



WELCOME PACKAGE THE500 CONDOS & LOFTS

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WELCOME INFORMATION FOR NEW RESIDENTS

First of all, we want to welcome you to your new home at Toronto Standard Condominium Corporation (TSCC) No. 2123. Here at The 500, our community within a community is a rare find in a city as big and diverse as Toronto, and is a testament to all who live here.

At TSCC 2123, we have an on-site management office (temporarily located on the second floor) which is staffed with a full-time manager and assistant property manager during business hours of 8 am - 5 pm Monday to Friday. Should you have an emergency after hours, we have a live call-in service to assist you. If you cannot visit us in person and have a question or special request, we are a phone call, email or letter away.

Both new and experienced condominium homeowners can get overwhelmed by the documentation that they receive when they purchase their unit and at closing from their lawyer. We urge you to take the time to read those documents, as they are extremely important to your satisfaction as a condominium owner.

This welcome package has been designed to provide you with helpful information to get you more acquainted with the complex, to assist you with your move-in and deliveries to better understand how things run and work, and the do's and don'ts within our community. For your convenience, the next page contains a list of telephone numbers for easy reference. Please take some time now to read through this package and get familiar with what property management will do on your behalf, how the concierge can assist you, details regarding the amenities, common area rules, policies and procedures, and taking care of some of the equipment within your suite. While we all hope they never occur, we have provided you with information on how to deal with fire emergencies. Also attached are a number of forms for you to complete and return to Property Management directly or via the Concierge.

If you are an owner and leasing your unit, please pass this package on to your tenant, along with a copy of the bylaws and rules to assist your tenant with living in their new accommodations. If you are a tenant, please ask your landlord for a copy of the bylaws and rules. A copy will also be available online at Condo Control Central.

We hope that the information enclosed will provide helpful, useful and enjoyable reading for you and we welcome you to your new home and community. If you have a question, just ask us, as we are here to assist you in making The 500 an enjoyable place to live.

Yours truly,

PRINCIPLE PROPERTY MANAGEMENT LTD.

As Agent for and on behalf of the Toronto Standard Condominium Corporation 2123

Milos Tasic
Senior Property Manager

CONTACT INFORMATION:

Property Management Ltd.

On-Site Management Office:

Tel: (416) 928-9111

Fax: (416) 928-3041

Email: milos@principlepm.ca

Email: amy@principlepm.ca

Mr. Milos Tosic, Property Manager, can also be reached at (416) 928-9111. He is available to residents during regular business hours on Monday to Friday between 9 a.m. – 5 p.m. except statutory holidays.

Ms. Amy Tang, Assistant Property Manager, can be reached at (416) 928-9111. She is available to residents during regular business hours on Monday to Friday between 8 a.m. – 4 p.m. except statutory holidays.

Mr. Stefan Muthi, Superintendent, can also be reached via Concierge (416) 928-2902. He is available to residents during regular business hours on Monday to Friday except statutory holidays. Should you require any emergency assistance (e.g., flood, fire) outside those hours, please contact security located in the main lobby.

Management office located temporary on the **2nd floor in the Private Screening room (Theater room)**

Property Management Head Office:

1 Yonge Street, Suite 1801 (Toronto Star Building)

Toronto, Ontario, M5E 1W7

Main Reception: (416) 306-2494

Fax: (416) 369-0515-2222

Concierge/Security Desk (24/7):

Location: main floor lobby

Tel: (416) 928-2902

Autoshare:

Website: www.autoshare.com

Main: (416) 340-7888

Located on P1 level

Building Address:

500 Sherbourne Street, Toronto, ON M4X 1L1

Emergencies (ambulance, fire, police):

Tel: 911

Poison Control:

Tel: (416) 813-5900

Crime Stoppers:

Tel: (416) 222-8477

Policy (non-emergencies):

Tel: (416) 808-2222

Toronto Hydro:

Tel: (416) 542-8000

Website: www.torontohydro.com

Carma Billing Services

Tel: 1-888-298-336

Email: info@carmabillingservices.com

City of Toronto:

Website: www.toronto.ca

Canada Post:

Website: www.canadapost.ca

Bell:

Tel: (416) 310-2355

Website: www.bell.ca

Rogers:

Tel: 1 (866) 902-9534

Website: www.rogers.com

Toronto Transit Commission:

Website: www.ttc.ca

Go Transit:

Website: www.gotransit.com

1. **PROPERTY MANAGEMENT**

PRINCIPLE PROPERTY MANAGEMENT Ltd. has been retained to manage the complex. The Property Manager deals with the day-to-day operations and condominium related concerns of the residents. Property Management is accountable to, and takes direction from the Condominium Corporation's Board of Directors and is directly responsible for the maintenance, appearance and upkeep of all the Common Elements throughout the complex. The Property Manager also carries out the supervision of any on-site staff, concierge personnel and trade suppliers. If you experience any problems with the property or on-site personnel, please contact the Property Manager.

If you have an emergency after regular business hours and require Management personnel, please contact the Concierge at (416) 928-2902.

2. **RESIDENT INFORMATION**

It is imperative for your safety and security that anyone who has not yet done so, completes a Resident Information Form, which supplies pertinent information to your Property Manager. It is also important that this information be kept current. For your convenience, we have attached a form to this handout. We respectfully request that you complete it and return it to Management or to the Concierge Desk at your earliest convenience. **Please rest assured that all Resident information is held in the strictest confidence.**

3. **TELEPHONE NUMBER – WHOM TO CALL**

Property Management: Monday to Friday from 9:00 am to 5:00 pm (except statutory holidays) for questions, problems, clarification, etc.

Emergencies: After business hours, call Concierge/Security at (416) 928-2902 and they will contact the Property Manager or the appropriate party.

