



VU Condominiums

TSCC 2049 & TSCC 2087

116 / 112 George Street Toronto, ON

Resident Manual
& Welcome Package

Last Revised: January 23, 2015

Welcome to the Vu Condos!

This Welcome Information Package is meant to assist you in settling into your new home and to familiarize you with the local community.

Property Management:
Brookfield Condominium Services Ltd.

Management Office Hours:
9:00 am – 5:00 pm (unless otherwise posted)

Management Office Contact Information:

Phone: 416 546-9652

Fax: 416 546-9658

Email: vuoffice@rogers.com
vumanager@rogers.com

Management Staff:

Property Manager: Sue Henderson, R.C.M.

Property Administrator: Evangeline (Evy) Quilacio

Assistance after business hours:

Security desk: 416 792-1126

Brookfield after-hours emergency line: 416 510-8700

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1. **RESIDENT INFORMATION**

Forms

Owners should complete the following forms and return them to the either Management or Security desk within thirty (30) days of moving in. The forms can be picked up at the front desk or in the Management Office:

- Owner/Resident Registration **which needs to be completed before elevator can be booked or a resident moves into building**
- Emergency Assistance Form
- Enterphone Entry Form
- Suite Key Entry Waiver
- Form 3 – Authorization to receive mail
- Bike Registration Form (if needed)
- Enercare Suite metering Form (to be sent directly to Enercare)

Leasing/Renting Your Suite?

If an Owner leases or rents their suite, a Form 5 – Summary of Lease **or** a copy of the Lease Agreement in addition to the forms listed above, must be returned to the Management Office prior to the tenant taking occupancy of the suite.

Should any of the information change, it is Owner responsibility to inform Management so that the information on file is always current.

*******Owners must supply a copy of this Resident Manual & Welcome Package to all persons who lease or rent their suite.*******

Common Element Fees – Payment

Common Element Fees (CEF) are due and payable by the owner to the Corporation on the first day of each month. Owners have two options for paying of fees, either:

- **Pre-authorized payment** where the fees will be automatically withdrawn from your account at a bank or other financial institution on the first day of each month.
- OR
- **Post-dated cheques** payable to the Corporation on the first day of each month. A **full Set** must be provided up to the end of the fiscal year (May 31st of each year).

The Corporation will charge an administration fee of \$25.00 for any returned cheques or refused 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. A minimum of two(2) weeks advanced notice, prior to the first of the month, is required to start or stop a pre-authorized debit from a bank account.

When an owner fails to make their CEF payment the Corporation must take steps to enforce their lien rights as per the Condominium Act, 1998. A lien is a charge against the suite for the payment of a debt or obligation.

Chargeback

Similarly, if a suite has been charged back for repair costs, the costs are recoverable in the same manner as the CEF payments.

Lien

A lien for Common Element Fees may be enforced in the same manner as a mortgage. The lien covers unpaid common expenses and interest and “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 owners prior to registration of the lien. The cost to send this notice, currently \$150, is charged to the defaulting owner.

Utilities

The costs of all water and gas consumed, whether on the Common Elements or individual units is paid for by the Condominium Corporation and are “Bulk Metered”. The Condominium Corporation also pays for all electricity used on the Common Elements.

Please do your part to help conserve energy and water. The cost of utilities represents a significant portion of the monthly CEF. For ideas on how to conserve energy, visit Toronto Hydro’s Website: www.torontohydro.com

Suite Metering for Enercare Electric (Suite Hydro)

Electricity is provided to each unit on a separate meter directly from Enercare Connections. The management office does not deal directly with suite-metering. Please contact Enercare for all billing/account inquiries or set-up: 1-866-449-4423.

2. GENERAL BUILDING INFORMATION

Building Description

The Vu Condominiums consist of 2 Corporations with Shared Facilities:

- TSCC 2049 – North Tower consists of 171 suites
- TSCC 2087 – South Tower consists of 352 suites and 1 guest suite
- Shared Facilities (SFVU) – consisting of all amenity rooms located between the 2nd and 9th floors of both towers, the underground parking garage, concierge staff and lobby, management staff and office, all exterior landscaping, walkways and path areas.

