



***Residential Tower***

75 Queen's Wharf Road, Toronto M5V 0J8

***Townhouses***

56 to 62 Dan Leckie Way, Toronto M5K 0K1

# Residents' Manual



## A Message from Your Property Management Team

Brookfield Condominium Services Ltd. is pleased to have been appointed as the Property Manager for Quartz. We are looking forward to serving you personally and to establishing your condominium as one of the most desirable addresses in Toronto.

We wish you much happiness in your new home and hope you will enjoy the unique lifestyle offered at Quartz.

The move to a new home is a major event and we want to ensure that your experience is a very positive one. This Quartz Residents' Manual has been created specifically to help you familiarize yourself with the services and facilities of Quartz and to provide you with the basic information necessary to understand your involvement, responsibilities and rights as a resident of the building.

We are here to help. If you have any questions or concerns, please do not hesitate to contact us by phone at 416-623-1783, or by email at [quartzspectrapm@gmail.com](mailto:quartzspectrapm@gmail.com) or to drop by the Management Office located on the P1 level of your building. After hours emergency service is available by contacting the Concierge at 416-623-0103 or Brookfield's 24 hour service number, 416-510-8700.

We look forward to working with you to develop a long-term, positive relationship in this exciting new condominium community.

Sincerely yours

**BROOKFIELD CONDOMINIUM SERVICES LTD.**



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## QUICK REFERENCE CONTACT LIST

Resource	Telephone	Email/Web Address
<b>Police/Fire/Ambulance</b>	<b>911</b>	
Management Office	416-623-1783	<a href="mailto:quartzspectrapm@gmail.com">quartzspectrapm@gmail.com</a>
Brookfield Condominium Services 24 Hour Service	416-510-8700	
Concierge – Quartz	416-623-0103	
Move-In Reservations	416-623-0721	
Concord Adex Customer Care Office	416-847-3788	<a href="mailto:QuartzCustomerCare@concordadex.com">QuartzCustomerCare@concordadex.com</a>
Toronto Western Hospital	416-603-5800	<a href="http://www.uhn.ca">www.uhn.ca</a>
The Hospital for Sick Children	416-813-1500	<a href="http://www.sickkids.ca">www.sickkids.ca</a>
Telehealth Ontario Information Line	1-866-797-0000	
Ontario Poison Centre	416-813-5900	
TTC Fares, Routes and Schedules	416-393-4636 (INFO)	<a href="http://www.ttc.ca">www.ttc.ca</a>
Toronto Eaton Center	416-598-8560	<a href="http://Torontoeatoncentre.com">Torontoeatoncentre.com</a>
Public Library– Fort York 190 Fort York Boulevard	416-393-6240	<a href="http://Torontopubliclibrary.ca">Torontopubliclibrary.ca</a>
Rogers Cable Television/Phone	1-866-902-9534	<a href="http://www.rogers.com">www.rogers.com</a>
Telus@Cityplace	416-833-3550 Option 3	
Toronto Hydro	416-542-8000	
Status Certificates		<a href="http://www.condocafe.com">www.condocafe.com</a>

## FIRE SAFETY and SPRINKLER SYSTEM

*The final section of this Residents' Manual includes important information about Fire Safety in your new home: The Fire Safety Plan. Please take a moment to read through the document with each and every resident of your suite or townhouse so that you are well prepared in the event of a fire or fire alarm in your building. Also, should someone in your home require assistance in an evacuation, please be sure to complete the form on the last page of this Manual and return it to the Management Office.*

*New safety requirements result in enhanced fire protection by a sprinkler system located within the dwelling. Under no circumstances should residents hang items on, hit, or otherwise touch the sprinkler heads, as to do so could create a serious flood, not only within your home, but also in other suites and townhouses. **Parents, please coach your children so that they do not inadvertently cause the sprinkler system to operate.** Comprehensive information about the Sprinklers is on Page 35 of this Manual.*

## WE'D LIKE TO GET TO KNOW YOU

To manage the property effectively and safely, we will be requesting information from you upon your occupancy. You will be required to provide:

- Names and contact phone numbers, email addresses for all owners and residents of the suite or townhouse
- Mailing Address for the owner(s) (if different from above)
- Information about all pets who will be residing in the suite or townhouse
- Vehicles and bicycle information
- Emergency contact information

All information provided to the Property Manager will remain strictly confidential. This information is required for building safety and security purposes only. Brookfield Condominium Services Ltd. complies with the provisions of all applicable Federal and Provincial privacy legislation (including without limitation, *The Personal Information Protection and Electronic Documents Act S.C. 2000, as amended*).

Purchasers please note, should any of your information change, it is the owner's responsibility to notify the Property Manager immediately in writing per *The Condominium Act 1998, section 47.4*.

If the suite or townhouse you purchased is for investment purposes and will be leased out or used by a family member or friend, a "Tenant Information Form" and "Tenant Undertaking & Acknowledgement" must be signed by your tenant and forwarded to the Property Manager. You will also need to provide a copy of the lease agreement or a completed Form 5, Summary of Lease, executed by both the owner and the tenant(s). All three forms have been included in this Manual for your use.

In accordance with *The Condominium Act*, it is the owner's responsibility to ensure that copies of the Declaration, Bylaws and Rules of the Condominium Corporation are provided to your tenants. This is for the owner's own protection in that an informed tenant is a responsible tenant. Tenants please do not hesitate to ask your landlord or his/her agent for these documents.

## YOUR PROPERTY MANAGEMENT TEAM

Brookfield Condominium Services Ltd. is the Property Management firm for your new home. The Management Office is located on the P1 level of your building to the left of the elevators.

Nathania Norrie, Senior Property Manager, can be contacted by phone at 416-623-1783 or by email at or [quartzspectrapm@gmail.com](mailto:quartzspectrapm@gmail.com). To reserve the elevator, please call 416-623-0721.

Office Hours are Monday to Friday from 9:00 a.m. to 5:00 p.m. We will also be open one evening each week until 7:00 p.m., on a day to be announced.

You may contact the Property Management team in person, by phone or email. A member of the team will respond to all communications as quickly as possible within 24 hours, except on weekends and statutory holidays, when a response will occur on the next scheduled business day.

Management can assist residents with the following, to name a few:

- Resident registration, updating contact information for your home
- Payment of common element fees (suites, townhouses, parking and lockers)
- Status Certificates
- Amenity rentals
- Noise complaints / nuisance issues / rules violations
- Addressing damage to the building inside and out
- Cleaning, maintenance and repairs to common areas and amenities
- Providing contractor/trade information for in home repairs and maintenance after warranty.

## CUSTOMER CARE – CONCORD ADEX

Questions about your warranty are handled by Concord Adex Customer Care. You can reach the Customer Care team by calling 416-847-3788, by fax at 416-596-8762 or by email, [QuartzCustomerCare@concordadex.com](mailto:QuartzCustomerCare@concordadex.com).

Customer Care will respond to in-suite warrantable requests during the first two years of occupancy. Customer Care will only accept formal written requests **from the owner of the suite or townhouse** during the applicable reporting periods as outlined in the Tarion Homeowner Information Package. Tenants should contact their landlords directly about any in-suite or townhouse warrantable matters.

It is mandatory for owners to use the Tarion Warranty Corporation forms provided at your PDI. Customer Care will not accept verbal requests. In the event of an emergency, please use the Maintenance Request Form (available at the Concierge desk).

Should you notice any common element deficiencies, they should be reported to the Property Manager in writing. Common elements include all areas and amenities beyond your suite. Ownership of these areas is shared among all unit owners within the condominium. Your balcony is considered an "exclusive-use" common element.

