

# candyfactorylofts



## RESIDENT WELCOME PACKAGE

INCLUDES: WELCOME LETTER FROM THE BOARD OF DIRECTORS  
HIGHLIGHTS OF BY-LAWS  
RULES & REGULATIONS  
INITIAL INFORMATION FORMS

REVISED: February 2015 (previous version July 2011)

# candyfactorylofts

Metro Toronto Condominium Corporation 1328  
993 Queen Street West, Toronto, Ontario, M6J 1H2

This document contains a summary of Rules and Regulations (Excerpts from MTCC # 1328's Statutory Declaration), Fire and Safety Information, Legal Information as well as Contact information and Unit Maintenance Tips For Owner's and Tenant's

## **Introduction:**

Congratulations on being a new owner/resident of the Candy Factory Lofts. It is important that you and your family (owners and renters) fully review this document since it highlights most of the rules and regulations found in our Corporation's Statutory Declaration (the document which contains all of the bylaws related to our building). The Statutory Declaration was prepared in accordance to standards set out within the Condominium Corporation Act of the Province of Ontario on behalf of our builder, Metrontario Developments, and was included in all original Offers of Purchase and Sale. Purchasers who bought their units as a resale property should have obtained a copy of this document from their vendor. A copy of this Statutory Declaration is registered with the City of Toronto Land Registry/Land Titles office and is available to the public. Please be mindful and respectful of the contents noted herein. We trust that this update will serve to improve the way in which we all interact with our neighbors while allowing us the right to privacy and respect. We thank you for your cooperation and understanding.

## **Building:**

### **Balconies:**

- A. No part of your balcony may be used to erect a clothesline or construct a fence, lattice or barrier. You may not maintain a garbage, recycling or compost bin nor store recreation or athletic equipment (anything that may emit odors after use) on your balcony.
- B. Only quality, earth tone planter boxes may be securely mounted on the balcony's handrails. For safety reasons, they must be securely fastened on the inside of your balcony - facing your living room window.
- C. Owners/tenants are to ensure that plants do not grow out of control and become unsightly.
- D. Christmas lights are not allowed on balconies.
- E. No satellite dishes or antennas may be placed on or affixed to your balcony or surrounding walls.

**The Premises:**

- A. Smoking is not permitted anywhere on our premises; this includes the common areas such as: the rooftop terraces, hallways, stairways and landings, any/all lobbies and vestibules, garage, the party or recreation room, exercise room and any/all storage rooms.
- B. Smoking is only permitted within your own suite, on your balcony (notwithstanding the fact that your balcony is legally defined as an exclusive common element) and outside the building at ground level. Please be aware that if your smoke travels to another unit, it is your responsibility to ensure your unit is sealed appropriately.
- C. Please be mindful of whom you invite into the building. Owners/tenants are responsible for the actions of their guests, contractors or agents.
- D. Numerous video surveillance cameras monitor our building.
- E. The in-suite alarm system is fully operational. In order to use this feature, please see the front desk to activate the four-digit security password. This password will be programmed into the central data computer and will record all entries made to your suite.

**Doors:**

- A. Do not install doorknockers, doorbells, kick plates, decorations or anything on the outside of your door or doorframe. The outside of your door is considered a common element.
- B. Seasonal decorations (ie. a Christmas wreath) may be hung over the door with fishing line or string and secured from the inside of the door. Seasonal decorations are to be hung only for the duration of the holiday and must be removed immediately thereafter.
- C. Do not hang items on your doorknob as the weight will serve to pull the handle down and weaken the springs inside the assembly.
- D. Weather stripping installed by you around your door must be black, grey or white and must be properly mounted behind the frame so as to not be visible from the hallway.
- E. Report door lock problems to Nadlan Harris Management as this represents a potential safety concern.
- F. Do not add, replace or re-key your locks since locks are considered a common element. If you are concerned that too many keys are in circulation and wish to have your lock re-keyed, at your expense, please contact Nadlan-Harris Management to have them contact our Locksmith for service. Our Locksmith will re-key your lock to accept a newly formed key while maintaining the ability to allow a master key to open your door. Please note that the master key is held for fire and safety (police, ambulance, etc.) personnel only. This restricted access is required under bylaw and in accordance with the City of Toronto's Fire Safety Code.
- G. Do not prop open doors for ventilation. Open doors interfere with the circulation in the building and can affect equipment to heat or cool the hallways.

