



WELCOME TO ENCORE CONDOS AT THE MET

INFORMATION FOR NEW RESIDENTS

1. PROPERTY MANAGEMENT

SIMERRA PROPERTY MANAGEMENT has been retained to manage the complex. The Property Manager will deal 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 cleaning, Concierge and trade suppliers. If you experience any problems with the property or on-site personnel, please contact the Property Manager.

There is a site Property Management office that will be available during office hours. To reach the assigned Property Manager, please call 647-350-2307 or by fax 416-551-5361. The on-site office is located on the 2nd floor.

If you have an emergency after regular business hours and require Management personnel, please contact the Simerra Property Management emergency line at (416) 293-5900 and follow the instructions. The operator will know how to contact the on call manager. For all general emergencies, please contact 911 directly.

Your Property Manager is Faisal Hussain. He can be reached by phone 416-847-7269, by fax at 416-551-5361 or by e-mail: fhussain@simerra.com. Your Assistant Property Manager is Natalie Santos. She can be reached by phone at the on-site office at 647-350-2307, by fax at 416-551-5361 or by e-mail: nsantos@simerra.com.

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 at your earliest convenience. **Please rest assured that all Resident Information is held in the strictest confidence.**

3. TELEPHONE NUMBERS

Whom to call:

Property Management Monday to Friday from 8:30 a.m. to 4:30 p.m. (except public holidays) for questions, problems, clarification, etc. 647-350-2307

Emergencies after business hours, please call Concierge 647-350-3596 or call the emergency number 416-293-5900 and the operator will contact Property Management or the appropriate party.

Move-ins and deliveries:

INITIAL MOVE INS WILL BE AS FOLLOW - SUNDAY to SATURDAY

Sunday Only:	12:30 PM – 3:00 PM or 3:30 PM – 6:00 p.m.
Monday to Saturday:	9:00 PM – 12:00 PM
Monday to Saturday:	12:30 PM – 3:00 PM
Monday to Saturday:	3:30 PM – 6:00 PM
Deliveries Only Mon - Fri	6:00 PM – 8:45 PM

Bookings are to be made through the Concierge, 647-350-3596

Please Note:

- *Must check-in with the Concierge upon arrival.*
- *No moves or deliveries will be allowed on a Statutory Holiday.*
- *Maximum of 3 hours.*
- *It is recommended that the movers arrive a ½ hour early to park, announce their arrival and set up.*
- *Moving trucks must not block the fire route.*
- *A copy of the Transfer of Deed or Lease as well as completed resident information forms must accompany a completed Elevator Agreement prior to a Move in.*

Moves and deliveries must be booked with the Concierge at least 24 hours in advance to allow for scheduling. Reservations are made on a first come - first served basis. A damage deposit will be required after initial occupancy. Providing there is no damage, the deposit will be returned. Elevator protective pads will be provided for your movers to install and remove. Moving trucks will off load at the move in entrance. All cardboard and boxes should be removed from the site by the moving/delivery people. Otherwise, you have to break them down and place them in the recycle room located in the vicinity of the loading dock. The concierge has the authority to refuse any move that was not pre-arranged.

Your own repair person: Following Registration, for anything within your suite that is not covered under the Tarion warranty or part of the common areas or connected to a shared system, is the responsibility of the unit owner – if unclear, please speak to the Property Manager.

Concierge: The Concierge is available 7 days a week, 24 hours per day at 647-350-3596.

In-Suite Deficiencies: Edilcan customer service manager Mac Cimino can be reached by fax at 905-738-9803 or via email mcimino@edilcan.com. We recommend that you put all your concerns in writing.

TARION: Please contact TARION, the Ontario new home warranty program at website: www.tarion.com.
Tel: 1-877-9tarion Fax: 1-877-664-9710

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 current Board were elected at the Turnover Meeting which was held in February 2009.

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

5. **CONCIERGE**

The Concierge staff will be on duty 24 hours a day, seven days a week. The Concierge reports to the Property Manager.

The Concierge will also book move-ins, move-outs and all deliveries (refer to moving and deliveries section).

The Concierge will accept deliveries of small parcel on your behalf provided a Parcel Waiver has been completed and submitted. Concierge will also hold on to a set of your suite keys provided an access card is attached and a Key Waiver has been signed. Please contact Property Management for more information.

Concierge staff monitors the building's video cameras while on duty and will notify the Police or Fire Department should there be a concern. Otherwise the alarms are monitored off-site. During a fire alarm the Concierge staff 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 in the event of an emergency please complete the handicap information form attached and submit it to the Concierge.