Move-ins, Move-outs, and Deliveries: All move-ins, move-outs and deliveries must be pre-booked with the Concierge/Management office.

Time slots are as follows:

Monday to Saturday: 09:00 am – 5:00 pm
06:00 pm – 8:00 pm

Booking Amenities: To pre-book amenities (such as multi-purpose room, theatre room, guest suites, etc.) please sign in online at Condo Control Center at www.500condos.com. For further information, please see the attached form. For confirmation or further questions, please contact management.

Concierge: The Concierge is available seven (7) days a week, twenty-four (24) hours a day.

In-Suite Deficiencies:

As far as in-unit maintenance, obligation is explicit in subsection 90(1) of the Act and Part 7, Section 36(a) of the Declaration (collectively, the "Unit Maintenance Obligations").

7. Subsection 90(1) of the Act provides:

“the Corporation shall maintain the common elements and each owner shall maintain the owner’s unit”.

8. Part 7, Section 36(a) of the Declaration provides:

“each owner shall maintain his or her unit, and, subject to the provisions of this declaration, each other shall repair his or her unit after damage, all at such owner’s sole cost and expense”

4. BOARD OF DIRECTORS

The Board of Directors is responsible for looking after the affairs of the Corporation and enforcing the Declaration, By-laws and Rules (the governing documents, along with the Condominium Act). The first Board was elected at the turnover meeting which was held approximately two months after the building was registered. Current board members are listed on the Condo Control Central.

To contact the Board of Directors, please send all communication via the Property Management office.

5. SUPERINTENDENT

The building has one live-in superintendent whose responsibility is to deal with the day-to-day maintenance, assist the building’s contractors, and assist residents where possible. The superintendent is on a duty Monday to Friday 9:00 am to 5:00 pm. Should you require any emergency assistance outside those hours, please contact Security/Concierge desk located in the main lobby. Superintendent reports to the Property Manager.

6. CONCIERGE / SECURITY

The Concierge and Security staff is on duty twenty-four (24) hours a day, seven (7) days a week. The Concierge/Security reports to the Property Manager.

The concierge can accept some deliveries on your behalf. Only parcels smaller with a weight up to 20 pounds can be received. The Concierge staff cannot accept perishable goods such as food or registered mail due to liability concerns and cannot leave the desk to bring a parcel to you. You must sign a liability waiver absolving the Concierge and Property Management of any responsibility for loss or damage. A parcel waiver has been attached. Please complete and drop it off to the Concierge at your convenience.

Security monitors the building’s video cameras while on duty and will notify the Police or Fire Department should there be a concern. Fire alarms are monitored off-site. During a fire alarm the Concierge is responsible for meeting the Fire Department and advising them of the nature and location of the emergency. They will provide the Fire Department with a set of master keys and a list of residents requiring assistance. Should you require assistance to evacuate in the event of an emergency, please complete the “Person’s Requiring Special Assistance” information form attached and submit it to the Concierge.

If you are booking telephone and cable television connections, please ensure that you advise them to have their technicians do their service at the building during 8:00 a.m. and 8:00 p.m. from Monday to Saturday. The Concierge will allow these technicians access to the building’s telecommunications room, but not into your suite.

7. CLEANERS

Please note that the Cleaners are responsible for cleaning the common areas of the building and moving the garbage bins in and out of the areas. Cleaners have not been retained to do any work within your suite. If you have any concerns about the cleanliness of any common areas, please contact Property Management.

8. MOVING AND DELIVERIES

Except without prior written authorization of the Board of Directors or Property Management, moving and deliveries shall be permitted only between the hours of 9:00 am to 5:00 pm and 6:00pm to 8:00pm, Monday through Saturday. You must complete an "Elevator Reservation Agreement" form available from the concierge desk or the management office. Please book the elevator on www.500condos.com and provide the management with a security deposit of \$500.00. If you do not have access to our Website Portal for a login and password, feel free to contact Management.

Moves and deliveries must be booked at least twenty-four (24) hours in advance so that the elevator may be protected with moving blankets. Reservations for moving are made on first come, first served basis. The delivery person must contact the Concierge to have the elevator placed on service upon arrival at the site.

It shall be the responsibility of the owner through the person reserving the service elevator to notify the Concierge and to request an inspection of the service elevator and adjacent common elements immediately prior to using the elevator. Upon completion of moving into or out of the building or the delivery, the owner reserving the service elevator shall forthwith request an immediate re-inspection of the service elevator and affected common elements. Any damage noted during the re-inspection and not noted on the initial inspection shall be deemed to be the responsibility of the owner of the suite and the person reserving the service elevator. The Property Manager as soon as possible following the move shall assess the cost of repairs, which shall include the cost of any extra cleaning, or damage and the parties responsible shall be advised.

During the term of the reservation, and while any exterior doors are in an open position, the owner or person reserving the service elevator shall take reasonable precautions to prevent unauthorized entry into the building. Please do not obstruct corridors and elevator lobbies prior to, during or after the term of reservation.

We request that you be considerate of your neighbours. Please ask the delivery/moving people to remove all cardboard and boxes from the site. All moving material must be broken down and deposited into the cardboard/paper recycling bin, located in the moving room on the ground floor. Do not dispose of any moving materials down the garbage chute.

9. ENTERPHONE SYSTEM

Your guest just needs to push the call button and the system will contact the Concierge. Be sure to give your visitor your suite number, as it is not identified in the lobby. The Concierge will then call you for your confirmation and allow the guest to enter.

10. **VISITORS AND VISITORS' PARKING**

There are visitor parking located on P1 level. After your guest(s) have parked, they must then register their vehicle information and the unit they are visiting to the Concierge. They will then confirm and allow permission to the visitor parking spot.