**All building Grounds:**

- A. This should be obvious but do not litter on our grounds including not throwing any garbage from windows (cigarettes, bottles ...). Deposit waste in a garbage can located in the main lobby or in front of elevator lobby - garage. Also, you may dump waste in a garbage bin located in the waste room in the rear of the building.
- B. No signage may be placed on the grounds belonging to the Corporation. "For Sale" signs must be placed on the City's property – between the curbs and sidewalks.

**Hallways, Stairways and Landings:**

- A. Do not vent cooking, paint or other odors into the hallways. Please be mindful of the fact that your neighbours may be sensitive to these smells. You must keep your hallway door closed at all times.
- B. Do not leave shoes, strollers, bicycles, mats or any items in the hallways or stairway landings. These create safety hazards and are considered unsightly by many of your neighbours.
- C. Do not tamper with/adjust the air vents in the hallways as this can create an unnecessary strain upon and ultimately damage the rooftop makeup air unit. Please note that fluctuations in your electric and/or natural gas bills are not related to the airflow or the air temperature in the hallways.
- D. Do not drag furniture or any other heavy items along the carpeted or tiled floors. Carpets will buckle (bunch up) and tiles will scratch easily.
- E. Be careful not to hit or scratch the ceiling or walls when moving large items.
- F. Do not track fluids, resins, dirt or debris into the building – whether by foot (on your shoes or on your pet's paws) or via wheeled devices (ie. grocery carts, dollies, etc.). This often creates carpet stains and may mark up floor tiles.
- G. Please be sure that all doors close behind you. This ensures that fire barriers are as secure as they should be. Furthermore, by ensuring that outside doors lock behind you, our overall degree of safety and security improves. Please ensure you do not un-hitch or remove the door closer as this is a fire safety device to the unit.

**Windows:**

- A. In accordance to the Condominium Corporation's Statutory Declaration, window coverings must be white or off-white on the exterior surface (as visible from outside your unit).
- B. Coverings may include: drapery, sheers, blinds, roller shades and shutters. No flags, aluminum/tin foil or non-standard window dressings are permitted. Please be aware that if you wish to use a window film, it needs to be approved by Management. Use of the incorrect window film may result in the windows cracking and it will then be the owner's responsibility for repair. Kindly contact Management for the correct film and installer.

**Maintenance:****Maintenance Responsibilities of Unit Owners/Tenants:**

- A. Your unit's ventilation ducts are currently cleaned once a year as arranged and communicated by Management.
- B. Your heating, ventilation and air conditioning (HVAC) unit has a filter in it that requires replacement every three to six months. You are responsible for this and any damage that may occur to your HVAC unit as a result of not changing it regularly. You can purchase one time use only paper filters or reusable plastic/foam ones. By replacing your filters regularly, you will improve your HVAC unit's efficiency that in turn serves to reduce your electric and natural gas bills. Please see Security to purchase filters.
- C. Located above each ensuite laundry closet is a constantly operating blower that circulates air within your unit and forces your clothes dryer exhaust outside. It has a wire mesh filter that must be cleaned regularly by you. Failure to do so may result in clogs in your pipes and/or the dryer hose and could cause a fire if sufficiently heated and ignited.