If you are booking telephone and cable tv connections, please ensure that you advise them to have their technicians do their service at the building between 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.

6. CLEANERS

The Cleaners are responsible for cleaning the common areas of the building, testing the emergency generator, moving the garbage bins in and out of the loading areas for pickup and assisting with trade personnel that may be on site. They will also be assisting with the maintenance of some of the mechanical systems in the building.

Please note: The Cleaners have not been retained to do any work within your suite.

7. MOVING AND DELIVERIES

Except without prior written authorization of the Board of Directors, moving and deliveries shall be permitted only between the hours of 9:00 a.m. and 6:00 p.m. Monday to Saturday (except statutory holidays) except during initial move ins. You must complete an "Elevator Reservation Agreement" form. You must book the elevator with the Concierge. You can obtain a form from the Concierge and/or Property Management.

Moves and deliveries must be booked with the Concierge at least 24 hours in advance so that the elevator may be protected with moving blankets. Reservations for moving are made on first come, first serve basis. The delivery person must contact 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 moving 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 condition; the owner or person reserving the service elevator shall take reasonable precautions to prevent unauthorized entry into the building. Corridors and elevator lobbies shall not be obstructed prior to, during or after the term of the reservation.

We request however, 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 recycling room.

8. **ENTERPHONE SYSTEM**

There is an enterphone system located in the lobby vestibule. Calls from the enterphone system are limited to 60 Seconds and then the call is disconnected. The lobby directory panel provides Residents name for visitor reference. The visitor has only to scroll up or down the resident's directory to find the Residents name.

Be sure to give your visitor your suite number, as it is not identified on the enterphone system. Please do not hesitate to contact our office if your name is not properly posted on the entry board

You need to have a landline or cell phone to access the enterphone system.

9. **VISITORS AND VISITORS' PARKING**

There are designated visitor parking spaces located in the underground parking garage. Owners/Residents are not permitted to park in the designated visitor parking spaces.

If your visitors are planning to park in the underground garage, they must register with the Concierge and they must obtain a Visitors Parking Permit from the Concierge.

A Visitor's parking permit is valid for 24 hours until the date displayed on the tag. Please ensure that this clearly displayed to avoid a ticket being issued. Any owner or resident applying for a Visitors Parking Permit will provide to the Concierge the information required. The Visitors Permit may be used only by the bona fide visitor or guest of the resident applying for same. Visitors Permits are valid for the vehicle, times and dates, stated on the face thereof, and as registered with the Concierge. Visitors Parking Permit must be in a fully visible position on the left hand side of the dashboard or hung from the rear view mirror. Visitors Parking Permits are not valid for more than six overnight stays unless specifically authorized by the Property Management Office (e.g. out-of-town guests). There is a maximum of 7 Visitor parking passes per month per suite.

Nightly parking violation patrols are in effect to ensure compliance with these rules. Non-compliance will result in vehicles being tagged with parking tickets or towed at the owner's expense.

10. **ACCESS CARDS/GARAGE REMOTES**

Each suite owner will also be supplied with two (2) perimeter access cards, which provide easy access to the exercise room and main entranceways. Extra cards will be available for purchase from the Management Office at a cost.

A garage remote has been provided to each parking stall. The transmitters are used to gain entry to the parking garage. If you lose a transmitter or if the transmitter is broken, notify either Concierge or Management immediately and they will issue a replacement at a cost.

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

11. **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 at your expense. Safety chain/double locks, etc., may not be attached to suite entry doors without the consent of the Board of Directors.

Concierge are not permitted to open suite doors using the corporations master key and all residents are strongly encouraged to leave a spare set of keys with an access card attached at the Concierge desk. These keys are then stored in a lock box.

12. **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 locks and keys.

13. **SECURITY FEATURES**

The Concierge houses the recording devices for the cameras that have been strategically placed throughout the parking garage and building in general. Located in the garage is an intercom system. To speak to the Concierge security you just have to press the red button.

There is an in-suite security system in all suites that is linked to the Concierge. If your in-suite goes off the Concierge staff will call the resident.

14. **VACATIONS AND OTHER ABSENCES**

Please notify Property Management 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.

We also suggest that you shut off the water supply to your suite prior to leaving. The main water shut-offs are located underneath the bathroom vanities. In most cases the water supply for your entire suite can be shut off from this one location. There is an additional shut of valve located next to your washing machine which should also be shut off.