Owners can request a permit for up to 7 days of parking per month for one guest (i.e., one license plate), after the 7 days are used further permission from the management is needed to provide another permit and this may or may not be permitted based on the circumstances.

Please do not use visitor parking to park your own vehicle, unless you are dropping off large items and will only be 15 minutes or less. These stalls are for visitors and not for resident's use. Security does monitor and ticket vehicles from time to time.

11. **ACCESS CARDS / GARAGE REMOTES**

Each suite owner was supplied with two (2) fob/remote cards upon purchase, which provide easy access to the exercise room, main entranceways and parking garage. Additional fob may be purchased by residents at the Property Management office. If you are a tenant, please provide written authorization by your landlord authorizing you to purchase additional FOBs. Only 4 FOBs are permitted per suite. Access fobs are \$100 and remotes for parking are \$130.00.

If you lose a fob/remote card or it is broken, notify the Concierge or Property Manager immediately so we can disconnect its accessibility.

The garage door entrance is intended to allow only one vehicle or bicycle entry at a time. Any driver entering behind another vehicle without using the fob/remote card runs the risk of damaging their vehicle and/or the common elements. Please use the fob/remote at all times, even if the garage door is in the open position, in order to reset the timer and to avoid such damage.

12. **SUITE KEYS**

In accordance with the Declaration of your corporation all suite door keys are on one master key. The master key system allows us to gain immediate access in case of an emergency fire or flood. Prior to changing your lock please contact Property Management to ensure that your lock remains on the master system. The cost to have a lock put back on the master system, should it be required, will be at your expense. Safety chain/double locks, etc., may not be attached to suite entry door without the consent of the Board of Directors.

13. **MAIL BOX KEYS**

All residents have been supplied with two mailbox keys. They are for opening your suite's mailbox located in the lobby. It is essential that your keys be kept in a safe place. Should you lose your mailbox key, notify Property Management. They will instruct you on how to obtain additional keys.

14. **SECURITY FEATURES**

A Personal Alarm System is located within your unit (For further instructions please ask management for the manual). When activated, an alarm is sent to the Concierge desk. The concierge will identify the location of the alarm and respond by contacting the necessary authorities, should this be requested. The Concierge also monitors the recording devices for the cameras that have been strategically placed throughout the parking garage and building in general.

15. OPENING OF SUITE DOORS / VISITORS

The only circumstance where a suite door will be opened would be on an emergency basis (such as life safety, smoke/fire or flood) or in the normal practice of managing the condominium at the direction of the Property Manager.

16. VACATIONS AND OTHER ABSENCES

Please notify the Concierge if you intend to leave your suite unattended for extended periods of time and include in the information names of people authorized to enter your suite, as well as a contact person that we could call in case of an emergency. This can be easily updated online on our web portal www.500condos.com.

We also suggest that you shut off the water supply to your suite prior to leaving. The main shut-offs are located underneath the bathroom vanities.

17. CORPORATION DOCUMENTS

Your legal counsel shall provide you with your Declaration, By-laws and Rules when you take possession of your suite. If you are an owner and leasing your unit, please pass this information to your tenant, along with a copy of the bylaws and rules to assist your tenant with living in their new accommodations. If you are a tenant, please ask your landlord for a copy of the By-laws and Rules. The rules are made pursuant to the Condominium Act, S.O. 1998, and shall be observed and followed by all owners and any other person occupying the unit with owner's approval including without limitations, members of the owner's family, tenants, guests, and invitees.

Please contact Property Management if you do not receive a copy. Management will charge a twenty dollar (\$20.00) per hour administration fee plus twenty-five cents (\$0.25) per photocopy for copying services. Copies can also be emailed to you. The Board of Directors is permitted to modify the rules of the Condominium and may institute new rules from time to time. You will be informed in writing if this occurs. Corporation documents can be easily accessed online on our web portal www.500condos.com.

18. COMMON ELEMENT FEES PAYMENTS (CEF)

Upon final closing of your unit, you will be advised by your lawyer to make arrangements for payment of the Common Element Assessment Fees. Common Expense Fees are due and payable by the owner to the Corporation on the 1st day of each month. Owners can/should complete the pre-authorized payment form supplied by the management and provide a void cheque. Instructions are located on the form. A copy of this form is attached.

Two (2) week notice, prior to the first of the month, is required to start or stop a pre-authorized debit from a bank account.

When an owner fails to make their CEF payment the Corporation must take steps to enforce their lien rights as per the *Condominium Act, 1998*. A lien is a claim or charge against property for the payment of a debt or obligation. A lien for Common Element Fees may be enforced in the same manner as a mortgage. The lien covers not only the unpaid expenses and interest, but also "all reasonable costs, charges and expenses incurred by the Corporation in connection with the collection or attempted collection of the unpaid amount." The Corporation is obligated to send a "Notice of Lien" known as a Form 14 to all owners prior to registration of the lien. To avoid any charges please make your payments as required.

19. **UTILITIES (HYDRO, GAS AND WATER)**

All residents are billed directly for the usage of electricity by Carma Billing Services Inc. Carma is licensed by the Ontario Energy Board to provide Billing Services to sub-metered properties. Residents pay **ONLY for what they use** and can control monthly utility expenses. Carma offers several payment options, including telephone and internet banking, pre-authorized payments or by credit card. If you have any questions regarding this service, invoices or meter accuracy, please contact the Carma Call Center at 1-888-298-3336 or email: info@carmabillingservices.com.

The cost of all water and gas consumed, whether on the Common Elements or individual suite is paid for by the Condominium Corporation and are 'Bulk Metered.'