- D. Your dryer has a plastic mesh filter inside the drum that must be removed and cleaned after each use. Failure to do this results in the overheating of both the motor and the electric heater coil that leads to premature failure. A build up of lint could also catch fire if sufficiently heated and ignited.
- E. Your stovetop exhaust fan has a metal mesh filter in it that requires removal and cleaning every three to six months. We recommend cleaning it with dish soap in hot water and further suggest cleaning the surrounding area with a mild detergent and hot water. Ensure that the flapper behind the fan moves freely thereby improving the fan's efficiency.
- F. Each unit owner should purchase a water shut off key so that your unit's water supply could be turned off if ever a leak were to be detected. Kindly contact Adel (superintendent) to obtain information of what and where to buy.
- G. All units have heat and/or smoke detectors, buzzer/horn installed in them. They are made of brushed aluminum and white plastic, respectively. They are easily triggered by the heat and smoke which could emanate from your oven if ever you burn any food. Do not touch or attempt to reset these units yourself as they are not user resettable. Only the Fire Department has the ability (and tools necessary) to reset these devices that are directly connected to the building's security system and the City of Toronto Fire Department. Units will be replaced at the owner's expense if the Toronto Fire Department and/or our Fire Safety Equipment Contractor deem that they have been tampered with by unit owners/tenants.
- H. All heat and/or smoke detectors, buzzer/horn located above your main entrance door are hard wired into the building's electrical system and do not require batteries. Only aftermarket products, those that you buy, may require batteries that must be changed as per the manufacturer's recommendations.
- I. Carbon Monoxide detectors are to be installed and maintained as per the manufacturer's instructions.
- J. Be mindful of any, even minor, leaks around all sinks, bathtubs and showers. Please have these repaired as soon as possible or contact Nadlan Harris Management to send a contractor out to inspect and repair your leaking fixture. Please be reminded that you are responsible not only for the repairs to your own personal property but that of the unit owners below and/or adjacent to you who suffer property damage as a result of your leaky fixture. This is an important issue and can also impact the Corporation's insurance. Please act responsibly and quickly so as to minimize expenses!
- K. Please report any water temperature or hot water supply problems to Nadlan-Harris Management immediately or via a 'service request' through our Frontdesk website.
- L. During the winter and spring, we recommend that you keep snow, ice and water as far away from your window walls and balcony doors as possible. In that most sliding door units are fastened directly to the balcony floor, the potential exists for water to seep into units under the wall structure thereby flooding them.
- M. Tenants/renters: Please treat our building and your unit as if they were your own. Pride of ownership is something that most people wish to see within their building. To this end, we appreciate your understanding and sharing this value with us.

#### **Vehicles and Parking:**

- A. Unit owners must park their cars in their assigned parking spaces. Since visitor parking is limited, owners' vehicles found parked in the Visitor Parking area may be subject to a fine and/or towing. To enable all residents fair access, visitor parking is limited to 4 days per month per unit.
- B. Visitors parking: Visitors must register with front desk security, enforced 24 hours a day.
- C. All owners and tenants are to register their vehicles with front desk security. Please provide them with your vehicle's year, make, model, colour and license plate

number so that your vehicle may be properly identified. This will serve to eliminate the possibility of accidentally being tagged and towed for trespassing.

- D. Do not wash or clean your vehicle anywhere on the premises (except on p2 car wash bay)
- E. Do not service or repair your vehicle anywhere on the premises. Minor exceptions (ie. replacing a light bulb, a wiper blade, an air filter, etc.) are permitted.
- F. Exercise caution when driving in our garage. Drive slowly (maximum 5 km/h) and watch for pedestrians and other motorists – especially when approaching blind corners.
- G. Please wait for the garage door to fully open before driving through. Please note that it is possible to strike the door when driving over the hump or the gate when turning the corner.
- H. Ensure that your vehicle does not leak any fluids onto the concrete or asphalt parking surfaces. Use a large sheet of cardboard (ie. a cut down box) to capture any leaking fluids until your vehicle is repaired. We expect that this be done in a timely fashion (i.e. two weeks). Clean up any stains created by a leak. If not done by you, it will be undertaken by our cleaning contractor and charged back to you, the unit owner/tenant. Report garage door problems to Nadlan Harris Management or the Security desk immediately.