15. **CORPORATION DOCUMENTS**

Your legal counsel should provide you with your Declaration, By-laws and Rules when you take possession of your suite. Please contact Property Management if you do not receive a copy. Management will charge a \$20.00 per hour administration fee plus twenty-five (25) cents per photocopy for copying services. The Board of Directors is permitted to modify the rules for the Condominium and may institute new rules from time to time. You will be informed in writing if this occurs.

16. **COMMON ELEMENT ASSESSMENT PAYMENTS (CEA)**

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 first (1st) day of each month. Owners should complete the **pre-authorized debit** form supplied by your lawyer and submit to the Simerra's office. Instructions for use are on the form.

The Corporation will charge an owner an administration fee of \$25.00 for any returned cheques or pre-authorized debits. Pre-authorized debits are cancelled if an owner's payment is returned twice in a row. The owner is then responsible for providing guaranteed funds (certified cheque or money order) for the next six-month period to re-establish a good credit rating. At that time, the pre-authorized debit will be reinstated. Two weeks 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 CEA 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 Assessment fees may be enforced in the same manner as a mortgage. The lien covers not only the unpaid common 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. The cost to send this notice, currently \$107 is charged to the defaulting owner. To avoid any charges please make your payments as required.

17. **UTILITIES AND METERS**

Gas, Hydro and Water

Water and Gas for the entire property, save and except as may be consumed in the commercial units, will be supplied to the Building and each unit owner shall bear its share of the cost of such utilities and services, which will form part of the common expense for the building. Water and gas consumed by the commercial units shall be separately metered (using separate meters or check or consumption meters.)

Hydro for entire property, save and except as may be consumed in the commercial units and residential dwelling units, will be supplied to the Building and each unit owner shall bear its share of the cost of such utilities and services, which will form part of the common expense for the building. Hydro consumed in the commercial and residential dwelling units shall be separately metered with the respective commercial unit owners and residential dwelling unit owner bearing the costs of the hydro consumed in his unit (s), in addition to and not part of the common expenses.

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

18. **COMMUNICATION**

Newsletters and bulletins are issued periodically. We will be looking for ideas for newsletters and will be happy to discuss any contributions that you may have. The website also contains updates at www.encore-condos.com.

19. **MAIL DELIVERY**

All mail is delivered by Canada Post to individual suite mail boxes located in the mail room. Residents must use their mail box key to access their mail.

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

20. **GARBAGE/RECYCLING**

We request that you be considerate of your neighbours, and only use the garbage chute between the hours of 8:00 a.m. and 10:00 p.m.

All garbage must be properly drained and double-bagged to prevent any undue odour, mess or damage during its passage through the garbage chute located on each floor.

All garbage must be firmly pushed through the chute and not left in the access area.

Your garbage/recycling chute is equipped with a **tri-sorter garbage and recycling system**:

- a) **When the lights are off, the system is on garbage.** If you have garbage, simply open the chute door and deposit your bag down the chute (please make sure that your items go all the way into the chute).
- b) **For recycling:** Push recycling button of choice – either recycling or organic. When your selection light has stopped flashing – open door and push your recyclables through the flap and into the chute.
- c) **Wait for the light to go out.** Make your next selection and wait for the light to stop flashing.

DO NOT put large pieces of cardboard or Pizza Boxes into the chute, as it is possible to cause a blockage. Kindly take the material down to the recycling room located in the Loading Bayr and manually dispose of it in the appropriate bin. Cardboard boxes must be broken down prior to disposal. Concierge can assist you by showing you where the room is located.

All large items for disposal must be discussed with Manager prior to disposal.

Please note that the garbage/recycling chute is only about two feet wide, so 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 back the repair costs.

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

Do not put materials such as burning cigarettes, ashes, flammable liquids, paint cans or aerosol cans into a chute. They are fire hazards and may cause damage to the garbage chute and the compactor room on the ground floor level.

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

Recycling

Please recycle. Although a little extra time is involved for you, in the long term recycling will lower garbage collection costs and ensure the landfills last longer and benefit everyone.

21. 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.**

22. 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.

23. **BICYCLES**

Bicycles should be stored in your personal bicycle storage unit. Bicycles are not allowed to be brought through the lobby or onto the elevators. Bicycle Racks may be leased from the Corporation at a cost of \$60.00 per year.