## CONCIERGE/SECURITY STAFF

Your Condominium Corporation has a contract with an independent contractor to provide 24 hour Concierge staff seven days per week. The Concierge desk is located in the main lobby of the building and the staff is available to assist owners, residents and guests. In addition to their **vital security function**, the Concierge on duty will:

- Announce your guests and direct them to parking
- Receive your parcels and packages
- Assist in the preparation of the moving elevator for your move, including a pre-use and post-use inspection, in the absence of the Superintendent
- Direct you to the appropriate area to dispose of boxes and other large packing materials from your move or delivery



The Concierge can be contacted 24 hours per day via phone at 416-623-0103. However, their duties also include patrols of the common elements. In an emergency when you are unable to reach the Concierge staff, please call Brookfield's 24 hour service number, 416-510-8700.

***Please call 911 directly if you need an ambulance, police assistance, or in the event of a fire.***

The Concierge cannot provide reception service for any business conducted in a suite or townhouse. Quartz is to be used and occupied for residential purposes only.

## SUPERINTENDENT



The superintendent is responsible for maintaining and repairing the common areas. Duties include maintenance of the common areas such as the preparation of the moving elevator for your move, light bulb replacement, minor wallpaper repairs, minor paint touch-ups, litter pickup on the landscaping, preparing the garbage, recycling and organics bins for pickup, cleaning and maintenance of the compactor and garbage chute equipment, and other maintenance tasks as assigned by the Property Manager.

Unlike in a rental building, the superintendent is not permitted or qualified to perform private work inside suites or townhouses for residents. The superintendent hates to say no.....please do not ask, as it will place him in an awkward position and he is not insured for in-home repairs and maintenance. However, he will from time to time perform work within your suite or townhouse that is related to the common elements of your building, e.g., main water supply or drain investigations, troubleshooting on heating and air conditioning concerns, and inspections of the building envelope, on behalf of the Condominium Corporation.

## CLEANING STAFF

Your Condominium Corporation has a cleaning services contract with an independent contractor to provide housekeeping of all common areas. The cleaning staff is responsible for cleaning of all amenities and common areas only. The cleaners are not permitted to perform private work inside the suites or townhouses for residents. They are supervised by the Superintendent.

If you see something that needs attention, please let the Property Manager know and the cleaners will be happy to oblige. During evenings and weekends when the Management Office is closed, please direct any emergency cleaning concerns to the Concierge who will have the issue addressed.





## THE CONDOMINIUM CONCEPT

“Condominium” in Ontario refers to a type of home ownership whereby an individual acquires ownership of the interior of a unit, together with an undivided interest in the Common Elements of a Condominium Corporation. Condominiums are regulated under an act of the Provincial Legislature (*The Condominium Act S.O. 2001*). Each Condominium Corporation has a Declaration, Bylaws, Rules and Regulations that govern the use of the units and the common elements.

With Condominiums, all unit owners share the common elements and consequently they must pay for the maintenance and repair of these elements. However, an owner does not repair or modify the common elements except where he or she is obliged to do so by the Declaration. Typical common elements include the exterior property, garage, lobby, amenity areas, etc. The balconies and terraces are defined as common elements with exclusive use for the adjoining residential unit and are subject to the Declaration and the Rules and Regulations governing their use.

This joint ownership also means sharing of costs. The cost of necessary service repairs and improvements are borne by all owners in accordance with their respective share of the Common Elements, as defined by the Declaration. For this purpose, the Board of Directors must establish an annual budget with each owner being responsible to pay on the first day of each month, one twelfth of the annual Common Expense Fee for their unit as stipulated by the budget. If fees are not paid promptly, legal steps may be taken to secure the Condominium Corporation's interest and all costs, or charges resulting, must also be paid by the owner in arrears.

**The Declaration** is the document that creates the Condominium Corporation; it is the “constitution” for the governance of the Condominium. It defines the ownership of the property which is individually owned (the unit) and the property that is shared and jointly owned (the common elements).

**The Bylaws** are regulations for the Condominium Corporation to govern its own meetings and affairs. A standard set of Bylaws are established and provided to the Corporation by the Declarant (Developer) upon registration of the Condominium Corporation. Additional Bylaws are passed (established) by the Board of Directors of the Condominium Corporation and become effective following confirmation by owners who own not less than 51% of the Units. Bylaws must be registered at the Land Registry Office.

**Rules and Regulations** are developed by the Board of Directors of the Condominium Corporation. They must be reasonable and consistent with the Condominium Act, the Declaration and the Bylaws. New rules become effective thirty (30) days after notice is given to each owner (unless the Board is in receipt of a requisition in writing, made by owners who together own at least 15% of the Units, requesting a meeting of owners to consider the new Rules). The Rules and Regulations are developed to:

- Promote the safety, security and welfare of all owners, residents, and guests
- Provide an atmosphere of quiet enjoyment for all residents and guests
- Provide for the protection of all property.

**The Enforcement** of the Declaration, Bylaws and the Rules and Regulations is an obligation placed on the Board by the Condominium Act. However, an obligation to report infractions is the responsibility of all residents. Infractions should be reported in writing to the Property Manager or to the Board of Directors, to ensure action is taken. If for any reason the Condominium Corporation incurs any losses, costs or damages as a result of a breach of the Declaration, Bylaws and/or Rules and Regulations in force that are caused by an Owner/tenant, these amounts shall be paid for by the owner of the unit and may be recovered by the Condominium Corporation in the same manner as common expense fees.

Lines of Communication are important to determine the nature of your problem and/or concern and to communicate this in the appropriate manner.

- Contact the Concord Adex Customer Care office with any questions and/or concerns relating to

your home warranty and deficiency reporting. Their phone number is 416-847-3788, their fax number is 416-596-8762, or use their email address: [QuartzCustomerCare@concordadex.com](mailto:QuartzCustomerCare@concordadex.com).

- Contact the Property Manager for any administration matter relating to the building and for any other matter regarding the condominium and/or interpretation of responsibility (i.e. common expense fee inquiries, common area maintenance, insurance claims, condominium living and concerns regarding any onsite staff or contractors).
- Write to the Board of Directors for any items not receiving suitable response, **excluding matters pertaining to your home warranty and deficiency reporting**, or if you wish the Board to consider changes and/or improvements to your particular unit or to the Condominium itself. You can deliver your correspondence, in a sealed envelope if you wish, addressed to the Board of Directors for their consideration at their next regularly scheduled Board meeting.

## MANAGEMENT and GOVERNANCE

A management agreement has been entered into with Brookfield Condominium Services Ltd. to provide full-time Property Management services. We look after the day to day operations and maintenance of the building, financial controls and reporting, and other business affairs of the Condominium Corporation.

The Declaration and Bylaws of the Condominium Corporation require that a Board of Directors consisting of five directors be elected at the Turnover Meeting of the Condominium Corporation. Once elected, the Board of Directors will meet regularly with the Property Manager to discuss matters relevant to the operation of the Condominium and to establish policies to guide its management. Official Meeting Minutes will be obtained and kept on file for the life of the Corporation, as per *The Condominium Act*.



Matters of interest are reported to the owners by the Board in the form of newsletters, and exceptional matters are generally dealt with in a specific notice.

Each year, an Annual General Meeting of all Unit Owners will be held and at that time official Corporation business will be conducted:

- The Auditor's Financial Report will be presented to Owners
- Owners will approve the Minutes of the previous year's Annual General Meeting
- New directors to the Board will be elected on a rotating basis
- And any other business which may be properly brought before the meeting is discussed.

The Board outlines past accomplishments, upcoming projects, and provides any further information of value to owners. All owners may attend the meeting, however only those owners whose accounts are in good standing may vote and be elected to the Board of Directors.