Please do your part to help conserve energy and water. The cost of utilities represents a significant portion of the monthly Common Element Fees.

20. **COMMUNICATION**

Newsletters and bulletins are issued periodically. Check the electronic notice board located by the mailroom, and in the elevators. Some messages may be sent to you via condo central automated messaging system, or via email if you have allowed for that. We are not permitted to provide advertising or promote or endorse any businesses or issues not pertaining to condominium business.

21. **MAIL DELIVERY**

All residents must pick up their mail from the mail box located in the mailroom on the main floor.

If you will be away for extended period of time, please contact Canada Post directly to hold your mail.

22. **WASTE MANAGEMENT (GARBAGE / RECYCLING / ORGANICS)**

We request that you be considerate of your neighbours, and only use the waste management chute between the hours of 8:00 a.m. and 10:00 p.m. Your waste management system is equipped with a tri-sorter. There is one chute located in each chute room with buttons to sort for household waste and organics, and recycling. Please ensure you push your bags/items/materials completely down the chute. Do not leave any materials on the chute room floor.

Please do not put oversize items into it or else the system will back up. Cleaning of the chute is time consuming and can be expensive. If it is proven that garbage from your suite clogs the chute, your suite may be charged the repair costs.

DO NOT put large pieces of cardboard or bags into the chute, as it is possible to cause a blockage and a charge back will be issued to your suite to clear any blockages. Also, glass and any organics should be bagged before it is disposed of. Kindly take any large material down to the recycling room located on the ground floor. Cardboard boxes must be broken down prior to disposal.

All large furniture items for disposal must be arranged with Management and the Concierge at least 48 hours prior to disposal.

No resident shall permit any burning material, including burning cigarettes, cigars, or other ignited material to be deposited in the waste management chute or waste management bins.

For residents living on the first floor, waste, recycling and organic materials must be taken directly to the waste management room located on the first level in front of the mailbox area.

Please refer to instructions posted in the chute rooms, and for more details you can visit the City of Toronto's website regarding waste management: www.toronto.ca/garbage.

23. **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 per hour and adhere to all posted signs. **Residents are allowed to park in their own parking unit(s) only.** Please ensure you are parked in the correct numbered unit. The units are marked in accordance with the legal description.

Vehicles parked in unauthorized units will be ticketed and/or towed at the owner's expense. Please ensure the management office has your correct license plate number. Parking will be strictly enforced. In the event that you are unable to park in your designated spot for whatever reason, please contact the management office for an alternative parking arrangement. Do not park in another unit. **Parking tickets will not be reimbursed or cancelled.**

24. **PARKING GARAGE**

A sealant is installed on the garage floor which prevents water and road salt brought into the garage on vehicles from penetrating into the cement. These contaminants can cause structural damage to the garage floor and foundation.

If oil leaks or spills of any kind occur, please clean them with soap and water or place an absorbent material on the spot to soak up the spill and clean the area at a later date. Leaks left for any lengthy period of time may result in damage to the garage surface. It is the financial responsibility of the owner of the parking unit to return this surface to its original condition. Repairs to the membrane are expensive and a few minutes of your time could avoid this unnecessary expense.

Vehicle repairs, oil changes and storage of non-functional vehicles or other items are not permitted in the parking units. Parking units are for vehicles only and **are not to be used for storage of any other articles**. Items left in the garage will be removed and may be discarded without notice and all fees will be charged back to the unit that is found responsible for the items.

25. **BICYCLES**

Bicycles should be stored in your personal bicycle storage unit. Please do not bring bicycles through the lobby or onto the elevators.

If you wish to purchase a Board approved bicycle rack to be installed in your parking stall, please contact Property Management for further details. If you do not own a parking spot you may also rent a bicycle storage unit for annual fee of \$50.00 for the annual period starting from the month of July to June 30. Note if you do not begin your rent of the bike rack with the annual cycle the annual fee will still apply.

26. IN-SUITE AIR CONDITIONING AND HEATING – HEAT PUMP UNITS

Heat Pump System

The building is designed with a Heat Pump System, which has a number of benefits over other conventional systems. Heat Pump units are smaller and take up less space in the suite than other systems. They are also quieter in operation and more efficient. These units permit complete control over the heating and cooling of our individual suites all year around. Certain maintenance procedures are required to keep your Heat Pump functioning properly.

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

Heat Pump Functioning

The heat pump system requires a central boiler, pumps and cooler, which are located in the Common Element areas of the building. There is a continuous loop of liquid that circulates throughout the system. This loop connects all the individual heat pumps to the central boiler and cooling tower. When all units are cooling, heat is extracted from the loop by the cooling tower.

The central system is part of the Common Elements of the building and its maintenance is paid for by your Common Element fees.

Each individual heat pump can either heat or cool and is controlled by a thermostat. When a unit is cooling, it is taking heat out of the air and putting it into the loop. When a unit is heating, it is taking heat out of the loop. On a sunny winter day, for example, units on the south side of the building may be in cooling mode and the heat energy they are extracting would be transferred to units on the north side of the building. Thus, heating and cooling are accomplished without using the central boiler or cooling tower. For this reason, this system is very energy efficient and is able to make use of solar heat gain.

The Corporation is responsible for the cost of maintaining and repairing the complete heat pump unit in each unit. Each owner of the dwelling unit shall accordingly notify the Corporation or the Property Management regarding any needed maintenance. All work will be inspected and performed by Corporations authorized contractors.

Heat Pump Maintenance

The Heat Pump unit has been designed to be as low maintenance as possible. However, a semi-annual maintenance check is performed and the filter in the unit changed every 6 months. This maintenance is performed by the Corporation.

We strongly recommend that you replace the air filter in your suite every three months, especially if you have pets. Filters are readily available and can be purchased at the Management office.