24. **AIR CONDITIONING AND HEATING UNITS**

Fan Coil System

Fan Coil Functioning – How the System Works:

Hot water or chilled water is supplied to each fan coil unit from a central source, (Boiler in Winter and Chiller in Summer). The water circulates through the coil and air is drawn through the return air opening at the bottom of the unit. The air is then blown over the coil and discharged through grilles or ducts at the top of the unit.

The unit can only provide cooling when the Chiller is in operation and heating when the Boiler is fired. An aquastat in the unit senses the water temperature and will only allow the thermostat to function in a mode compatible with the water temperature.

Whether the main system is full of hot or chilled water is a decision made by Property Management and the Board of Directors – it takes about 3 days to switch between heating and cooling and vice versa.

All units have energy efficient three speed motors. The high and medium speeds are generally used for short periods to provide a rapid change in room temperature. For most of the time the unit will operate at low speed, the constant air motion will help to create an even temperature throughout the space served.

The thermostat controls the room temperature by opening and closing the motorized valve and (in the auto mode) the fan operation. When the switch on the thermostat is in the ON position, the fan will run continuously and only the motorized valve will open and close to control the room temperature.

With the switch in the AUTO position, the fan will start and stop when the thermostat calls for heating or cooling, at the same time the motorized valve will open to allow flow through the coil. The fan stops and the motorized valve closes when the thermostat reaches its' set point.

In late spring, your suite may be kept cooler by closing your blinds or drapes, opening the windows slightly and turning on the bathroom and kitchen fan. Also, turning off lighting not required and minimizing baking, boiling and frying foods can reduce heat build-up. A microwave oven produces less heat than a stove.

Protect Your Investment - Fan Coil Maintenance

The fan coil unit is the owner's responsibility. The owner should hire a technician to change all fan coil air filters, clean the unit inside, check the condensation drip tray and drain hose, check the operation of your compressor and do necessary adjustments. It is absolutely essential that your fan coil unit be maintained properly throughout the year. If not maintained properly, damages can be caused, not only to your suite, but also to adjoining suites, which would be your financial responsibility to repair.

The polyester medium filter (mounted behind the inlet grille) should be checked monthly and replaced if dirty. The clogged filter will restrict airflow and reduce the efficiency of the unit. Filters are available for purchase from Concierge or Management, payable by cheque made out to TSCC 1979.

The corporation has made a provision in the annual budget (once or twice a year i.e. spring, fall) for maintenance of the fan coil system, servicing each unit, including the replacement of air filters, whereupon such costs shall be allocated as part of the common expenses. When this service occurs you will be notified by Property Manager. When this service is scheduled please make sure to make the fan coil units accessible when the service is scheduled. This

means that any furniture in the way should be moved. Your suite will be entered using the Master Key and security or an agent of the corporation will accompany the contractor performing the service.

Inspecting the Fan Coil Unit:

If owner do not feel comfortable conducting this service, it is recommended that a certified trade be called in to conduct the service.

- a) Run system through operation check.
- b) Remove return grille, replace filter. Clean grille if required.
- c) Inspect fan. Clean as required.
- d) Inspect drain pan and clean if necessary. Check condensate drain line to ensure it is open and clear.
- e) Replace return air filter and grille.
- f) Remove and clean supply air grilles, if required.

Filters

Replace the air filter in your suite at least every three months. Filters are available for purchase from Concierge.

Thermostats

Most people are unaware that they can damage their heat fan coil units by improperly using their thermostats.

25. 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.

26. DOOR ALARM CONTACT & IN-SUITE ALARMS

Do not paint over the door alarm contact mounted on your suite entrance frame.

In-suite alarm protection is connected to the Concierge desk. Residents may contact the Property Manager to obtain further information on how to operate the in-suite security panel.

27. 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. This built-in trap has been installed to reduce the chance of escaping lint fouling the exhaust system. This trap should also be cleaned regularly.

To avoid blocked ducts, humidity problems and slow drying clothes, clear this trap after every load.

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.

Never leave your washing machine unattended when in use.

28. 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 the Property Manager to investigate for you or to advise you.

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". There may also be a reset button that needs to be pressed.

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

29. **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.

30. **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 and Property Management immediately. This way damage can be kept to a minimum.

31. **CORRIDORS, DOORS AND SUITE DOORS**

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

Do not fix anything to a suite door e.g., door knockers, signs and decorations. You will be asked to remove these items or these items will be removed.

Doorknockers, seasonal decorations or signs on unit doors are not permitted. The suite doorways are a part of the common elements of the condominium corporation.