## RULES and REGULATIONS

Some of the information in this Manual has been condensed from the Rules and Regulations. Original Purchasers have received a copy of the Rules and Regulations in their Disclosure Statement. Tenants should receive a copy from their landlord. For your convenience, extra copies are available from the Management Office.

The Board of Directors and Property Management have a responsibility to enforce the Rules and Regulations of the Corporation. Should you have a Rules violation complaint against another resident, it must be made in writing to the Board and/or the Property Manager. Your complaint will be kept confidential up to the point, if necessary, where legal action must be started. In any rules enforcement

action by the Corporation, proper documentation is required in the event the matter cannot be resolved; we require a paper trail giving dates, times and details of the infraction(s) to take legal action. This paper trail can be in the form of security incident reports, police reports and, most importantly, signed complaint letters from other residents.

The majority of Rules infractions are resolved quickly and easily by the Property Manager, using a personal visit or telephone call or a letter to the offending resident. In many instances the offender is not even aware that there is a problem until they are contacted.

In the event that a Rules infraction cannot be resolved by friendly means, the Corporation may involve its lawyers, with all legal costs being charged back to the owner of the suite or townhouse where the person resides. Other municipal agencies may also be called in by the Corporation to deal with the offender. *The Condominium Act, 1998* provides for a mediation and arbitration procedure, which is contained within the By-laws of the Corporation. The Corporation may also go directly to Court for action in cases where the disturbance prevents other residents from enjoying the use of their home and common elements.

## **COMMON ELEMENT FEES – PAYMENT**

Upon registration of the Condominium Corporation and final closing of your home you will be advised by your lawyer to make arrangements for payment of the Common Element Fees. Common Element Fees (CEF) are due and payable by the suite and townhouse owners to the Corporation on the first day of each month. Owners have two options for paying of fees:

- Pre-authorized payment where the fees will be automatically withdrawn from your account on the first day of each month; or,
- Post-dated cheques for a period of one year, payable to the Corporation for the first day of each month.

**The convenience and paper saving aspect of Pre-authorized payment makes it the preferred choice.**

Cash will not be accepted by the staff of Quartz for common element fees, amenity bookings and other goods and services. Payment must be made by personal cheque or money order.

The Corporation will charge an owner an administration fee of \$25.00 for any returned cheques or pre-authorized payments.

When an owner fails to make their CEF payment the Corporation must take steps to enforce their lien rights as per the Condominium Act, 1998. As well, arrears of CEF payments are subject to an interest charge at the rate of prime plus 5% per annum, compounded monthly. A lien is a claim or charge against property for the payment of a debt or obligation. A lien for Common Element Fees may be enforced in the same manner as a mortgage. The lien covers not only the unpaid fees 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 an owner in default prior to registration of the lien. The cost to send this notice is charged to the defaulting owner. In addition, the Board of Directors may retain a solicitor on behalf of the Corporation to enforce collection, with all costs to be charged to the defaulting owner. To avoid any additional charges please make your payments as required.

## **INSURANCE**

The Corporation is required to maintain All Risk Insurance Coverage for the common elements and units, but this does not extend protection to your flooring, furniture and belongings in your suite, townhouse, parking unit or locker unit. We strongly recommend that you acquire and maintain insurance coverage for

your personal contents and suite finishes above the “Standard Unit” description, as these are not covered by the Corporation’s policy or under the builder’s warranty. You are not obligated to have your own insurance, but it is highly recommended in order to protect your investment in such things as flooring, paint, wallpaper, clothing, bicycles and jewelry.

Another important consideration is the deductible in the corporation’s master policy. Under certain circumstances the deductible, which could be \$2,500 or more, must be paid by the unit owner prior to filing a claim for loss. It is imperative that your personal policy provides coverage for this eventuality.

It is also wise to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and property damage caused by you, your family, guests or service personnel. Lastly, if you are forced to leave your unit and live elsewhere due to an occurrence covered by your policy, you will benefit from coverage for additional living expenses. Contact your own insurance agent to inquire about condominium insurance policies, or ask the Property Manager to suggest a broker.

## **ACCESS TO SUITES AND TOWNHOUSES**

The Corporation’s Declaration and Section 19 of *The Condominium Act, 1998* permit the Corporation access to each and every suite and townhouse for the purposes of repairs or maintenance upon giving reasonable notice, which is generally determined to be a minimum of 24 hours. In an emergency, such as a flood, fire or suspicion of personal injury, no notice is required.

The Corporation will require access to each suite or townhouse at varying times to perform, as examples, the following required maintenance services:

- Inspections and repairs for the purposes of Tarion common element warranty matters
- Annual Fire Inspection (in accordance with the Ontario Fire Code)
- Fan coil maintenance
- Dryer vent cleaning (required every 2-3 years)

Examples of other activities that would require access are general suite or townhouse, balcony, terrace, patio, roof anchor, window and door inspections. When any of these activities are scheduled, notices will be provided well in advance advising residents of what work is being done and the day on which their home will be entered. **Due to the complexity of scheduling, we are not able to make appointments for specific times.**

Should you wish to provide access to your home for personal housekeeping staff, dog walkers, etc. please complete a Suite/Townhouse Key Waiver form authorizing the Concierge to release keys to these persons.

## **SECURITY and SAFETY IN YOUR HOME**

The Concierge staff is here to assist you and keep your building safe. However, they cannot do this job alone. Each resident must also be security conscious. Some security tips:

- Report any suspicious person or activity to the Property Manager
- If a stranger tries to enter the building behind you either through an access door or via the garage without using their fob, please inform the Concierge or Property Manager immediately
- Get to know your neighbours
- Do not prop exterior doors open. Make sure that they fully close behind you
- Keep Management informed of your “away” dates and provide emergency contact information by completing and submitting an Absence/Vacation Notification Form
- Suspend delivery of newspapers and other deliveries in your absence
- Provide the license plate number of your vehicle to the Property Manager

### **Garage Safety Features**

At various doors throughout the garage you will find a duress button to push in an emergency. The Concierge will identify the location of the signal and respond.

### **Camera Surveillance System**

For your protection and the building's safety and security, surveillance cameras monitor the property, including the parking garage and certain common areas. These cameras are digitally recorded. Should an incident occur, the recordings are turned over to the local Police, and/or your Concierge for investigation. Due to privacy legislation, access to any recordings will not be provided to residents.

### **Suite/Townhouse Security & Keys**

In accordance with the Rules and Regulations of your Corporation, all door locks must be compatible with the master lock system of the building. The master lock system allows Property Management to gain immediate access in case of a fire or flood, or if you or another resident of your home has a medical emergency. Locks cannot be changed without the prior written approval of the Board of Directors. If you feel that you would like to change your door lock, please contact the Property Manager who will help you through this process.



If you change the lock so that it is not compatible with the master lock system, the cost to have it put back on the master system will be at the expense of the owner.

### **Fobs**

Two fobs (access devices) are provided for each suite or townhouse. If you lose your fob please let the Concierge staff know so that it can be deactivated by the Concierge through the computerized access system. If you find your fob, the Concierge will reactivate it.

A fee will apply for replacement fobs and there will be limits on the number of fobs issued to each owner. Sales, if any, of additional fobs will not take place until after the condominium corporation is registered.

### **Garage Entry**

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

### **Registering Your Vehicles**

Please make sure that the Property Manager has up-to-date information about your vehicles. If you replace your vehicle after you move in, you are required to let us know the new vehicle data, for example: year, make, model, color, etc.