The property was built by Aspen Ridge Homes with sales starting in 2006, excavation in 2007 and suite occupancy in 2009. TSCC 2049, the North Tower was registered January 26, 2010 and TSCC 2087, the South Tower was registered June 10, 2010.

There are three (3) levels of underground garage consisting of 534 parking spaces. Additionally, there are 32 visitor parking spaces located on P1 before the residential garage door. These spaces are for visitors only and may only be used with a parking pass issued by Security up to a maximum of 3 days at any one time. Extended visitor passes must be authorized by Management. [see Section 7].

Security

The Corporation has a security services contract with Pillar Security to provide 24 hour

Concierge Staff as well as Patrol Staff. The security desk is located in the front lobby of 112 George Street. The phone number of the Security desk is 416-792-1126.

The guards complete regular patrols of the common elements and are responsible for monitoring the security camera systems and contacting Parking Authority of Toronto to ticket vehicles illegally parked in fire routes or visitor parking areas.

The Guards will assist residents with amenity room bookings, parcel pick-up and general questions regarding:

- Booking amenities
- Booking elevators for moves/deliveries
- Parcels, packages & mail
- Purchase of new fobs & garage remotes
- Purchase of new heat pump filters
- Visitor parking passes
- Guest Suite Rental
- Bulletin board notices
- Site Safety & Security
- Setting up enter-phone buzzers
- Providing assistance after office hours. Please call 911 in a true emergency.

Management

The Management Office for the property is located on the ground floor of 112 George Street to the right of the podium elevator bay (2 elevators). The property is managed by Brookfield Condominium Services Ltd.

Office Hours are: Monday to Friday: 9:00am – 5:00pm (unless otherwise stated)

Management Staff is:

Property Manager	Sue Henderson, R.C.M.
Property Administrator	Evangeline (Evy) Quilacio

You may contact the Management Office by phone, fax or email during regular business hours or by leaving a message or email after hours. The office will make every attempt to respond to all communications within two business days.

Phone:	416-546-9652
Fax:	416-546-9658
Email:	vuoffice@rogers.com vumanager@rogers.com

Should you require assistance after business hours, please contact:

- Security Desk at 416-792-1126
- Brookfield after-hours emergency line at 416-510-8700.
- Please call 911 in a true emergency.

Management can assist residents with the following types of items/questions:

- Payment of common fees (suites, parking and lockers)
- Purchase of new heat pump filters
- Status Certificates are available by ordering on-line from www.condocafe.com
- Noise complaints / Nuisance Issues / Rules Violations

- Addressing damage to the property inside and out
- Cleaning, maintenance and repairs to common areas
- Providing contactor/trade information for in-suite repairs if needed
- Getting in contact with the Board of Directors

Cleaners

The Corporations have cleaning service contracts with independent contractors to clean all amenity rooms and common areas in both Towers. Cleaning staff are onsite daily from 6:30am until 8:00pm, 7 days per week.

The cleaners are not permitted to perform private work inside the suites for the residents. Owners of the suites are responsible for attaining their own trades/contractors for suite services and/or repairs.

Although the cleaning staff try to get through all common areas more than once each day, an incident may have occurred afterwards which they may not know about. If so, please advise the concierge desk. To keep the Vu Condominiums safe and clean, we ask every resident to assist in terms of advising us of any problems that may have occurred.

Superintendent

The Corporations have a shared independent superintendent contractor to provide building maintenance and mechanical services. The superintendent is not permitted to perform private work/repairs for residents inside their suites.

Corporate Governance

Each Corporation is governed by a 3member Board of Directors. Board members are elected to staggered 3 year terms at the Annual General Meeting (AGM) of Owners. One Director, in accordance with The Condominium Act, 1998, is elected to a position that can only be voted on by Owner-Occupants. If there has a resignation of a Board member mid-term, a Director may be appointed until the next AGM.

Each Board of Directors has the responsibility to help manage and protect the assets of the Corporation. They set the Annual Operating Budget for the fiscal year end of May 31st (each separately). Changes in common element fees occur on 1st day of each new fiscal year beginning on June 1st. The budget information is mailed to owners approximately 2 weeks prior to the start of the new fiscal year.