32. **NOISE**

All residents and their guests are requested to have consideration for their neighbours on all sides. Loud music, boisterous parties in overcrowded suites, uncarpeted floors, obnoxious conduct or an unwillingness to restrict such behaviour will result in action being taken by Property Management 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. 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 and put your complaint in writing to the Management. In emergency situations, call the Police directly and advise Property Management and the Concierge thereafter.

33. **MAINTENANCE/REPAIRS**

All unit maintenance is the owner's responsibility; if you require maintenance work, please feel free to contact the 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.

34. **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 & 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.

35. **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.

36. **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 windowsills 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. No satellite dishes are permitted on balconies or terraces.

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 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.

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 security guard and/or cleaner to allow the approved contractor access to your suite to do the work required.

37. **AMENITIES & THE MET CLUB**

THE MET CONDOS AMENITIES (to be located in the Met Condos and only to be used by the owners of the residential unit (s) in the Met Condos and their family members (who reside in the residential dwelling unit), guests, tenants and invitees)

- Press/media room
- Pet spa
- Boardroom
- Lounge with kitchen
- Billiard room
- Screening room
- Property Management office
- Lobby/reception room
- Exercise room

- Two guest suites

THE MET CONDOS SHARED AMENITIES (to be located in the Met Condos and to be shared by between the Met Condos and Encore Condos at the Met)

Recreation Unit which includes:

- Co-ed indoor pool
- Co-ed steam room
- Co-ed Whirl pool
- Men's and women's saunas, showers, change rooms and message/treatment rooms
- Cardio corridor
- Landscaped deck Terrace Unit

It is understood that use of all of these rooms is done so at your own risk. The amenities are strictly non-smoking areas. All rules pertaining to these facilities must be honoured.

Neither of the Residential Condominiums, nor their respective Boards, nor the Manager shall be responsible for any loss or theft of (or damage to) any personal articles belonging to any Resident and/or Guest, howsoever caused or occasioned.

Paid-for events and/or parties (namely events/parties that require the selling of tickets) are strictly prohibited.

Selected amenities can be pre-booked.

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

Hours are from 6:00 a.m. to 12:00 pm (midnight) unless otherwise stated below.

Billiard Room

- Residents and/or Guests under 16 years of age are not permitted in the billiard room unless accompanied and supervised by **an adult Resident at all times.**
- Food and/or beverages are not permitted in the billiard room unless booked in conjunction with the Party room.
- Residents and/or Guests are required to wear shoes and shirts while using the billiard room.
- The Billiard Room is to be used on a first come first serve basis unless booked in conjunction with the Party Room for exclusive use. To access the pool cues, please see Concierge who will provide the cues provided photo ID is provided.
- Please be considerate of your use if other residents are waiting to use the table.
- A maximum of two Guests are permitted to play, and a Resident must accompany them. **A maximum of four (4) players may use the table at any one time.**
- Once finished with the use of the Billiard Room, the Residents and/or Guests shall ensure that the cues, cue rest and billiard balls are racked and stacked in their proper place, and see Concierge who will return photo ID after a post inspection of the room
- Cues without tips are strictly prohibited from being used within the billiard room, and broken cues are to be delivered to the Concierge for repair.

Exercise Room:

- Proper attire is required when using the exercise room, and while recognizing the variety of exercise suits and aerobic outfits available today, proper decorum must be exhibited in wearing outfits that do not overly expose the wearer.
- Residents and/or Guests shall not wear any sort of wet attire, including bathing suits, into the exercise room.

- c) Residents and/or Guests under the age 16 are strictly prohibited from using the exercise room unless they are accompanied and supervised by an adult resident.
- d) A Resident must accompany guests at all times. Maximum of 2 guests per suite at one time.
- e) Residents and/or Guests shall treat all equipment with reasonable care and caution.
- f) Removal of any equipment from the exercise room for any purpose is strictly prohibited.
- g) Weights, mats and exercise equipment must be replaced where they belong after use.
- h) No food or beverage in a glass container is permitted within the exercise/aerobics room.
- i) All Residents and Guests must, after using any machinery or equipment situated within the exercise/aerobics room, wipe such machinery or equipment clean of any perspiration.
- j) Equipment can be booked for half hour sessions. Residents are asked to use the reservation sheet located in the exercise room for each piece of equipment they are using. Equipment is available on a first-come, first-serve basis if the equipment has not been booked already.