**Pets:**

- A. Please be aware that pets must be on a leash at all times per the condominium corporation Rules and Regulations.
- B. Please ensure that your pet's paws and hair do not track dirt into the building.
- C. Owners may not allow their pets to relieve themselves on our rooftop or anywhere else inside our building. Pets must relieve themselves outside.
- D. No pets are permitted on the rooftop terraces regardless of the time of day.
- E. Owners must "scoop their pet's poop". This is a City of Toronto bylaw.
- F. Pet owners must be mindful that many people are afraid of animals – despite their look, size, weight, demeanor and playfulness. Please be sensitive to this and keep your pet leashed or in your arms at all times while anywhere within the building (except your unit) or on our grounds.
- G. Equally, neighbors must be mindful of pet owners and their animals. Many owners treat their pets like family members and expect that any courtesy you give them is extended to their pets.
- H. Pets must be walked outside – not in the hallways, stairways, garages or elsewhere indoors.

**Signage:**

- A. No signage may be posted on your doors, windows, balcony or the grounds belonging to the Corporation. This includes "For Sale" signs that must be posted on the City's property – between the curbs and sidewalks.
- B. Please do not remove any signs or notices bearing Nadlan Harris Management's or the Corporation's name on it.

**Waste Management:**

- A. Bag all waste and ensure that it is pushed (not left to drop) into the garbage chute. Please check to see that it has dropped after fully closing the chute's door.
- B. Recycling and green bins are located on each floor in the hallway waste closet, next to the garbage chute.
- C. Please note the city enforces recycling and green bin use through regular inspections. The Corporation may be fined when not found compliant.

- D. A small green bin for your unit can be obtained through the Security desk. Please follow proper procedures, such as tying bags, for disposing of organic material.
- E. Please make as little noise as possible when dumping garbage down the chute. Be reminded that both the chute and the hallway doors often slam shut and may be heard by surrounding neighbours.
- F. Do not leave large boxes, or bags of garbage in the hallway waste closets. These items should be dumped directly into the waste bins located in the waste/compactor room in the back of the building.
- G. Do not dispose of waste (ie. food, oil, grease, chemicals, etc.) down the drain of your sink or toilet as this may clog up the main/common drain lines. This costly repair expense will be charged back to the unit owner/tenant at fault.
- H. Oversized garbage (ie. old furniture, mattresses, etc.) that does not fit into a waste bin must be disposed of by either the owner arranging for Miller Waste to pick it up from the building, or the owner arranging for their own delivery company to remove replaced furniture items. Please contact Adel at 647-669-3620 for more information.

## **Communication:**

### **Communication and Complaints:**

- A. Please communicate all building related matters, concerns, deficiencies and warranty items to our Property Manager Maureen O'Brien via email [Maureen@nadlan-harris.com](mailto:Maureen@nadlan-harris.com) or phone 416-915-9115 ext. 55
- B. All formal complaints must be communicated to Nadlan-Harris Management. You may mail your complaint to them at their address at 500 Champagne Drive, Toronto, Ontario, M3J 2T9 or you may fax them at 416-915-9115, or leave it in the front desk of the building.
- C. The resident section of <http://thecandyfactorylofts.com> provides access to all building related information you may need to stay up to date. For example, you have easy access to all forms needed to book the BBQ, guest or party room or the service elevator. The site also contains a document library for newsletters, minutes of Board meetings, notices and other important information such as our condo Declaration, all By-laws and rules.
- D. Access to the resident section of our website can be requested through the Management office.
- E. Report ongoing noise problems, instances of vandalism and drug use, etc. to the Security Desk at 416-504-9616 in first instance. Alternatively to police at 416-808-2222.
- F. The Corporation's Board of Directors regularly maintains a "wish list" of things that owners and tenants have expressed an interest in seeing. We review and act on these requests as time, feasibility and financial resources warrant.
- G. The Corporation holds an annual meeting (AGM) typically in late fall. Residents are informed in writing and encouraged to attend this important meeting.

### **Emergency Telephone Numbers:**

- A. General building or unit related matters: Contact Nadlan Harris Management at 416-915-9115 x 55 to leave a message for Maureen O'Brien, our Property Manager. Select Option 5 for genuine emergencies or Option 6 to leave a general message for a response on the next business day.
- B. Elevator failure: Contact the front desk at (416)-504-9616 24 hours a day, seven days a week response. Thyseen Elevator Services will have a technician on site within two hours of receiving a call. Repairs will be undertaken thereafter – or as soon as possible.