### **Guests and Visitor Parking**

Guests on foot will enter through the main lobby of your building. Please ask your guests to contact you using the enterphone in the lobby vestibule that will include your name and suite code once you have registered as a resident.

Guests with vehicles will use the residents' visitor parking area on the P1 level. Ask your guest to use the intercom located at the garage door on Housey Street to contact the Concierge who will provide entry. Guests can select any vacant residents' visitor parking. When entering the building, your guests will contact the Concierge on the intercom at the elevator lobby entrance and he/she will provide access. Parking permits will be required for overnight parking and will be issued for a maximum of three days.

If you do not expect to be home for a guest's arrival or service call to your home, you may complete an Authorization to Enter form for the Concierge that will permit authorized persons access to the building.

**The Concierge is not permitted to open your door or supervise the authorized person's attendance in your home.** Identification of the individual may be required.

Only individuals whose names appear in the Authorization to Enter form will be allowed access to the building. It is the responsibility of the resident to regularly update the names and the expiry date on the form. The resident must complete a form for each and every individual who is to be allowed access to your home.

The service of giving guests and service people access is done as a convenience to you, the resident. Neither the Board, Management, nor the Concierge can be held responsible for the guest or the service personnel.

### **Vacations**

If you are going on vacation or will be away for an extended period of time, please advise the Property Manager using the Absence/Vacation Notification Form. If possible, please provide the contact information for where you will be when you are away so we are able to reach you if needed in an emergency. We must also be informed of names, phone numbers, dates of occupancy and model and license numbers of the vehicles of anyone who may be occupying your home during your absence, and any special instructions for your suite or townhouse.

### **Parking Outside the Building**

Just a reminder that parking is prohibited in fire routes (so that fire trucks have clear access), entrance ways, driveways, ramps and laneways. You and your guests are welcome to use the driveway in front of the building as **a drop off area only**. Residents and guests should refrain from parking on Housey Street and at the moving entrance and waste pickup area on the south side of the building. Tickets will be issued and vehicles towed if necessary.

The City of Toronto has an anti-idling by-law. We request that when parked outside the building, drivers please turn their engines off if they stop for more than a minute so that they do not contribute to smog or disturb residents. Drivers will also save more fuel, as 10 seconds of idling uses more fuel than starting a vehicle.

### **Playing and Dress in the Common Elements**

For safety reasons, roller skating, skateboarding, bicycling, ball throwing, street games and other similar activities are not permitted in the common elements. Residents and their guests must wear appropriate clothing and footwear, i.e., what one would normally wear in public, in the common areas.

## **MAIL DELIVERY**

Canada Post requires Quartz to reach a certain level of occupancy before it commences mail delivery. You can pick up at your mail during the interim period at 600 Commissioner Street (between Leslie Street and Carlaw Avenue, off Lakeshore Boulevard), Monday to Friday between the hours of 9:00 a.m. and 6:00 p.m. **Canada Post requires that you bring proper identification with you such as the Agreement of Purchase and Sale, or Lease Agreement, and a valid photo ID.**

Once delivery commences, your mail will be delivered to your personal mail box located in the mail room on the first floor of 75 Queen's Wharf Road. Only representatives of Canada Post are permitted to deliver mail to these boxes. Should you lose your mailbox keys or wish to have your mail box lock changed, please contact the Property Manager who will help you through this process using the Corporation's designated locksmith. Costs to change the lock are the responsibility of the owner.

If you will be away for an extended period of time please contact Canada Post directly to hold your mail or make alternative arrangements with family or friends for your mail to be picked up for you.

## MOVING IN OR OUT, OR EXPECTING A PARCEL OR A DELIVERY?

### Move-Ins/Outs, Furniture & Large Item Deliveries

Please see our separate publications, "Welcome Letter" and "Move-In Guidelines" for details on policies and procedures related to moves. The same procedures apply to furniture and large item deliveries.

Moving furniture or equipment or boxes in or out through the front lobby or parking lot elevator entrances is prohibited. Only the moving room and service elevator may be used for this purpose. The use of commercial shopping carts in common areas is prohibited.

### Parcels, Small Deliveries, Couriered Items

For your convenience, the Concierge is able to accept parcels, small deliveries and couriered items on the residents' behalf, however all items must be:

- Picked up within ten days of delivery due to limited storage
- No more than 20 lbs. in weight to prevent potential injury to staff
- Cannot exceed the approximate size of: 40cm x 50cm x 65cm or 15" x 20" x 25". (about the size of a box of copy paper)

In order for the Concierge to receive items on your behalf, please fill out an Authorization to Receive Parcels and Courier Mail form. Without a signed form neither the Concierge nor Management can accept any of the above noted items for you.



If you plan to be away for an extended period of time, please inform the Concierge so that such items will be held until your return (for a maximum of ten days), or accepted on your behalf by a family member or friend.

Please note the Concierge will not accept perishable items such as food if there is no one in your home to accept these items at the time of delivery. If however, you anticipate a delivery of flowers or a balloon bouquet while you are out for a short period of time, please indicate this to the Concierge and we will be happy to accept them for you. Due to limited storage space, the Corporation reserves the right to refuse to accept deliveries.

Also, please remember that Quartz suites and townhouses are for residential purposes only; accordingly your parcels and deliveries should not be for business purposes.

## AMENITIES BUILDING

Quartz offers a wealth of social and fitness amenities to rejuvenate body, mind and spirit.

The state-of-the-art amenities building will boast an array of the latest weights and cardio equipment in a dedicated weight room and exercise equipment area, plus a lounge area, meeting room, party and dining rooms, prep kitchen, games room, theatre room, yoga/aerobics studio, gymnasium with basketball court, steam rooms, whirlpool and an indoor pool with change room facilities.



The amenities are currently under construction. Once construction is completed, your management team will post notices to notify you when the amenities are available.

Tips about the amenity facilities:

- Non-resident owners are not permitted to use the amenity facilities
- When travelling to and from the amenities, please wear proper attire, e.g., shirts, trousers, skirts, dresses and footwear.

- You are permitted a maximum of two guests when using the fitness amenities unless special arrangements are made with the Property Manager
- Guests must be accompanied by a resident **at all times** unless the guest is registered as a user of a guest suite
- Children under the age of 16 must be accompanied by a resident age 18 or over
- You are welcome to listen to music as long as it cannot be heard by others

### **Whirlpool and Pool**

Proper attire is required when using the whirlpool and pool. In accordance with the Ontario Health Protection and Promotion Act, bathers must shower before use of the pools. Parents must be vigilant to their children when they are in the vicinity of the pool.

Children under the age of 12 are not allowed in the pool or on the deck unless accompanied by an adult who is age 16 or over.

For health and safety reasons, children under the age of 12 cannot use the whirlpool. Persons between the age of 12 and 16 must be accompanied by a resident over the age of 18.

Food and drink, except for water in plastic bottles, are not permitted.

### **Exercise and Weights Facilities**

For their own safety, children under the age of 16 must be accompanied by an adult 18 years of age or over. Parents must be vigilant to their children when they are in the vicinity of this equipment.

### **Steam Rooms**

Residents and their guests, accompanied by a resident, are welcome to relieve stress in the therapeutic ambience of the steam rooms. For health and safety reasons, children under the age of 12 cannot use steam rooms. Persons between the age of 12 and 16 must be accompanied by a resident over the age of 18 and actively supervised.

## **GUEST SUITES, PARTY and DINING ROOMS**

Booking the Guest Suites, Party Room and Dining Room for exclusive use will entail the use of certain agreements that we will provide to you.

### **Guest Suites**

Located on the 1<sup>st</sup> floor of Quartz, the two guest suites will consist of sleeping area, bathroom and no cooking facilities. The guest suites are to be used to provide overnight accommodation for the guests of the residents. Rates, including rental and cleaning fees, and deposit requirements will be announced when this amenity is ready for use.