Steam Room

- a) No person under the age of 16 may use the steam room, unless accompanied by a Resident over the age of 16 years.
- b) For health reasons, a maximum of 5 minutes per use of the steam room is suggested.
- c) No person infected with a communicable disease or having open sores on his/her body shall enter the steam room.
- d) Pregnant women and persons suffering from heart disease, diabetes, high or low blood pressure should not use the steam room without permission from their doctor.
- e) The steam room should not be used when a person is under the influence of alcohol, anti-coagulants, anti-histamines, vasoconstrictors, stimulants, hypnotics, narcotics, or tranquilizers.
- f) No food or beverage is allowed in the room.
- g) A cleansing shower must be taken using warm water and soap and ensuring all soap is rinsed off before entering the steam room
- h) Caution should be taken when entering and leaving the steam room to avoid falling.
- i) Soap, shampoo, shaving equipment and/or glass containers are prohibited in the steam room.

Change Rooms

- a) Any Resident or Guest using the change room must supply his or her own lock. In the event that a Resident or Guest leaves items unattended within a change room (i.e. which have not been stored or locked within a locker), then the Resident or Guest shall be fully responsible for any loss or damage occasioned thereto.
- b) Lockers within the change rooms are reserved only for the use of Residents and/or Guests.
- c) Locks must not be left on any locker overnight.
- d) No Resident or Guest shall wear any wet or muddy footwear into the change rooms.
- e) Boisterous or rowdy behaviour or conduct is strictly prohibited within the change rooms.
- f) No body or foot powder may be used within the change rooms, inasmuch as same may create a mess and/or a slippery hazardous condition.
- g) When showering, please make sure the curtain is closed. If water is splashed on the floor it may, become slippery and can be quite hazardous, similarly with powders. Please make sure all faucets are closed tightly when done.

Massage/Treatment Room (can be booked)

- a) The Board of Directors and Management will be reviewing the use of this room with.

Media Room (can be booked)

- a) The Media Room may be used by residents and guests as a gathering place, for reading and watching television/home theatre as well as privately booked functions.
- b) The decision as to what programs may be viewed on the home theatre/television shall be decided on a first-come, first-served basis. In the event that normal television programming is requested or desired to be watched by any resident, then the resident who first arrived shall have the use of such TV for a period of one hour, or until the show that he or she is watching is over, whichever is sooner to a maximum of a three-hour program.

- c) In the event that a resident wishes to view a video movie within the media room, then he or she shall book the use of the media room at the concierge desk.
- d) The viewing of pornographic or X-rated videotapes is strictly prohibited within the media room.
- e) Snacks and beverages are permitted (except those in glass containers). Residents are to pick up and dispose of all garbage and ensure that the media room is left in a neat and tidy condition. Any spills or mishaps must be reported to the concierge to ensure immediate clean up. Failure to do so may cause a cleaning fee to be levied against the user.
- f) A Theatre Room Booking form must be completed and submitted to Concierge and the Resident shall provide a refundable security and cleaning deposit in such amount as the Manager may determine at the time of the reservation (hereinafter referred to as the "**Deposit**"), **which is currently \$250.00** to use the room. After use, the Concierge will inspect the room and refund both cheques if no damage is reported and no cleaning required.
- g) Further instructions are available on the door to the Theatre Room located on the 2nd Floor.

Party Room (can be booked)

- a) All bookings for shall be made with Management and may be made no more than six months in advance. The Manager may require such information from any party applying for the use of any Room, as the Manager deems reasonable or appropriate in its sole discretion.
- b) The application form will be supplied by Concierge, shall be completed in full, signed by the Resident and returned to confirm booking. The Resident must be present during booked events.
- c) The Resident shall provide a security and cleaning deposit in such amount as the Manager may determine at the time of the reservation (hereinafter referred to as the "**Deposit**"), **which is currently \$500.00 and \$80.00 for cleaning**. If the Deposit is not paid to the Manager by way of a cheque or money order at least two weeks prior to the reserved date, then the Manager shall cancel the reservation.
- d) Subsequent to any event being held, the Manager shall determine if any damage has been done to the Room and shall notify the Resident who rented the Room, the extent of the damage. In the event that no damage has been done, the Deposit and the cost of a Security Guard for the event, shall be returned to the Resident who booked the Room. In the event that there is damage to the Room, the Manager shall be empowered to apply the whole or any portion of the Deposit to the cost of repairing or rectifying such damage. In the event that the Deposit is insufficient to pay for the damage and cleaning expenses, the Resident shall immediately reimburse the Manager for all sums expended by the Manager, in excess of the Deposit, in order to repair or rectify the damage and clean the Room.
- e) Reservations must be cancelled no later than one month prior to the reserved date. Any cancellations within the final month prior to the reserved date shall result in the forfeiture of the Deposit.
- f) When booking the party room, you may also book the billiard lounge, kitchen, and dining/meeting room.
- g) Noisy or rowdy behaviour is prohibited within any Room.
- h) No excessive loud music shall be permitted in the Party Room.
- i) All functions must be terminated as of 1:00 a.m. and all Residents and Guests must thereafter immediately vacate the Room.
- j) Residents using the party room are responsible for gathering loose garbage and leaving the room in a presentable state once the event is over.
- k) Decorations are not to be attached to any part of the party room walls, kitchen counter, blinds, furniture etc.
- l) A security guard must be retained to monitor the access to (and egress from) any party room or meeting room during the reserved event. The cost of retaining said security guard shall be paid for (or reimbursed by) the Resident in whose name the reservation has been made.
- m) No alcohol shall be sold (whether for profit or otherwise) at any function within the Party Room.