- C. If trapped in the elevator: The elevator has an emergency speaker telephone built into it. The telephone number is preprogrammed to facilitate direct dial up with our security desk. Do not abuse this safety feature.
- D. Fire: Dial 911.
- E. Accident: Dial 911.
- F. Police: Dial 911 for emergencies only; dial 416-808-2222 for non-emergencies.

**Moving In or Out/Renovations and Elevator Use:**

- A. For full moves, Nadlan Harris Management requires a \$500.00 refundable security damage deposit. Refunds are made subsequently to a damage inspection being satisfactorily undertaken.
- B. Moving times are as follows: Monday to Friday: 9:00 am to 5pm; Saturday: 9:00 am to 12:00 noon only; Sunday and holidays: No moving is permitted.
- C. A fine of \$200.00 will be levied upon owners/tenants who move without paying the fees noted above. Nadlan Harris Management will confirm the date and time of your move via a video tape recording.
- D. Please provide Harris Management with the full spelling of your name, your unit number and your telephone number when moving in so that this information may be updated on our directories and programmed into our entry systems (which work through all of our telephone lines).
- E. Please provide Nadlan Harris Management with your vehicle's year, make, model, colour and license plate number so that this information may be registered for security/parking purposes.
- F. When considering renovations, plan ahead and make sure you inform our Management office well in advance and familiarize yourself with the conditions required.
- G. You will also need to complete the renovation form, located online in the document library under the tab 'Resources'.
- H. Be aware that renovations often require permits and approvals which require time to obtain

**Legal Information:**

- A. The Corporation and its owners/tenants have adopted a "Zero Tolerance" policy with respect to vandalism, drug use and the breaking of any other crimes. Police will be immediately notified of any/all criminal activity. All offenders will be prosecuted to the fullest extent of the law.
- B. "Recreational" drug odours are detectable through windows and doors – both from within and outside the building. The police will and should be contacted when and if this is observed.
- C. No loud noise (ie. vacuuming, hammering, sawing, etc.) is permitted before 8:00 am or after 10:00 pm.
- D. The Condominium Corporation's Statutory Declaration states that "each unit shall be occupied and used only as a private single family residence by the owner or tenant of the unit, his family and guests and for no other purposes". Strictly prohibited from operating within the residential units of this building are any commercial enterprises that are noise or odour producing at anytime throughout the day.
- E. No dog barking or loud music play is permitted at anytime. Note that no noise shall be permitted to be transmitted from one Residential unit to another.
- F. Owners and tenants are responsible for any and all persons whom they let into our building. If you, your guest, contractor or agent should damage any furniture or fixtures, the repair cost will be charged back to you, the unit owner/tenant. It is your responsibility to seek financial restitution from those whom you let enter the premises.



- G. The temporary or permanent installation of satellite dishes or antennas is not permitted anywhere in this building. As a note of interest, a common element satellite dish cannot be installed either since the cable distribution network installed in our building is the property of Rogers Cable Services – not the Corporation or the unit owners. This right of way is legally protected and restricts our ability to transmit a signal from a rooftop satellite dish to our individual units' receivers.
- H. The Condominium Corporation's fiscal year end is July 31<sup>st</sup>. Upon receipt of the finalized, audited year-end financial statements, the Board of Directors is compelled to call a meeting of owners for the purpose of reviewing the year-end financial results, among a number of other things. This meeting is typically held in the fall
- I. The Corporation's Board of Directors oversees all legal, administrative, warranty, financial and insurance related matters with focus on protecting the interests of the Corporation and its unit owners.

#### **Renting Residential Units:**

- A. Before you decide to rent your unit, a full copy of your lease agreement must be sent to Nadlan-Harris Management for security purposes. A supplementary document that binds renters to the Corporation's bylaws must be completed and signed by the landlord (unit owner), the tenant(s) and the Property Manager. This document will be provided to you by Nadlan-Harris Management upon request. The Corporation's bylaws require that this is always done.