### **Party and Dining Rooms**

The party and dining rooms, located in the 3<sup>rd</sup> floor amenity area, are the perfect place to host your party with friends and family. We will provide details on how to reserve these rooms when this amenity is ready to use.

## **BIKE STORAGE**

Generous Bicycle Storage is available for residents. In order to keep control of this facility, a key deposit system may be applied. Please see the Property Manager for further information on protocol. And as a reminder, **bicycles cannot be stored on the balconies, terraces or patios.**





## PET SPA



The Pet Spa is located in the amenities building. We will provide details on any reservation procedure once this facility is available for you and your pooch.

## PARKING UNITS

Parking spaces are deeded units and it is the resident's responsibility to maintain the parking unit in a tidy condition. The Fire Department requires that we keep the parking spaces clear of all items except vehicles of course. This means that storage of belongings, including boxes, furniture, bicycles, tires, windshield washer fluid and gasoline containers, is not permitted. One vehicle is permitted in each parking unit, unless it is a tandem unit that will hold two vehicles.

Included in the operating budget is a full clean of the garage once or twice a year. However, if there is a fluid leak from a vehicle, the Condominium Corporation may arrange a spot cleaning, for which the cost will be charged to the owner of the parking unit.

You will need the written consent of the Property Manager or the Board if you wish to make any repairs to your vehicle in the garage.

Residents who are not using their parking units are encouraged to let the Property Management team know, as there may be another resident who would like to rent your parking unit from you.

A parking unit cannot be used by, leased to or sold to anyone who is not an owner or occupant of the development. Owners who wish to lease their parking spaces to another owner or occupant must register the information with the Condominium Corporation using a Summary of Lease Form 5 or copy of the lease and any form provided by the Property Manager, giving full details including the name of the owner, name of the lessee, unit number of parking space, make and color of the vehicle, license number and the duration of the lease.

Under no circumstances are residents permitted to use Visitor Parking.

## LOCKER UNITS

Lockers are deeded units and it is the resident's responsibility to maintain each locker in a respectable manner. It is strongly recommended that all items be elevated off the floor on pallets to prevent moisture from humidity and condensation affecting your belongings.

Gasoline, propane, or any other combustible materials are not to be stored in the lockers or anywhere on site. Please do not store bagged or boxed food in your locker, as it will attract insects and rodents, and may spoil.

We are sorry, but you are not permitted to store belongings on top of the wire mesh of your locker. This contravenes Fire Regulations and will obstruct the flow of water from the fire sprinklers if there is a fire.

The condominium corporation is entitled to a copy of the key or the combination of any lock on a locker unit. We appreciate your understanding of this requirement.

## **MAINTENANCE IN YOUR SUITE or TOWNHOUSE**

Each owner is required to maintain his or her own home, including appliances and fixtures that serve the suite or townhouse exclusively. If you're experiencing problems with such things as electrical, plumbing, heating and/or air conditioning that may be in connection with a common element problem, please contact the Property Manager or the Concierge and they will investigate and contact the appropriate personnel.

### **Appliance Manuals**

The Concord Adex Customer Care team has provided e-copies of the appliance manuals to Property Management. Please let one of us know if you would like a copy emailed to you.

### **Washing Machine**

Please ensure that water to your washing machine is turned off after each use. This is very important, especially if you are away for the weekend or an extended period of time. Should the hose or washer leak, you may be responsible for the damage not only to your suite or townhouse, but also any other suites, townhouses, or common elements affected. To turn the water supply off, simply turn the valves into the off position. The hoses are connected to the valves adjacent to the washing machine in the washer/dryer closet.

### **Dryer**

Your dryer is connected to an exhaust fan in the laundry room. You must clean the lint trap in the dryer as well as the lint trap in the ceiling on a regular basis. If it is difficult for you to remove the ceiling lint trap for cleaning, we recommend that you enlist the help of a family member or friend. If the lint trap is not cleaned regularly, you will notice that it takes longer for your clothes to dry and there is a possibility of damage to the dryer motor or the buildup may cause a fire. If regular maintenance is not done to remove lint you could void the warranty on the dryer motor and the replacement or repair will be at your expense. There is also a financial benefit to you if you keep the lint trap clean as a result of reduced hydro bills when your dryer does not have to work as hard to dry clothes.

Also, just a friendly reminder that we cannot permit residents to dry clothes on the balconies, terraces or patios.

### **Heating and Air Conditioning Equipment - Fan Coil Units**

The fan coil units in the suites and townhouses control the heating and air conditioning. They are controlled by the thermostat located on each unit. The fan coil units provide heating during the winter months and cooling during the summer months by providing hot or cold water through the coils in the unit. Air is sucked into the lower vent, where it passes through a filter before being blown over the coils in the unit.

The fan coil units will be maintained by the Corporation on a semi-annual basis. The Corporation will send a contractor into each home to change the filter, clean the coils and drain pan, and ensure the fan is operating properly. However each owner is responsible for any and all repairs that are required to any of the fan coil equipment, all at their own expense.

Any resident wishing to change the fan coil filters on a more frequent basis may obtain filters from the Management Office. Having a clean filter will promote better air circulation and save hydro.

### **Thermostats**

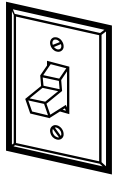
Each home is equipped with a Honeywell Thermostat. The programmable function allows you to set the thermostat for energy efficiency and your personal comfort levels. Copies of the thermostat instructions have been left inside of the upper kitchen cabinet at closing and are also available by email or hard copy from the Management Office.

## Drains

Never dispose of fats, grease, kitty litter or any solids in any kitchen or bathroom drains. These items clog drains and become a concrete-like consistency inside pipes, leading to unsanitary backups in kitchen sinks and bathrooms, flooding, extensive repairs and disruption to residents. All such items must be securely wrapped and disposed of with other household garbage items in the garbage chute.

Please also note that **garburators are not permitted** as the macerated food waste that they produce will block the drains.

## WHAT TO DO IF SOMETHING GOES WRONG IN YOUR SUITE or TOWNHOUSE



### Electrical Power Failure

If the neighbourhood and/or many common area lights are out, a general power failure has occurred. For your safety, the hallways, stairwells and common areas are equipped with emergency lighting.

If only your suite or townhouse appears to be affected, check your own electrical panel. A tripped breaker in a circuit means that a particular circuit has been overloaded. Please check all plugged-in items on the circuit before resetting the breaker.

The bathroom receptacles are equipped with a ground fault interrupter (GFI). If the GFI trips, it must be reset using the buttons on the receptacle. If it continues to trip, it may be necessary for you to call a licensed electrician.

### Plugged Toilet, Drains or Other Plumbing Problems

These types of problems are the responsibility of the individual resident. Keep a plunger in your suite or townhouse so that you are ready to address a plugged toilet or drain. Know where all water shut-off valves are located. .

### Water Leakage

If water leakage occurs from above your home, contact the Property Manager or Concierge immediately, so that the source of the water can be investigated and damage minimized. Should leakage occur within your home, turn the valves to the closed position, then contact the Property Manager at 416-623-1783 or the Concierge at 416-623-0103.



## DECORATING AND RENOVATING

Owners are free to decorate the interior of their suites and townhouses in a manner that best suits their own taste. However, owners cannot make structural modifications to walls, interior layout or plumbing and mechanical/electrical systems without the written consent of the Condominium Corporation. Owners are not permitted to relocate pipes, drains, electrical wiring and/or walls without the prior written consent of the Board of Directors. Any owner who carries out renovations that result in damage to other suites or townhouses or the common areas will be charged for all repairs associated with such damage. If in doubt, it is always best to call the Property Manager before making any changes to ensure that approvals are not required and to avoid any electrical or plumbing problems. Certain projects will require a written agreement between the owner and the Corporation and a deposit.