Dining /Meeting Room (can be booked)

- a) All bookings for shall be made with Concierge and may be made no more than six months in advance. The Manager may require such information from any party applying for the use of any Room, as the Manager deems reasonable or appropriate in its sole discretion.
- b) The application form will be supplied by Concierge, shall be completed in full, signed by the Resident and returned to confirm booking. The Resident must be present during booked events.
- c) The Resident shall provide a security and cleaning deposit in such amount as the Manager may determine at the time of the reservation (hereinafter referred to as the "**Deposit**"), **which is currently \$250.00 and \$25.00**. If the

Deposit is not paid to the Manager by way of a cheque or money order at least two weeks prior to the reserved date, then the Manager shall cancel the reservation.

- d) Subsequent to any event being held, the Manager shall determine if any damage has been done to the Room and shall notify the Resident who rented the Room, the extent of the damage. In the event that no damage has been done, the Deposit shall be returned to the Resident who booked the Room. In the event that there is damage to the Room or cleaning required, the Manager shall be empowered to apply the whole or any portion of the Deposit to the cost of repairing or rectifying such damage. In the event that the Deposit is insufficient to pay for the damage and cleaning expenses, the Resident shall immediately reimburse the Manager for all sums expended by the Manager, in excess of the Deposit, in order to repair or rectify the damage and clean the Room.
- e) Reservations must be cancelled no later than one month prior to the reserved date. Any cancellations within the final month prior to the reserved date shall result in the forfeiture of the Deposit.
- f) Noisy or rowdy behaviour is prohibited within Kitchen and Dining/Meeting Room.
- g) No loud music shall be permitted in the Dining/Meeting Room.
- h) All functions must be terminated as of 1:00 a.m. and all Residents and Guests must thereafter immediately vacate the Room.
- i) Residents using the dining/meeting room are responsible for gathering loose garbage and leaving the room in a presentable state once the event is over.
- j) Decorations are not to be attached to any part of the dining/meeting room walls, kitchen counter, blinds, furniture etc.
- k) No alcohol shall be sold (whether for profit or otherwise) at any function within the Party Room.

Outdoor Roof Garden

- a) The Outdoor Roof Garden may be used by residents and guests as a gathering place. It cannot be used for privately booked functions.
- b) Snacks and beverages are permitted. Residents are to pick up and dispose of all garbage and ensure that the outdoor roof garden is left in a neat and tidy condition. Any spills or mishaps must be reported to the concierge to ensure immediate clean up. Failure to do so will cause a cleaning fee to be levied against the user.
- c) Noisy or rowdy behaviour is prohibited within the Outdoor Roof Garden.
- d) No loud music shall be permitted in the Outdoor Roof Garden.
- e) The doors to the Outdoor Roof Garden cannot be left open.
- f) The Outdoor Roof Garden is opened seasonally. It is not cleared of snow and ice in the winter months.

Use of the Barbeque Area (can be booked)

- a) Use of the barbecue is restricted to residents and their guests and is used at their own risk.
- b) The barbecue must be booked by completing the reservation form located at the Concierge desk.
- c) The barbecue will be booked on a first come first served basis with a time limit of one hour per use.
- d) Users must turn off the barbecue after use and leave the area in a clean and tidy condition. Users must clean the barbecue grill by cleaning the grill surface with the wire brush provided. Clean up must include the removal of garbage in the local area.
- e) If there are residents waiting to use the barbecue, please be considerate and vacate the barbecue area at the end of your reservation time.
- f) Please report any damage or problems to Management and or the Concierge.
- g) Glass containers may not be used in this area.