## **Contact:**

#### **Management:**

- A. Management and staff are responsible for the overall running of the building to maintain a safe and enjoyable living environment.
- B. Our building is managed by Nadlan-Harris. Our property manager is Maureen O'Brien. She can be reached at [Maureen@nadlan-harris.com](mailto:Maureen@nadlan-harris.com) or 416-915-9115 ext 55.
- C. For any questions regarding maintenance fees please contact Nadlan-Harris Management at (416) 915 9115 ext. 25.
- D. For status certificate please contact Nadlan-Harris Management at (416) 915 9115 ext. 25.
- E. When moving in we will update your name on the directory located in the main lobby entrance and will arrange for access to our website.
- F. The Management also deals with any problems that may arise at the building, should you have any questions or concerns.

#### **Security personnel:**

- A. Our Security desk can be reached at (416) 504 9616.
- B. Packages among other deliveries can be left at front desk at owner's responsibility. The personnel at the front desk, namely ASG security Group, MTCC 1328 and Nadlan-Harris management shall not be held liable or accountable for any loss or damage to any items delivered to the front desk, or to be held for delivery.
- C. Security personnel will place the elevator on service for move in/out.
- D. Assist residents with any questions or problems.
- E. Security personnel can issue access cards and remote controls.
- F. Security personnel will patrol the building every so often on each shift. This includes hallways, mechanical rooms, p1-p2, recreational room and outside patrol.

- G. Guests/visitors may register with security desk to receive a permit for parking in the visitors parking or by buzzing at the entrance to the garage and giving their license plate number, and the unit being visited.
- H. Trained and instructed to monitor all surveillance cameras.
- I. Control entry to the building.
- J. The security can not enter a unit unless the resident is present, provides written permission or in the event of an emergency.
- K. Booking requests for elevator, guest suite, party room or BBQ should be made online in the resident section of [www.thecandyfactorylofts.com](http://www.thecandyfactorylofts.com)

#### **Superintendent:**

- A. The superintendent, Adel, can be reached at (647) 669 3620.
- B. Adel is well trained with the inside components of the building, should you have any questions do not hesitate to contact him.
- C. Adel's responsibilities are to escort contractors around the building and to see that they do their job. He is also responsible to clean the outside of the building; shovel snow/salt before/after the private contractor plows the snow. Adel is also responsible of the landscaping (cutting the grass).
- D. ADEL is responsible for the cleanliness of p1-p2 garage, and ensures that residents follow the rules of the corporation.
- E. Patrols the mechanical rooms daily.
- F. Checks for signs of vandalism, graffiti and does minor repairs and painting.

## **Recreation Rooms:**

#### **Terrace, Party/Exercise Room, Guest suite:**

- A. All forms and conditions for reserving the guest suite, BBQ or party room are online.
- B. The guest suite, terrace, exercise room and the party room, including its terrace are all non-smoking areas.
- C. To book the guest suite, submit your request online. Each unit may book the guest suite for a maximum of 4 days per month (one weekend per month is permitted) at a charge of \$50 per night. Please note that cancellations are only accepted 72 hours prior to check in. A \$50 deposit is required at time of booking and must be dropped off at the Security desk before your request is confirmed. The deposit will be applied to the first night's use.
- D. Our shared rooftop terrace has a BBQ which is operational in late spring, summer and early fall. Residents can reserve the BBQ under certain conditions. Go online for all details.
- E. The exercise room is open from 6am-10pm. When using the exercise room be aware that dropping weights or heavy use of treadmills affects your neighbours. Please be mindful of this. Do not overexert yourself when exercising. Be safe. Consult your physician if you are uncertain of your personal limitations.
- F. Please use care when using the exercise equipment (ie. when releasing/lowering weights on the Universal Gym. These plates can break if quickly or repeatedly dropped).
- G. Do not store your own personal exercise equipment in the recreation room. If you wish to donate it to the Corporation, please contact Nadlan Harris Management to arrange this.

- H. An adult should accompany children under the age of 16 when exercising; guests should be accompanied by a resident.
- I. Report any furniture or equipment damage to Harris Management immediately.
- J. If you, your guest, contractor or agent should damage any furniture or fixtures, the repair cost will be charged back to you, the unit owner/tenant. It is your responsibility to seek financial restitution from those whom you let enters the premises.