Do not place any furniture in front of the heat pump as this restricts air circulation to the pump and may result in the pump overheating and shutting off.

Thermostats

Most people are unaware that they can damage their heat pump systems by improperly using their thermostats. The first rule of thermostat use is to never adjust the temperature on the thermostat, up or down, unless the system switch on the thermostat is in the OFF position. Anytime you find it necessary to adjust your thermostat please follow these steps:

- a) Switch system to the off position.
- b) Make the necessary temperature adjustment.
- c) Wait at least two (2) minutes.
- d) Set the switch to the Heat or Cool position.

Failure to follow this procedure can short cycle the compressor. Short cycling can blow fuses, trip circuit breakers and if done often enough, can (and eventually will) destroy the compressor.

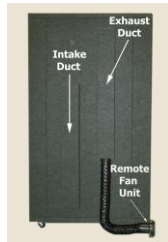
27. **WEATHER STRIPPING**

The building has been engineered to have fresh air provided from the halls. **Do not install weather-stripping on the entrance door.** It can cause condensation, which deteriorates drywall and wood sills and creates mould that typically appears in the corners of drywall and on window surfaces.

28. **IN-SUITE ALARMS**

There is an in-suite security monitoring system wired into all the suites which connects to the Concierge Desk. (For further instructions please ask management for the manual). When activated an alarm is sent to the Concierge desk. Concierge will identify the location of the alarm and respond by contacting the necessary authorities, should this be requested.

29. **IN-SUITE LAUNDRY**



The lint trap in your machine should be cleaned after each load. There is another built-in lint trap to be serviced and it is located in the exhaust duct, ahead of the exhaust fan (usually located above the laundry machines in the ceiling). This built-in trap has been installed to reduce the change of escaping lint fouling the exhaust system.

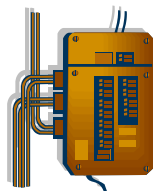
To avoid blocked ducts, humidity problems and slow drying clothes, clean this trap after every load or at least once a week.

Ensure that the washer drain hose is correctly inserted into the drainpipe before using the machine.

Inspect washer hoses on a regular basis.

Make sure you turn hot and cold water valves off when leaving your home for an extended period of time.

30. **IN-SUITE ELECTRICAL**



Your electrical panel circuit breakers are generally located in the main hallway of your suite. The main breaker that supplies electricity to your in-suite panel is located in a corridor electrical room. It is unusual for this breaker to trip. If this breaker trips, your suite would be totally without power. If your suite is totally without power please check to see if the power supply to the building has failed. If other neighbours have lost power or the emergency hall lights are on then the building has lost power. If unable to determine the problem, please contact the Concierge or Property Manager for assistance.

Suite Electrical Failure: Each breaker is identified for its general purpose. In the case of electrical failure, first check this panel for a “tripped” breaker in the “off” position. To reset, push the breaker all the way “off” and then “on”.

Please Note: Always have a qualified Electrician perform any electrical work.

31. IN-SUITE WATER SHUT OFF VALVES



Your suite valves are generally located in the vanity cabinet of your bathroom. Please familiarize yourself with the location of these shut off valves. Ensure that these shut off valves are always accessible. If you are doing any plumbing modifications, please remember that PVC piping is not permitted and that you may need Board approval for major renovations. Please consult Management.

32. WATER LEAKS

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

33. CORRIDORS, DOORS AND SUITE DOORS

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

Do not fix anything to a suite door such as door knockers, signs, wreaths and other decorations. You will be asked to remove these items, or those items will be removed.

Doorknockers, seasonal decorations such as wreaths or signs on unit doors are not permitted. The suite doorways are a part of the common elements of the Condominium Corporation.

34. NOISE

All residents and their guests are requested to have consideration for their neighbours on all sides. Loud music, boisterous parties in overcrowded suites, barking dogs, obnoxious conduct on balconies or an unwillingness to restrict such behavior will result in action being taken by Property Manager and the Concierge 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 around you. Do not let your suite door slam when closing. Please consider others when entertaining. Should someone show a complete lack of consideration of your right to peace and quiet, please call the Concierge desk and put your complaint in writing to the Management. In emergency situations, call the Police directly and advise Property Management and/or the Concierge thereafter.

35. MAINTENANCE / REPAIRS

All unit maintenance is the owner's responsibility, so if you require maintenance work, please feel free to contact the licensed contractor of your choice. If you would like to be referred to someone, Property Management would be pleased to provide you with names and numbers of trade's people we have had favourable experiences with in the past.

36. **LOCKERS**

Ensure that all articles stored in lockers are kept within the space you have purchased. **Remember that you have purchased the locker space itself, and not the area above or around the enclosure.** We encourage you to ensure that all items located within the locker room are kept elevated from the floor and/or have all items placed under a plastic cover. The condominium corporation is not responsible for any items that are damaged as a result of water leakage. Stored items should be appropriately insured. The corporation is not responsible for any lost or stolen items.

Storage of gasoline, propane or any other combustible materials is not permitted.

37. **SOLICITING**

No business solicitation or canvassing is permitted, **other than for political elections**, within this condominium. Please contact the Concierge should a canvasser bother you

38. **BALCONIES, TERRACES AND WINDOWS**

No awnings or shades may be erected over or outside of the windows, balconies or terraces. Nothing may be placed on the outside of the window sills or projections of any suite. Nothing may be thrown out of the windows or doors of the building or from the balcony or terraces. No mops or brooms, bedding, etc., shall be shaken from any window or door.

Seasonal furniture is permitted on the balcony/terraces provided that it does not exceed the recommended weight restriction and must be removed and stored during the winter months.