Use of the Guest Suite

- a) Residents may only book the guest suite for a maximum stay of 1 week by filling out a guest suite booking form and depositing same with management. A booking of longer duration requires the permission of the Board of Directors.
- b) The resident may reserve the guest suite up to 6 months in advance.
- c) A security/cleaning charge will be levied by the Board of Directors for every day/night use of the guest suite, in such amounts as the Board may determine from time to time currently \$75.00 per night.

- d) The resident is fully responsible for all damages, losses or liabilities, caused by his/her guest. An inspection of the suite prior to occupation and at time of departure will be carried out with a representative of the Corporation to determine the state of the guest suite.
- e) The resident is fully responsible for payment of all guest suite charges.
- f) Smoking is strictly prohibited in the guest suites.
- g) Check-in for the guest suite is 3:00 p.m. Guest(s) must check out by 11:00 a.m. in order to have the room ready for the next guest.
- h) The Corporation accepts no responsibility for personal items left within a guest suite, and shall bear no responsibility for the theft, damage or destruction of any belongings of the guests.
- i) All overnight guests must get a visitor-parking pass from the concierge allowing them to park overnight.
- j) The corporation will supply towels and linens.
- k) Cleaning and change of linen shall be done after each new guest. Where a resident books for more than three nights the linens will be changed after the third night. Cleaning shall be done between 11:00 a.m. and 3:00 p.m.
- l) No pets are permitted.
- m) The Guest Suite Agreement forms an integral part of these rules.

38. **PET SPA**

- a) Use of the Pet Spa is available to the residents for grooming of their pets at their own risk and responsibility.
- b) A bathtub for washing the pets and table for grooming will be provided.
- c) Please clean after washing and grooming your pet.

39. **GENERAL**

Smoking is not permitted in the common areas of the building or on the Courtyard between 25 and 21 Carlton Street. 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 Party room and outdoor terrace only during an approved function.

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

40. **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 as follows: \$1,000,000 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 system, and the Concierge. All you are required to do to obtain these discounts is ask.

41. **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 is 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.

Please complete the "Summary of Lease or Renewal", a copy of which is attached to this package. Please remit the form to the Property Manager or drop it off at the Concierge.

42. **PETS**

Residents must register their household domestic pets with Property Management. Pet owners are not allowed to walk their pets unleashed anywhere upon the common elements. 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.

43. **IN-SUITE ANNUAL LIFE SAFETY INSPECTIONS**

Once a year, the corporation does 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 a security guard and/or cleaner to allow the approved contractor access to your suite to do the inspections. Any suite specific deficiencies will be charged back to your suite.

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 does 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.

44. **EMERGENCY PROCEDURES**

For ambulance: call 911

When calling outside services, use the appropriate address: 25 Carlton Street, Toronto
(Closest Intersection) Yonge Street & Carlton Street

45. **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 *co-operation* 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. For safety reasons, only artificial, non-combustible Christmas Trees are permitted.

Residents requiring special assistance - if evacuation becomes necessary should complete the Residents Requiring Special Assistance Form provided. 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.
- Telephone Concierge if possible, 647-350-3596.
- 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 door, feel the door and handle for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or 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 other side of 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 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 your 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 911; 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 materials, 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 a resident in your unit requires special assistance during an evacuation please ensure that you fill in the attached Persons Requiring Special Assistance Information Form and drop it off at the Concierge or fax it to the Management Office.

FAMILY EMERGENCY PREPAREDNESS PLAN

Please enjoy this guide with SIMERRA 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 expert 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 disabled persons, if needed.
- Next, find out about the disaster plans at your 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 your 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 This Checklist

- Post emergency telephone numbers by your phones (fire, police, ambulance, etc.)
- Teach children how and when to call 9-1-1.
- Determine the closest exit route and post the fire safety plan on the inside of 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 your home 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 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 extra batteries.
- An extra set of car keys and a credit card, cash or traveler's cheques.
- Sanitation supplies.
- Special items for infant, 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 your suite, water shut off valves and any hose bibs on terraces and natural gas release for your barbeque. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near gas and 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 your Emergency Supply Kit.
- Lock your home.
- Use travel routes specified by local authorities; don't use shortcuts because certain areas may be impassable 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.