## BALCONIES, TERRACES and PATIOS

The balconies, terraces and patios are known as exclusive use common elements. That means that they are a common element of the Condominium Corporation and not a part of your suite or townhouse, though these areas may be used exclusively by you. Like other common elements, no owner can make any change to the balcony or terrace without the consent of the Condominium Corporation. For example, this restriction applies to anything that you may want to put on the balcony floor — such as carpeting or tile. Carpeting retains moisture, which causes premature deterioration of the concrete slab leading to costly repairs. You are also not permitted to install a satellite dish or antenna.

Balconies, terraces and patios are to be kept clean and tidy at all times and cannot be used as a storage area. Only seasonal furniture is permitted on balconies, terraces and patios. Please do not store bicycles or dry clothes on your balcony, terrace or patio. If you have children, please do not leave them unattended in these areas, and avoid placing chairs or tables near the balcony or terrace railings so that there is no danger due to climbing activities.

Absolutely NO barbecuing is allowed on your balcony, terrace or patio.

In the interests of fire safety and to prevent injury to those below, we insist that you and your guests refrain from throwing cigarette butts from the balconies and terraces.

## ELEVATORS

In the event that you are stuck in the elevator, please remain calm. A two-way communication system is in place. Press the phone button to connect you directly to the monitoring station. State the number of the cab that you occupy and the elevator company will dispatch a mechanic to release you. Please do not call 911 unless you are ill; the cost of ambulances and fire trucks attending to release passengers who are not ill will be charged to the owner.

Parents, please tell your children and their guests not to jump in the elevator, as it will cause the elevator to stop and they will become entrapped. The cost to reset the safety feature on the elevator that will have tripped is very high, and will be charged to the owner.

## WASTE DISPOSAL

The waste disposal chutes can be used between the hours of 8:00 a.m. and 10:00 p.m.



Not only is it better for the environment, but also, your efforts to sort your waste, organics and recycling will result in lower costs to the Condominium Corporation, as organic and recycling pickup are provided at no charge by the City of Toronto.

Please select the waste, recycling or organic button, open the chute door, place the properly wrapped materials into the chute and push it completely down. For the townhouses, there are three separate chutes, one for each of waste, recycling or organics. Please do not force any items down the chutes that are too large for the opening as this could cause an obstruction in the chute and damage to the compactor equipment, plus create a backup in the chute itself. Also, please do not leave anything on the garbage room floor.

We urge you to have your movers take your cardboard boxes away after your move. However, should you have boxes at any time, please flatten them for and ask the Concierge to direct you to the disposal area. **Under no circumstances should you attempt to put cardboard boxes in the chute.**

If you are having renovations or repairs done in your home, it is your responsibility to arrange for the

removal of the garbage generated from this work. The City of Toronto will not accept renovation debris and it is not to be disposed of in the Corporation's garbage chutes or bins. You must also arrange for the removal of old appliances, old furniture and all heavy or large articles; please contact the Property Manager or the Concierge for guidance on these specialized waste items.

## NOISE

A concrete structure transmits noise easily. Absolute silence cannot be guaranteed; however, any and all efforts to preserve the quiet enjoyment of others are appreciated. As an example, area rugs and runners over at least 60% of hardwood or laminate flooring will help to prevent the sounds of footsteps and children playing from being transmitted to the surrounding suites or townhouses. Any repairs to the suites or townhouses can be made only between the hours of 8:00 a.m. and 8:00 p.m.

## PESTS

In the unlikely event that you find any unwanted pests in your home please contact the Property Manager immediately. We will arrange for effective treatment of the problem. Your cooperation in this endeavor will be required and appreciated.



## PETS

Pet ownership can bring great joy to many residents, but it is a privilege and with that privilege comes responsibility. You have chosen a condominium corporation that allows pets, but you must always remember that many residents in the building do not own pets. Some of them are even afraid of or allergic to our animal friends.

Pets must be registered with Property Management. We will need the name, type, and weight of the pet, plus a photo. All pets must be licensed with the municipality and have current vaccinations. The Property Manager will request proof of licensing and may request vaccination records at any time.

As the owner of a pet, you must be responsible for the pet's behaviour. While on the common elements, including elevators, corridors, stairwells, driveway and parking areas, the pet must be securely leashed at all times. They cannot be walked on the internal courtyard, walkways, open spaces, landscaped areas, except when travelling to and from the building or townhouses. Pets must be taken **off the property** to relieve themselves. The owner is subject to any clean up costs should the pet have an "accident" anywhere on the condominium property.

## SMOKING

In accordance with Provincial legislation and the Rules and Regulations, smoking is prohibited on all common areas of the Condominium Corporation. Residents smoking in the privacy of their homes are asked to use their ventilation fans during this activity.



## SCHEDULE A

### **TENANT INFORMATION FORM**

Unit \_\_\_\_\_ Level \_\_\_\_\_ Suite No. \_\_\_\_\_

Municipal Address: \_\_\_\_\_

Landlords' Name: \_\_\_\_\_

Landlord's Permanent Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Term of the Lease: \_\_\_\_\_ years (Attach a copy of the lease agreement or completed Form 5 Summary of Lease)

Commencement Date: \_\_\_\_\_, 20\_\_\_\_.

Tenant's Full Name: \_\_\_\_\_

Social Insurance Number: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_

Vehicle Plate Number: \_\_\_\_\_

Number of Occupants: Adults \_\_\_\_\_ Children \_\_\_\_\_ Total \_\_\_\_\_

Adults' Full Names: \_\_\_\_\_

Child 1 Name: \_\_\_\_\_ Age: \_\_\_\_\_

Child 2 Name: \_\_\_\_\_ Age: \_\_\_\_\_

Child 3 Name: \_\_\_\_\_ Age: \_\_\_\_\_

Tenants' Present Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Employer: \_\_\_\_\_

Business Address: \_\_\_\_\_

Business Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Name of Nearest Relative \_\_\_\_\_

Nearest Relative's Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

DATED at \_\_\_\_\_, this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
Tenant's Signature

\_\_\_\_\_  
Tenant's Signature

## **SCHEDULE B**

### **TENANT UNDERTAKING AND ACKNOWLEDGMENT**

I hereby acknowledge and agree that I will, in using the dwelling unit, parking unit and/or storage unit rented by me and the common elements, comply with the Condominium Act, the declaration, the by-laws and the rules of the Condominium during the term of my tenancy. I hereby acknowledge that I will be subject to the same duties imposed by the Act, the declaration, the by-laws and the rules as if I was a unit owner, except for the payment of common expenses (unless otherwise directed by the Condominium as a result of a default in the payment of the common expenses by the owner). In addition, I will ensure that my family, guests, visitors, agents, permitted sub-tenants and invitees shall also comply with the Act, the declaration, the by-laws and the rules of the Condominium.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Tenant's Signature

\_\_\_\_\_  
Tenant's Signature

Condominium Act, 1998  
SUMMARY OF LEASE OR RENEWAL  
(clause 83 (1) (b) of the *Condominium Act, 1998*)

TO: ..... (*name of condominium corporation*)

1. This is to notify you that:

*[Strike out whichever is not applicable:*

a written or oral (*strike out whichever is not applicable:* lease, sublease, assignment of lease)

OR

a renewal of a written or oral (*strike out whichever is not applicable:* lease, sublease, assignment of lease)]

has been entered into for:

*[For all condominium corporations except common elements condominium corporations:*

Unit(s) ....., Level(s) ..... (*include any parking or storage units that have been leased*)]

Unit(s) ....., Level(s) ..... (*include any parking or storage units that have been leased*)]

Unit(s) ....., Level(s) ..... (*include any parking or storage units that have been leased*)]

on the following terms:

Name of lessee(s) (or sublessee(s)): .....