The Reserve Fund contribution is a major part of the annual budget. The Corporations, in accordance with The Condominium Act, 1998, must update the Reserve Fund Study at least every 3 years and publish a Funding Plan, Form 15, to ensure that there are sufficient contributions to pay anticipated expenses for major repairs and replacements over a 30 year period. The Corporation retains the services of a professional engineering firm to prepare Reserve Fund Study updates and to advise the Board on appropriate funding levels.

Communicating with the Board

Owners wishing to contact the Board of Directors can do so by writing a letter or email to the Board care of the Management Office. The letter will then be placed on the agenda for discussion at the next Directors' meeting. A complaint of a rule infraction may be acted on beforehand in order for timely action to be taken.

BOARD OF DIRECTORS

The current Board members are:

TSCC 2049 - North Board

Perry Gordon, President
Angie De Cola, Secretary
Heidi Umstadt, Treasurer

TSCC 2087 - South Board

Sharon Comstock, President
Walter Azzalini, Secretary
Wayne Schnarr, Treasurer

Moves, Deliveries & Trades

All moves and deliveries must be scheduled through the Security desk a minimum of 48 hours in advance of use. The service elevator may be booked from Monday to Saturday between 9:00 am and 6:00 pm only. The elevator use is on a first-come, first-serve basis

****** No moves or deliveries are permitted on Sundays or Statutory Holidays.*****

The elevator must be padded by the concierge staff before any move or delivery to prevent damage as well as inspected before and after each use for damage.

Moves and deliveries, including contractor's tools and equipment, may be brought in only through the loading area doors of the buildings, utilizing the service elevators. Deliveries are not permitted through the main lobby doors of the buildings. [see Section 6 for mail and parcel deliveries].

During the time 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.

A security deposit of \$250.00 is required for all moves, both in and out of the building. This deposit by personal cheque, certified cheque or money order and must be given to the security staff with the completed booking form before the elevator is placed on service. Once the inspection has been completed following the move, the security deposit will be returned, provided there has been no damage to the elevator or common elements. If damage has occurred, the security deposit will be retained and the cost of any repairs deducted from the deposit. The balance will then be returned. If the cost to repair the damage exceeds \$250, the Corporation will repair the damage and charge the resident that amount. Residents who are moving out of the building must supply a forwarding address to the Management Office.

3. AMENITIES

The following amenities are available for use by all residents of both buildings. Regarding amenities that are adjacent to suites...please be considerate of the residents in those suites and keep noise to a minimum. Smoking is not permitted in any of these areas and pets are not permitted in any of these areas except the Guest Suite.

Exercise rooms (2):

Located on the 2nd floor of each tower. These rooms are well equipped and are available for use from 6:00am to 11:00pm each day. The South gym is closed between 11:00am–12pm daily; North gym closed

	between 10 – 11 am for cleaning. Access by fob.
Showers & Change Rooms (2):	Located on the 2 nd floor of each Tower just outside the exercise room; one men's and one women's. The room consists of washrooms, showers, and day use lockers. (Locks are not to be left on overnight). The South tower also has saunas. Access by fob.
Yoga Studios (2):	Located on the 2 nd floor of each Tower just inside the exercise rooms. Yoga Studios may be used for personal stretching and exercise use, or may be booked through the Security Desk for at a rate of \$50 per 2 hour session. The Yoga Studio may be reserved by residents only. Independent instructors are not permitted to book the studio.
North Party Room:	Located on the 9 th floor of North Tower. This room cannot be used unless it is reserved through the Security desk. Rental fee is \$100 and damage deposit of \$250 is required for all bookings.
South Party Room:	Located on the 9 th floor of the South Tower. This room cannot be used unless it is reserved through the Securitydesk. Rental fee is \$175 and damage deposit of\$250 is required for all bookings.
South Billiards Room:	Located in the 9 th floor party room. Equipment is available from Security on a first come first serve basis. This room cannot be reserved for exclusive use in conjunction with the Party Room while the Rooftop Terrace is open from spring to fall. The room is considered part of the Party Room bookings in the winter season when the Rooftop Terrace is closed.
Library Room:	Located in the 9 th floor South Billiard room.
Board Room:	Located on the 8 th floor of the South Tower. This room is available for meetings to a maximum of 4 hours per use. Please see Security to book this room. Damage deposit of \$250 is required for all bookings.