Seasonal plants are permitted provided that they are contained in planters with drainage trays. For safety reasons hanging planters, and planters which over hang the balcony/terrace railing to the exterior are not permitted.

No lights are permitted to be strung or affixed to the exterior walls of your balcony/terrace or railings.

Residents require the approval from the Corporation's Board of Directors if they wish to install carpeting or tile on their balcony/terrace.

Residents are not permitted to throw items over their balcony/terrace, such as, cigarette butts, pop cans, garbage, etc. Throwing cigarette butts over your balcony/terrace is a fire hazard. Please use an ash tray or tin can to dispose of ashes and cigarettes and empty the ash tray immediately when done smoking.

The procedure for washing your balcony/terrace is with a damp mop only. No water is permitted to overflow from your balcony as it may cause damages to and inconvenience the neighbours below you.

Residents are responsible for cleaning their **accessible** exterior windows and the interior side of the glass panels on their balcony/terrace railings. The corporation will be arranging for non-accessible exterior windows to be cleaned. Notice will be sent to residents when this work will be performed. The contractor will have to enter those suites that have roof anchors on their balcony/terrace so that they can clean the exterior windows below. If the resident is not at home, then the Property Manager will arrange for the Concierge, superintendent and/or cleaner to allow the approved contractor access to your suite to do the work required.

39. WINTER SNOW REMOVAL – BALCONIES AND TERRACES

After a snowfall, any snow accumulation on all accessible balconies and terraces will need to be swept away and should not be allowed to accumulate and/or have contact from all doors and windows of your suite. Snow is not to be thrown over the balcony.

Snow build-up at windows and door systems may result in water penetration and secondary damages to your home if it is not completely cleared from these areas.

It is the responsibility of the homeowner/resident to clear away the snow from their **exclusive use** common area spaces.

40. GLASS RAILING PANELS

The glass used for the railing panels is a tempered glass. This material is a durable glass product, however, may be susceptible to sharp impact. Please use care and caution when sweeping snow toward these panels.

Edges of balcony dividers and glass are susceptible to shattering. Do not attach anything from balcony railing, or placed adjacent to railings.

41. SATELLITE DISHES

The Condominium Declaration prohibits the installation of any antennae, aerial, satellite dish or similar structure.

42. AMENITIES – INDOOR AND OUTDOOR

It is understood that use of all the amenities is done so at your own risk. The amenities are strictly non-smoking areas. All rules hours of operation pertaining to these facilities must be honoured. Please follow the rules that are posted in all of the amenity areas. Hours are subject to change. At selected times, the amenities will be closed for cleaning and maintenance, check the notice board for updates.

Selected amenities such as the guest suites, party room and movie room can be pre-booked with www.500condos.com. Deposits and usage/cleaning fees will be required for all bookings.

The Board of Directors reserves the right to permit exclusive use of any or all of the amenities for in-house activities for the benefit of all residents.

For residents with 20 or more guests in the party room, a duty security guard will be necessary at a cost of \$20.00/hour for a minimum of four hours, please contact management reasonably prior to your use to make the arrangements if necessary.

For specific information on all amenities please refer to the policies of the building. The information here is just to highlight key information for you.

Ground Floor:

Lounge

Hours: 24/7

Can be booked via www.500condos.com

Agreement form to be completed

Security Deposit required

Usage/Cleaning Fee to be paid

2nd Floor:

Theatre/ Private Screening Room

Hours: 9:00 a.m. to 12:00 p.m.
Can be booked via www.500condos.com
Agreement form to be completed
Security Deposit required
Usage/Cleaning Fee to be paid

Guest Suites

Hours: Based on approved bookings
Can be booked via www.500condos.com

Agreement form to be completed
Security Deposit required
Usage/Cleaning Fee to be paid

Proper foot wear is required in the following amenities:

Exercise Room

Hours: 5:30 am to 11:00pm
Subjected to 30 min of cleaning during hours
For residents and guest over the age of 16

Change Rooms and Saunas

Hours: 5:30 am to 11:00pm
Subjected to 30 min of cleaning during hours
For residents and guest over the age of 16

Yoga Room

Hours: 6:00 am to 11:00pm
Can be booked via www.500condos.com
Agreement form to be completed
Security Deposit required
Usage/Cleaning Fee to be paid

Party Room

Hours: 9:00 am to 2:00 am
Can be booked via www.500condos.com
Agreement form to be completed
Security Deposit required
Usage/Cleaning Fee to be paid

Games Room

Hours: 9:00 am to 11:00pm Subjected to change
Reservations up to 60 mins
No food or beverages are permitted
Cues, poker kit, paddles and balls must be
obtained and returned to Concierge
Any occupant under 16 must be accompanied by
a resident over 16 years or older

5th Floor:

Terrace/Patio

Hours: 8 a.m. to 11 p.m. only during summer season
Cannot be booked

BBQ's

Each resident will require booking the use of the Barbeque with the Concierge at least one day in advance. The resident must book the BBQ. Bookings by guests of the resident will not be honoured. No person under 18 years old is permitted to use the Barbeque Equipment.

43. **GENERAL**

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. Food and beverages are only permitted in the multi-purpose room (only during an approved function) and outdoor 5th floor terrace.

Proper footwear and clothing must be worn in the common areas of the building at all times.

44. **INSURANCE**

The Corporation's insurance does not cover a number of items within your suite or your personal belongings. We recommend all owners obtain insurance that covers liability insurance, content insurance, betterments and improvements insurance, and loss assessment insurance including insurance deductible coverage.

The suite owner may be held responsible for the Corporation's deductible. Should the claim be below the deductible amount, the owner is responsible for the entire cost. Ensure that you are carrying the appropriate coverage for condominium living.

