserve Fund. **If an owner does not pay their portion of the common expenses, the Corporation can place a lien against their property, which may lead to the sale of their unit to cover their expenses.**

Repairs and Maintenance

The responsibilities regarding repairs and maintenance are outlined in the Declaration and pinpointed above. Please read this section carefully.

Annual General Meeting/Owners' Meeting

Subsequently an Annual General Meeting (AGM) will be held within six (6) months of the end of each fiscal year of the corporation. At least fifteen (15) days notice must be given for every meeting of owners, and twenty-five (25%) percent of unit owners constitutes a quorum.

At an annual meeting, the owners will elect the Directors, approve by-laws, and deal with other matters. All voting by owners is on the basis of one (1) vote per unit. The Corporation's lawyer can provide specific advice regarding the conduct of owners meeting.

MAINTENANCE EMERGENCIES

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

- | | |
|---|--------------|
| 1. Property Manager (during business hours) | 416-255-8731 |
| 2. Concierge | 416-255-8588 |

Please keep these numbers in a convenient place for emergency use.

EMERGENCY TELEPHONE NUMBERS

AMBULANCE	911
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Please contact the concierge when an ambulance has been called to ensure access to the building and an elevator will be ready for their use upon arrival.

AMBULANCE (Services) – Direct Line	905-791-7800
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FIRE DEPARTMENT	911
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Please contact the concierge when the fire department has been called to ensure access to the building and an elevator will be ready for their use upon arrival.

COMMONLY CALLED NUMBERS

FIRE DEPARTMENT (general inquiries)	905-871-2700
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POLICE DEPARTMENT (direct line)	416-808-2222
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ENBRIDGE ELECTRIC CONNECTIONS	866-449-4423
BELL CANADA (Business Office)	416-599-3911

ROGERS CABLE & PHONE SERVICE	888-764-3771
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CRIME PREVENTION TIPS FOR RESIDENTS

- Ensure visitors are screened before you allow entry. Do not allow people to piggy back either thru the pedestrian doors or the garage door
- When answering the intercom, be sure you **know** who is there, and allow entry only when you are certain of identity.
- Do not allow others to enter with you at the lobby door unless you know they are residents. Do not allow people to piggy back either through the pedestrian doors or the garage door.
- 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 the elevator, make sure you are not followed to your suite.
- Maintain good control of your suite access card/FOB.
- When out, secure balcony doors and windows.
- Advise the Concierge or Property Management of all suspicious activity around the building.
- Advise the Property Manager of defects, lights out, etc.
- Be aware of unauthorized persons loitering in the underground parking garage. If in doubt, lock your doors and drive back out.
- Do not allow others to follow you into the underground garage.
- When leaving your vehicle in an underground parking garage, lock all doors and windows, keep valuables out of sight, have your access card ready to enter building, and report any suspicious activity immediately to both Building Management and the Police.
- This is by no means an exhaustive list of tips to reduce your chances of becoming involved as a victim. Always use good common sense be alert, and you will have reduced your potential, dramatically.

Basic Rules to Keep Condo Life Enjoyable for All

Living in a community entails both rights and responsibilities, a curtailing of personal freedoms for the greater comfort of all. In the neighbourhood, it might mean not firing up the lawn mower at dawn, or turning down the outdoor stereo after dusk. Good fences make good neighbours; they're a way to balance privacy and civility.

In a condominium high rise, the only fences are the walls between the units. But whether it's a tiny row of townhouses or a vertical community larger than many towns, co-operation is key. Living in such close proximity isn't for everyone. You should think long and hard about buying a condo if you're not prepared to co-exist. Renters too, should know that living in a condo is different from apartment dwelling. They are also bound by the corporation's rules. Ignorance is no excuse.

1. Honour your neighbour.

Keep the noise down - or invite them to the party – the same way you should wind down a backyard BBQ before the wee hours. Saying hello as you pass in hall, holding the door for someone with packages in hand, not pushing the close button on the elevator when you can hear footsteps approach – are all measures of common courtesy.

2. Respect the property manager.

You employ this person to ensure the quiet enjoyment of your home. If someone three floors away is drilling holes or laying a parquet floor outside the approved hours, let the property manager handle it. Often, this can be done with a phone call or formal letter, leaving you anonymous. That way, the complaint is on file and you avoid any dangerous confrontations. The management can pursue legal remedies, if necessary.

3. Respect the property.

You own it all, from the lounge to the common areas, the garage, the sauna, the pool, etc. Any deterioration or damage to the building will bring down property values. So, champagne glasses in the hot tub? Cigarette burns on the hall carpet? Gouged hallways from moving? Peeing in the pool? Just say no. (I once saw a woman spray-painting a wooden stool in the hallway)! If you see it, report it to the management office or security. If it's serious, contact the police.

4. Push your own garbage all the way down the chute.

Not halfway, not unbagged or untied and, if it's too big (such as a large appliance box), take it to the garbage room. It's your garbage, your responsibility. Preventing the infestation of pests is everybody's concern.

5. Control your pets.

If you have a pet, you should be in control of it at all times - in a crowded elevator, where inappropriate sniffing, licking or jumping occurs; in the hallways, where it is not suitable to let the animal out for a walk; on common-area balconies or roof decks, where Skippy might opt for a constitutional. People who fear large dogs or are allergic to cats or ferret will appreciate your sensitivity and good manners. When taking your pet outside for his daily walk, remember your manners and city by-laws - Stoop and scoop.

6. Control your children.

Little darlings running amok in hallways, pressing all the elevator buttons or leaving footprints on walls, do not endear themselves to their parents or their neighbours. Worse, children left alone or unsupervised around pools, saunas, balconies or exercise machinery can be injured or killed. Whether they're your kids or they are in your temporary care, keep a watchful eye. Please.

7. Keep the building safe.

If something doesn't seem right, please contact security. You have a right to know who's on your property. (Lurking strangers, defaced property, dangerous doings in the stairwells, newspapers piling up outside someone's door).

8. You shall not toss cigarette butts, ashes or floor sweepings off the balcony.

Your neighbour below has a right to enjoy the fresh air without having to hold an umbrella. Be careful when watering plants that a torrent of water doesn't ruin your neighbour's roses. Above all, don't barbeque on your balcony.

9. Do not leave water running when leaving the building.

In high rises, damage from floods costs several hundred thousand dollars a year.

Burst washing machine hoses, overflowing toilets and dishwasher disasters can wreak havoc for residents several floors below you. If you're going away for an extended period, shut off water supplies to appliances and toilets to prevent unwanted surprises.

10. Parking garage is not an 'Indy 500' test track.

Roaring around corners or racing along the underground straightaway can seriously injure someone exiting their parked car, walking with a baby stroller, or moving slowly because of age infirmity. A minute's thoughtlessness could lead to a lifetime of tragedy.

Will the extra minute saved really matter? Think about it!