Guest Suite:	Suite S206 located on the 2 nd floor of the South Tower. Please see Security to reserve this room. Rental fee \$85 per night, max. 3 consecutive nights, and damage deposit of \$250 are required for all bookings. An extra day can be arranged through Management if the room is not already booked.
Rooftop Terrace:	Located on the 9 th floor between the 2 party rooms. The terrace is open from 9:00 am – 11:00 pm Sunday through Thursday and from 9:00 am to 1:00 am Friday and Saturday. This is shared space and cannot be booked for exclusive use, nor in conjunction with either party room. It is closed during the winter months.
BBQs:	Located on the 9 th floor rooftop terrace, the BBQs are available on a first come first serve basis and cannot be reserved for use in conjunction with Party Room bookings.

Booking Amenity Rooms

To book any of the above amenities, a Terms of Use/Rental Agreement must be obtained from the security staff and must be completed in full, signed and returned along with the applicable rental fee and damage deposit cheques before the room will be confirmed.

4. BUILDING SAFETY & SECURITY

Security is a state of mind and every resident must do their part to ensure the safety of the residents and property.

*******Do not hold the building doors open for strangers!*******

Security Features

Personal Alarm System points are located throughout the garage and common areas of the building. When activated, an alarm is sent to the Concierge desk. Concierge will identify the location of the alarm and respond by contacting the necessary authorities, if required.

Camera Security System

There are 96 cameras monitoring the property, which are digitally recorded. Should an incident occur, the recordings are turned over to the local Police and/or our security contractor for investigation. Neither residents nor owners are permitted access to recordings or video footage.

General Security Tips

We require your help to keep the Vu Condos safe and secure at all times. Please:

- Never let anyone into the building that you do not personally know. If someone tries to enter the building with you and you cannot halt the action, call security immediately.

- If any security door requiring a key or fob is not closing properly, please notify Security and/or management immediately.
- Keep your suite door and balcony doors locked.
- When someone knocks on the door when you are not expecting anyone, check who is at the door by using the peephole.
- If another vehicle looks like it is piggybacking behind you into the garage, pull over in the visitor parking area to let it pass and use their own garage door remote to enter P1 parking.
- Lock your car. Put up convertible tops on vehicles.
- Avoid leaving valuables inside your vehicle.
- When away, let the Security Desk know the dates and who to contact in the event of an emergency by filling out a leave of absence form.

*******Report any suspicious activity to the Security Staff and/or Police.*******

5. SUITE & BUILDING ACCESS

Suite Keys

In accordance with the Declaration of your Corporation, all suite door keys are on one master key system to allow access in case of an emergency situation. Your suite lock can be re-keyed but you are responsible to ensure that it **remains** on the master system. The cost to have a lock put back on the master system would be at your expense. Safety chain/double locks, etc., may not be attached to unit entry doors without the consent of the Board of Directors.

******Security or Management cannot accept keys any purpose. Please make arrangements for suite entry for your guests or contractors.*******

Access to Suites

The Corporation documentation and Section 19 of *The Condominium Act, 1998* permits the Corporation access to every suite for the purposes of repairs or maintenance upon reasonable notice, which is a minimum of 24 hours. In an emergency, such as a flood or fire; no notice is required.

The Corporation requires access to each suite at varying times throughout the year to perform the following required maintenance services; for example:

- Annual fire inspection (usually in spring each year)
- Semi-annual suite heat pump maintenance (fall and spring)
- Balcony and window inspections (as required)

Other maintenance activities that would require suite access are general suite feature inspections. When these activities are scheduled, notices will be posted in advance advising residents of the day and nature of work being done.

If a suite is entered and the resident is not present, a note will be left indicating the reason for entry.

Garage Remotes & Access Fobs

A garage remote has been provided to each suite that has purchased a parking stall.

- The garage door entrance is intended to allow only one vehicle entry at a time in each direction.
- Any driver entering behind another vehicle without using the garage remote runs the risk of damaging their vehicle and/or the common elements.
- The use of all garage remotes is electronically logged.
- The Corporation will not be liable for any damage to a vehicle if the garage remote has not been activated.
- **Drivers must fully engage the garage remote at all times when entering either garage door**, even if the garage door is in the open position, in order to reset the timer and to avoid such damage.