Telephone number: .....

Fax number, if any: .....

Commencement date: .....

Termination date: .....

Option(s) to renew: .....

*(set out details)*

Rental payments: .....

*(set out amount and when due)*

Other information: .....

*(at the option of the owner)*

2. I (We) have provided the (*strike out whichever is not applicable:* lessee(s), sublessee(s)) with a copy of the declaration, by-laws and rules of the condominium corporation.

3. I (We) acknowledge that, as required by subsection 83 (2) of the *Condominium Act, 1998*, I (we) will advise you in writing if the (*strike out whichever is not applicable:* lease, sublease, assignment of lease) is terminated.

Dated this ..... day of ....., .....

.....  
*(signature of owner(s))*

.....  
*(print name of owner(s))*

*(In the case of a corporation, affix corporate seal or add a statement that the persons signing have the authority to bind the corporation.)*

.....  
*(address)*

.....  
*(telephone number)*

.....  
*(fax number, if any)*

O. Reg. 49/01, Form 5.



# FIRE SAFETY PLAN

## **INSTRUCTIONS TO OCCUPANTS ON FIRE PROCEDURES**

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

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

The following instructions will assist you in the event of an emergency. Take the time to read them and familiarize yourself with the location of the exit stairwells and pull stations.

### **IF YOU DISCOVER FIRE:**

1. Leave the fire area.
2. Close all doors behind you.
3. Activate the Fire Alarm, by using pull stations.
4. Use exit stairwells and leave the building immediately.
5. Telephone the City Of Toronto Fire Services from a safe place by dialing 911  
(never assume this has been done.) Know the correct address and location of the fire in the building.
6. Do NOT use elevators.
7. Do NOT return until it is declared safe to do so by a Fire Dept. Official.

### **IF YOU HEAR THE ALERT FIRE ALARM TONE**

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

### **IF YOU HEAR THE EVACUATION FIRE ALARM TONE**

1. Before opening the door, feel knob for heat. If not hot, brace yourself against door and open slightly. If you feel air pressure or hot draft, close the door quickly.
2. If you find no fire or smoke in the corridor, close door behind you, take suite key and leave by nearest exit.
3. Do not use elevators.
4. If you encounter smoke in the corridor or stairwell, consider taking an alternative exit where it may be clear, or return to your suite.

5. Listen for instructions or information which may be given by authorized personnel over the voice communication system.
6. If instructions indicate or situation warrants that an evacuation is necessary, then take suite key, close door behind you and leave by the nearest exit. If you encounter smoke in the corridor or stairwell, consider taking an alternate exit or return to your suite.

### **ONCE INSIDE THE STAIRWAY**

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

**If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite, and**

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

### **THIS BUILDING IS NOT EQUIPPED WITH SILENCE SWITCH**

#### **IN-SUITE AUDIBLE DEVICE**

The in suite audible device is a speaker. The fire alarm tones are heard through it. Also supervisory staff and the fire department will make announcements through it.

The in suite speakers are equipped with an automatic silencing feature. They will silence in 1 minute. The

in suite speakers will not silence on the floor of activation.

The corridor, stairwells and garage speakers do not silence.

Note:

1. The fire alarm system signal within your suite will reactivate if there is a status change with the building's fire alarm system. The voice communication announcements will temporarily override the silence feature.
2. The in suite smoke alarm does not have an automatic silence feature.

### **FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT**

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

### **EMERGENCY PROCEDURES**

The actions to be taken by occupants in emergency situations are posted on each floor at: Pull Stations/elevator lobby, or exit locations.



## **CONTROL OF FIRE HAZARDS IN THE BUILDING**

### **A. COMBUSTIBLE MATERIALS**

A high standard of housekeeping and building maintenance is probably the most important single factor in the prevention of fire. For example:

1. Combustible waste materials in buildings shall not be permitted to accumulate in quantities or locations which will constitute a fire hazard, such as elevator shafts, ventilation shafts, stairwells, or any other means of egress.
2. Combustible materials shall not be used to absorb flammable or combustible liquid spills within the building.
3. Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the premises.
4. Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
5. All ashes shall be stored in proper safety containers and combustible materials shall not be stored with ashes in the same container.
6. Flammable liquids shall not be used for cleaning purposes.
7. Combustible materials shall not be stored on a roof or adjacent to any building so as to create a fire hazard to the building or its occupants.

### **B. FIRE HAZARDS**

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

1. DO NOT put burning material such as cigarettes and ashes into garbage chutes.
2. DO NOT dispose of flammable liquids or aerosol cans in these chutes.
3. Never force cartons coat hangers, or bundles of paper into chute because it may become blocked.
4. To avoid unsafe cooking practices (deep fat frying - too much heat unattended stoves - loose hanging clothing). This makes no sense???
5. DO NOT USE unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
6. To avoid careless smoking, use ashtrays. Never smoke in bed.

### **C. IN GENERAL: OCCUPANTS ARE ADVISED TO:**

1. Know where the alarm pulls stations and exits are located.

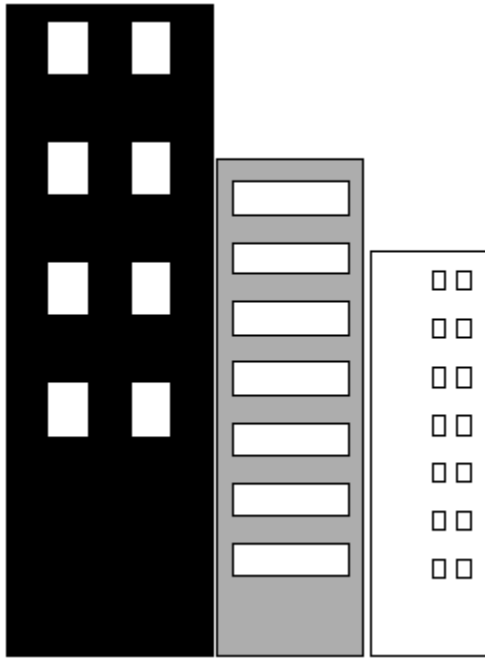
2. Call the Toronto Fire Services immediately whenever you need emergency assistance.
3. Know the correct building address.
4. Know the audible alarm signal and the procedures established to implement safe evacuation of the building.
5. **No person shall intentionally disable a smoke alarm so as to make it inoperable.**
6. **Do not tamper, disconnect or cover the in suite audible device or heat detector.**
7. **Notify property management if special assistance is required in the event of an emergency.**
8. Report any fire hazards to supervisory staff

### **USE OF PORTABLE FIRE EXTINGUISHERS**

All portable fire extinguishers in the building are operated in essentially the same manner. Ensure that the pin is intact and the seal has not been broken. Set the extinguisher on the floor, break the plastic or wire seal by twisting the pin.

You are now ready for the **PASS** method:

- ☐ **P**ull the pin
- ☐ **A**im the extinguisher
- ☐ **S**queeze the trigger
- ☐ **S**weep the fire



## Fire In Your Residential Building

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

Your safety depends on the right decision.

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

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

Which is correct?

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

## When should I go?

Evacuation is appropriate under any of the following conditions:

**A: As soon as possible when you hear the fire alarm or discover a fire.** The earlier you leave, the better are your chances of getting out safely no matter where you are located in relation to the fire area. It is extremely rare for stairways and corridors to be contaminated by smoke in the early stages of a fire. Proceed as quickly as possible to the outside.