We suggest that after settling in you take an inventory of all your contents, and if possible, videotape the items. If anything is lost or damaged, it is difficult to convince your insurance company of the value. Pictures say a thousand words.

On a lighter note we would like to advise you that because you live in this building, some insurance companies offer discounts as a result of the security systems, fire alarm systems, and the Concierge. All you are required to do to obtain these discounts is ask.

45. **LEASING OF UNITS – *The Condominium Act, 1998* – Section 83**

The owner of a unit who leases the unit or renewal a lease of the unit shall, within 30 days of entering into the lease or the renewal, as the case may be, notify the corporation that the unit leased, provide the corporation with the lessee's name, the owner's address and a copy of the lease or renewal or a summary of it in the form prescribed by the Minister, and provide the lessee with a copy of the declaration, by-laws and rules of the corporation. If a lease of a unit is terminated and not renewed, the owner of the unit shall notify the corporation in writing. A corporation shall maintain a record of the notices it receives under this section.

A Resident Information Form must also be completed and remitted to the Property Manager or drop it off at the Concierge Desk.

46. **PETS**

Residents must register their household domestic pets given the maximum of 2 with Property Management. Pet owners are not allowed to walk their pets unleashed anywhere

within or upon the common elements (including outside courtyard and grass areas). Pet owners must walk their pets somewhere other than the Condominium property and we ask that you please clean up after them. Pets are not permitted to be exercised in the lobbies, corridors, stairways, patios, garages or any other portion of the common elements within the building.

All damages caused by a pet to the building, floors, walls, trims, tiles, carpeting, stairs or any other portion of the common elements are the responsibility of the owner of the suite and the owner must fully reimburse the Corporation for the cost of the repair, replacement or renovation.

For your convenience, there are several pet stations located on the exterior grounds of the property. If the bag container or waste container is full please advise the Concierge of the situation.

47. IN-SUITE ANNUAL LIFE SAFETY INSPECTIONS (FIRE EQUIPMENT AND ROOF ANCHORS)

Once a year, the Corporation performs an annual inspection of your in-suite fire and life safety equipment. Residents will be provided with notice as to when this work will be done via Property Management. If the resident is not at home, then the Property Manager will arrange for the Concierge, and/or cleaner to allow the approved contractor access to your suite to do the inspections.

Tampering with the life and safety equipment in your suite or in any part of the building can endanger yourself and other residents of the building. Anyone found tampering with the life and safety equipment could be formally charged and/or fined. As well as the cost of any repairs made necessary by such tampering will be borne by the owner.

Once a year, the corporation is obligated to schedule an annual inspection of roof anchors. If you have a roof anchor on your terrace a technician will go through your suite to do the inspections. Residents will be provided with notice as to when this work will be done via Property Management.

48. EMERGENCY PROCEDURES

For ambulance, fire or police emergencies: CALL 9-1-1

When calling outside services use the appropriate address: 500 Sherbourne Street given the closet intersection is Sherbourne and Wellesley Street East.

49. FIRE SAFETY

This section outlines procedures and responsibilities for Residents and building personnel in a "fire emergency." 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. The complete cooperation of each person is required if the plan is to be successful. There are smoke alarms, heat detectors and a carbon monoxide detector located in your suite.

You are reminded not to do or permit anything to be done in the unit, or bring or keep anything therein which will in any way create a risk of fire.

Persons who require special assistance if evacuation becomes necessary should complete a Special Assistance Form and submit it to Property Management. The Corporation is required by law to keep a current list available.

IF YOU DISCOVER A FIRE

- Leave the fire area and take your keys.
- Close all doors behind you.
- Activate the fire alarm by using the pull stations.
- Telephone 911 and ask for the Fire Department. Never assume that this has been done. Know and give the correct address and location of the fire in the building.
- Use exit stairwells to leave the building immediately.

DO NOT USE ELEVATORS

- 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 the 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 in the corridor, take your suite keys, close the door behind you and leave by the nearest stairwell.
- If you encounter smoke in the corridor or stairwell, consider taking the corridor on the other side of the building, where the stairwell may be clear of smoke, or return to your suite.

IF YOU CANNOT LEAVE YOUR SUITE BECAUSE OF FIRE OR HEAVY SMOKE, REMAIN IN YOUR UNIT 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, and then signal to Fire Fighters by waving a sheet out the window.
- 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 most protected room and partially open the window for air. Close the window if smoke comes in.
- Wait to be rescued. Remain calm.
- Listen for instruction or information, which may be given by authorized personnel over the loudspeaker.

FIRE EXTINGUISHER, CONTROL AND CONFINEMENT

In the event that a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, then the door to the area should be closed to confine and contain the fire. Leave the fire area, ensure the Fire Department has been notified and wait for the Fire Department. Once the pull station has been activated, the nature and location of the alarm is automatically indicated on a fire alarm/enunciator panel, located in the main entrance foyer.

FIRE HOSE CABINETS AND EXTINGUISHERS

Fire hose cabinets are strategically located on each floor and in the underground garage. Additional fire extinguishers may be found in the mechanical areas.

ELEVATORS

The elevators have a backup system in case of a power failure. The elevators will return to the ground floor automatically. There are telephones in the elevators that are connected to the fire

control room in the building. If you require assistance the elevator phone is there for your assistance.

IN GENERAL, OCCUPANTS ARE ADVISED TO

- Know where the alarm pull stations and exits are located.
- Call 9-1-1; ask for the Fire Department immediately whenever you need assistance.
- Know the correct building address and where you are located in the building.