Each unit owner was supplied with fobs to access the amenities rooms and main entranceways.

If you lose or break your remote or fob, notify Property Management immediately so that the device can be deactivated. A replacement fob cost is \$50, garage remote is \$75. (non-refundable).

All fobs and remotes will be deactivated upon a move out from the buildings. The new resident can arrange to have them reactivated via concierge upon possession of the suite.

Enterphone System

Lobby calls from the enterphone system are limited to 60 seconds and then the call is disconnected. The lobby directory panel provides the Resident's name for visitor reference. Your guest must push the call button and the system will connect the visitor to the resident.

In order to allow entry, you must press "9" on your telephone key pad. Be sure to give your visitor your suite number, as it is not identified in the lobby.

You can have a local landline or cell phone entered into the enterphone system. Long distance numbers cannot be called using the enter-phone system. If you choose to use a cell number, the resident is responsible for all cellular call charges and costs, not the Corporation. Please contact the Management Office if your name is not properly posted on the enterphone system.

Solicitation

Solicitors are not permitted to go door to door to solicit business or deliver flyers door to door. Should you see someone doing so, please notify Security or Management immediately. If flyers have been delivered to your door, it is very helpful if you can supply a copy to the Management Office. The company would be advised that this activity is not permitted.

Election and Census Canvassers

Under the Condominium Act, 1998, the Corporation must allow access by authorized representatives for federal, provincial or municipal elections who may then knock on doors to speak to residents or to deliver election material. The Corporation must also allow access to census officials who are collecting data for the government.

6. MAIL & DELIVERIES

Mail Boxes & Deliveries

Each suite has a mail box located in the mail room on the ground floor of the building. Only representatives of Canada Post are permitted to deliver mail to these boxes or to have access to the mail room where the mail is sorted. The Corporation does not have keys to the mailboxes.

Mail keys are able to be duplicated at any key shop. Should you lose your mail keys or wish to have your mail box lock changed, owners are required to contact a locksmith on their own and at their own expense.

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

Parcels & Packages

Security is able to accept parcels and packages on behalf of VU residents only. All parcels must be:

- Picked up within ten (10) days of delivery due to limited storage.
- No more than 22 lbs in weight to prevent potential injury to staff.
- Cannot exceed the approx size of: 40cm x 50cm x 65cm or 15" x 20" x 25". (Approximately the size of a box of copy paper).
- Note - multiple packages or deliveries exceeding the equivalent of the above noted size may be refused by Concierge.

Food/Newspaper Deliveries

Residents may arrange for delivery of newspapers to their door by calling the newspaper directly:

- Toronto Star 416-367-4500
- Globe & Mail 1-800-387-5400
- The Sun 416-947-2111
- National Post 1-800-668-7678

Deliveries of fast foods are required to enter the building in the same manner as any visitor by using the enterphone. Most delivery services will require that you provide them with your enterphone code when you place the order.

7. PARKING

******ALL PARKING RULES ARE STRICTLY ENFORCED******

******We would like to remind you to please operate your vehicle at a speed not in excess of 10 km per hour and adhere to all posted signs. ******

Residential Parking

Residents' vehicles must be registered with the Management Office. Vehicles must be parked in the spaces to which they are assigned. No recreational vehicles or trailers are permitted to be parked in the garage parking areas.

Owners may only rent their underground parking space to residents of the either TSCC2049 – 116 George Street or TSCC 2087 – 112 George Street. A notice can be posted on the bulletin board in the mail rooms. If you rent your spot, please notify the Management Office in writing with a Form 5 (notice of rental) including the vehicle make/plate number and the name/suite number of the renter.

******Unauthorized or prohibited use of the garage may result in the cancellation of garage remotes.******

Vehicles parked in unauthorized spots and vehicles not registered with the Management Office may be ticketed and/or towed at the owner's expense.