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

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

## When should I stay in the suite?

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

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

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

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

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

## 2 What else can I do to prepare myself before a fire emergency occurs?

Become familiar with the fire safety features provided in your building. For example, the effects of fire will be significantly reduced in a fully sprinklered building. This is an important consideration if you are unable to use stairs

to evacuate the building during a fire emergency (e.g. physical disabilities, medical condition, etc.) or where the fire department has limited capacity to carry out rescue. Learn the location of the exit stairways and practice using them. Know which floors you can use to cross from one stairway to another. Familiarize yourself with the fire alarm signal. Identify the location of fire alarm manual pull stations and read the instructions about how to operate them. If your building has a voice communication system, learn how it will be used by supervisory staff during an emergency. Get a copy of the fire emergency procedures from your building management and read them carefully. They may also be able to provide you with other important information. Keep this material in a prominent place and review it periodically. Contact your fire department for more information or to request a fire safety presentation for all residents.

### **3** How can I identify the location of a fire when I hear the fire alarm?

In some buildings, the fire alarm system may have different tones (evacuation and alert signals) which will assist you to identify when immediate evacuation is required for your floor. If the building is equipped with a voice communication system, supervisory staff may be appointed to provide information on the location of the fire to the building occupants. Find out if these features apply to your building by becoming familiar with the building fire safety plan and emergency procedures as discussed in item No. 2 above.

### **4** What actions can I take to protect myself from smoke entering the suite during a fire?

The following steps can be taken to protect yourself from smoke entering the suite during a fire emergency:

- Use duct tape (masking tape may also be effective) to seal cracks around the door to your suite and place wet towels at the bottom. Seal vents, air ducts and other areas where smoke is entering the suite in the same manner.
- If smoke is worse in one room (e.g. bathroom), close the door and seal off the room with tape and wet towels as noted above.
- If the suite fills with smoke, move to the balcony (if you have one) and close the doors behind you. Take a cordless or cellular phone with you if available. Call the fire emergency number and provide details of your situation. Also, take warm clothes or blankets if the weather is cold.
- If you do not have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air but be prepared to close it again if this makes the conditions worse. Never break the window to get fresh air or you will not be able to seal it off if conditions change.
- Keep low to the floor where the air is cleaner.

Make sure that you have a roll of duct tape readily available. Duct tape can be purchased in most hardware stores.

### **5** I have read that most people die trying to evacuate during a fire. Is this true?

Experience shows that people who evacuate in the early stages of a fire can safely reach the outside. Most people die because they attempt to leave the building through smoke-filled corridors and stairs in the advanced stages of a fire. Although the conditions are different for each fire, this could occur as early as 10 minutes after the start of the fire. If you made the decision to stay in the suite during the fire emergency, do not change your mind and attempt to



evacuate later. Please refer to item No. 1 for details of when evacuation is and is not appropriate. If you encounter smoke during evacuation, look for an alternate route that is clear of smoke, return to your suite or seek refuge with other occupants on the nearest floor. Do not use the elevator for evacuation (except under direction of the fire department) and never go to the roof since it is not designed as an exit.

## 6 What else should I know?

Many people are reluctant to evacuate unless they are certain that there is a real fire. This problem is made worse by nuisance alarms. Remember, a real fire grows for every minute that you delay and you may lose the only opportunity to evacuate safely. For this reason, all occupants who are able should begin evacuation procedures immediately upon hearing the alarm. If you made an initial decision to stay in your suite when a fire emergency occurs, do not attempt to evacuate in the advanced stages of the fire. You cannot outrun the effects of fire and smoke and will be placing yourself in extreme danger. Each suite is designed as a fire compartment and will afford you a degree of protection during the fire emergency. However, smoke spread into your suite is very likely so be prepared to protect yourself from smoke for the duration of the emergency. This may be a long time.

## 7 Where can I get more information?

Your building management or local fire department can provide copies of the following materials:

- [\*Fire In Your Apartment Building\*](#) (pamphlet)
- [\*Plan Ahead - Fire Safety In Apartment Buildings\*](#) (pamphlet)
- [\*If You Hear The Fire Alarm And Cannot Leave Your Apartment\*](#) (door sticker)

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

| [central site](#) | [search](#) | [feedback](#) | [français](#) |

| [Ministry Site](#) | [OFM Home](#) | [What's New](#) | [Fire Marshal's Message](#) | [Frequently Asked Questions](#) | [Fire Service](#) | [Fire Protection](#) | [Fire Prevention](#) | [Legislation](#) | [Publications](#) | [Resources](#) |

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Contact our [offices](#) directly.

## **CUT OUT AND TAPE ON BACK OF SUITE DOOR**

### **IF YOU HEAR THE FIRE ALARM AND CANNOT LEAVE YOUR APARTMENT**

You must protect yourself from smoke. Stay in your apartment until you are rescued or until you are told to leave. This may take a long time.

Do not try to leave your apartment a long time after the alarm has sounded. The longer you wait, the more risk there is that heavy smoke will have spread into the stairways and corridors. Your chances of survival are less.

- Keep smoke from entering your apartment. Use duct tape to seal cracks around the door and place wet towels at the bottom. Seal vents or air ducts the same way.
- If smoke still enters your apartment, telephone the fire department, tell them where you are and move to the balcony. Close the doors behind you.
- If you don't have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air.
- Show your rescuers where you are by hanging a sheet from the window or balcony.
- Keep low to the floor where the air is cleaner.
- Listen for instructions from authorities.

#### **REMEMBER, FIRE SAFETY BEGINS WITH YOU.**

Find out about fire safety in your building.  
For more information to help you survive a fire, ask your building management or your fire department.

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# SPRINKLERS

Pictured below are three types of sprinklers that are found within your suites. Due to recent Ontario code changes and requirements, suites in Quartz are equipped with concealed and recessed sprinklers.

Please note that there is *no maintenance* required for the sprinklers.

Recessed



Concealed



Hallway Sprinkler



Please Do Not:

- Please do not paint the sprinklers
- Please do not damage the sprinkler heads or covers
- Please do not hang objects from the sprinklers, valves or other components
- Please do not obstruct the sprinklers
- Please do not cover the sprinklers
- Please do not remove the sprinklers or the covers

*Note that any of the items listed above may impact the performance of the sprinkler*

**CAUTION:** The sprinkler can be activated by impacting the heads. Be careful when moving furniture, tall objects or when working in confined spaces; such as closets. Activation of a sprinkler head will release a flood of water at high pressure, which may result in damage not only to your suite but also to other units in the building. In the event that you see a problem with the sprinkler system in your suite, **DO NOT** touch it, but contact the property manager immediately.

# QUARTZ

## SPECIAL ASSISTANCE IN AN EVACUATION

Dear Residents

In order to ensure your safety during an emergency situation in your building, we are asking your co-operation in filling out the information requested below about any persons residing in your unit who would require special assistance in an evacuation.

All information received will be kept confidential and will enable us to be of assistance in the event of an emergency (i.e. fire).

Please return the completed form in hard copy to the Property Management Office as soon as possible.

*PLEASE PRINT*

NAME(S) of RESIDENT(S) REQUIRING ASSISTANCE

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ADDRESS: 

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SUITE/TOWNHOUSE NO.: 

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TELEPHONE NO: 

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 EMAIL ADDRESS: 

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Particulars of any handicap or medical problems concerning yourself or a family member that would result in their requiring assistance in an emergency situation (e.g., difficulty walking, vision problems).

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Date Submitted: 

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Signature: 

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