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

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

NOTE THAT SMOKE DETECTORS IN YOUR SUITE DO NOT ACTIVATE THE FIRE ALARM SYSTEM, HOWEVER, UNDER SEVERE HEAT CONDITIONS THE HEAT DETECTORS WILL SEND A SIGNAL TO THE MAIN FIRE PANEL AND SOUND AN ALARM

FIRE HAZARD

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

- Not store propane, gasoline or any other combustible material in your locker/suite or on your balcony.
- Not put burning material, such as cigarettes and ashes into garbage chutes.
- Not dispose of flammable liquids in the garbage chutes.
- Never force cartons, coat hangers and bundles of paper into chute because it may become blocked.
- Avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loosely hanging sleeves).
- Not use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
- Avoid careless smoking, use ashtrays and never smoke in bed.
- Not leave articles, such as shoes, rubbers, mats, etc., in the building halls.
- Disposal of hot items in the garbage may result in fire. Please ensure when depositing items in your garbage pail that they are properly cooled.

EVACUATION PROCEDURES FOR PERSONS REQUIRING SPECIAL ASSISTANCE

If you are a person who may require special assistance during an emergency, please ensure that you inform the Property Management office.

FAMILY EMERGENCY PREPAREDNESS PLAN

Please enjoy this guide with PROPERTY MANAGEMENT compliments. Although this guide is meant to be informative, helpful and interesting, it is not intended to be the final authority. Boards of Directors/Building Owners and their residents should be prepared to seek advice or opinions in the appropriate areas.

Preparing Your Family Emergency Preparedness Plan

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services (water, gas,

electricity or telephone) were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away.

Families can and do cope with disaster by preparing in advance and working together as a team. Follow the steps listed in the plan below to create your family's disaster plan. Knowing what to do is your best protection and your responsibility.

Find Out What Could Happen To You

Contact your local Red Cross chapter or emergency management office (416) 480-2500, and be prepared to take notes on the following:

- Ask what types of disasters are most likely to happen. Request information on how to prepare for each.
- Learn about your building's warning signals, i.e., fire alarm: what they sound like and what you should do when you hear them.
- Ask about animal care after a disaster. Animals may not be allowed inside emergency shelters due to health regulations.
- Find out how to help elderly or disable persons, if needed.
- Next, find out about the disaster plans at our workplace, your children's school or daycare center and other places where your family spends time.

Create a Disaster Plan

- Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire, severe weather and earthquakes to children. Plan to share responsibilities and work together as a team.
- Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet:
 1. Right outside your building in case of a sudden emergency, like a fire.
 2. Some other known place in case you can't return to a building. Everyone must know the address and phone number.
- Ask an out-of-province friend to be your *family contact* after a disaster. It's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- Discuss what to do in an evacuation. Plan how to care for your pets.

Complete the Checklist

- Post emergency telephone numbers by your phones (fire, police, ambulance, etc.).
- Teach children how and when to call 911.
- Determine the closest exit route and post the fire safety plan on the inside of the suite door for quick reference.
- Teach each family member how to use the fire extinguisher (ABC type) and show them where it's kept.
- Show responsible family member how to turn off water, gas and electricity at the main switches. (Townhouses only.)
- Conduct a home hazard hunt. During a disaster, ordinary objects in your home can cause injury or damage. Anything that can move, fall, break or cause a fire is a home hazard. For example: a lamp or a bookshelf can fall. Inspect our home or at least once a year and fix potential hazards. *Contact your local fire department to learn about home fire hazards.*
- Stock emergency supplies and assemble a Disaster Supplies Kit.
- Take a Red Cross first aid and CPR class.
- Find the safe spots in your suite for each type of disaster.
- Check if you have adequate insurance coverage.

Practice and Maintain Your Plan

- Quiz your family every six months so they remember what to do.
- Conduct quarterly fire and emergency evacuation drills.
- Replace stored water every three months and stored food every six months.
- Test and recharge your fire extinguisher(s) according to the manufacturer's instructions.
- Test your smoke detectors monthly.
- Test your carbon monoxide detectors monthly.

The following information will help you with your plan:

Emergency Supply Kit

Keep enough supplies to meet your needs for at least three days. Store these supplies in sturdy, easy-to-carry containers such as back-packs, duffel bags or covered trash containers.

Include:

- A three-day supply of water (one gallon per person per day), and food that won't spoil.
- One change of clothing and footwear per person, and one blanket or sleeping bag per person.
- A first aid kit that includes your family's prescription medications. Ensure that family prescriptions are kept separate and out of the reach of children.
- Emergency tools including a battery-powered radio, flashlight and plenty of batteries.
- An extra set of car keys and a credit card, cash or traveler's cheques.
- Sanitation supplies.
- Special items for infants, elderly or disabled family members.
- An extra pair of glasses.
- Keep important family documents in a waterproof container. Keep a smaller kit in the trunk of your car.

Utilities Shut-Off

Locate the electric breaker panel in our suite, water shut off valves and any hose bibs on terraces. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near and familiarize yourself with the location of water shut off valves.

Evacuation

Evacuate building immediately if told to do so – see Fire Safety Plan for detailed instructions.

For major disasters:

- Listen to your battery-powered radio and follow the instructions of local emergency officials.
- Wear protective clothing and sturdy shoes.
- Take our Emergency Supply Kit.
- Lock your home.
- Use travel routes specified by local authorities; don't use shortcuts because certain areas may be impossible or dangerous.

If you're sure you have time:

- Post a note telling others when you left and where you are going
- Make arrangements for your pet.



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 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 to 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 your chances are 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?

- 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 the 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 (i.e., 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 the 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 number two (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 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 (i.e., 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 states of a fire. Although the conditions are different for each fire, this could occur as early as ten (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 number 1 for details of when evacuation is and is not appropriate. If you encounter smoke during the 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 states 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 you with copies of the following materials:

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

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