In the event that you are unable to park in your designated spot due to an unauthorized vehicle, the owner of the spot must call Toronto Parking Authority (416-808-2222) and advise Security of the call. Security cannot call Toronto Parking Authority to have a vehicle ticketed or towed on an owner's behalf. Security or Management cannot have parking tickets reimbursed or cancelled.

Visitor's Parking

There are 32 designated visitor parking spaces for visitors only. Owners/Residents are not permitted to park in the designated visitor parking spaces at any time. Owners/Residents found parking in visitors parking spaces may be subject to tagging and/or towing.

Visitor Parking Permits issued by security must be displayed in a fully visible position on the left hand side of the vehicle dash at all times, day or night. Overnight Visitors Permits are issued for a maximum three (3) consecutive nights, unless specifically authorized by the Management Office (e.g. out-of-town guests).

Any resident or guest applying for a Visitors Permit must provide the Concierge with the following information: license plate, make/model of vehicle, the suite number that is being visited (or that guests are using the Guest Suite), the name of the suite resident and the expected departure time and date. Refusal to provide this information may result in the denial of a Visitors Permit.

Parking violation patrols are in effect on a 24-hour basis to ensure compliance with these rules. Non-compliance will result in vehicles being tagged with parking tickets or towed at the owner's expense. Parking tickets are issued under authority of the Parking Authority of Toronto.

Parking Garage Areas

Water and road salt cause damage to the garage floor which is both difficult and expensive to repair. A sealant is installed on the garage floor which minimizes damage.

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 parking spot owner's responsibility to ensure clean up of any spills either in the parking unit or in other areas. Cost to clean the spot will be charged back to the owner.

Any damage to the garage floor membrane should be reported to management. 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 may be removed without notice.

8. FIRE, LIFE SAFETY & EMERGENCY SERVICES

The buildings are equipped with a single-stage fire alarm system. Once an alarm is activated, a signal is automatically sent to the security desk and to an off-site monitoring station, which will immediately call the Fire Department.

Testing of the Fire Equipment

The Annual Fire Safety test is done on every fire protection device and system within the building and in every suite; suite smoke alarms, heat detectors and silence switches. Notices with respect to this testing are sent to residents in advance and the contractor is accompanied by security when entering suites. The Fire Code requires some fire alarm equipment is tested monthly.

******Costs to repair or replace in-suite life safety devices are owner costs******

Fire Alarm

Fire horns are located in each suite as well as throughout the common areas. Each are equipped with a silence switch. A fire alarm can be activated by a pull station (located by the stairwell doors in the corridors), heat detector, smoke detector or sprinkler head being activated in the common areas.

It is against the law to tamper with these fire horns. Disconnecting or “smothering” the horns can cause a trouble signal in the building main panels. The cost to determine the location and repair a fire safety device would be the responsibility of the suite where the horn has been tampered with. There are also fines under The Fire Code in this situation.

Fire drills

Fire drills are conducted quarterly. Participation is requested but is voluntary. Notices are posted several days prior to the drill.

Fire Safety instructions

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 exit stairwells and pull stations.

If you discover a 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 to go **down** to the ground floor level and leave the building immediately.

5. From a safe place call 9-1-1 to contact the City of Toronto Fire Department. Never assume this has been done. Know the correct building address and advise of the location of the fire.
6. Do **NOT** use elevators. The elevators are on automatic recall to the lobby; only the Firefighters will have the use of an elevator.
7. Do **NOT** return until it is declared safe to do so by a Fire Department Official.

If you hear the Fire Alarm:

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

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

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

Suite Doors

The suite door is your most effective protection in the event of a fire. Each door and suite is rated to keep fire out for at least 30 minutes, provided the door is closed and latched. It is very important that suite doors and door closures operate properly and always close and positively latch so they cannot be blown open by the pressure changes and wind generated in a fire situation.

Do not block your door open at any time and make certain there is no obstruction, such as a carpet or area mat, that would prevent the door from closing and latching. Please contact the Management Office for repairs if your door does not close or latch properly.

Smoke Alarms within Suites

Under the Fire Code, each suite must have a smoke alarm within 10 feet of each bedroom door. These smoke alarms are hard wired into the ceilings of the suites. Smoke alarms

become less effective as they age and must be replaced every 10 years. They are **not** connected to the building fire alarms system. They sound an alarm in the suite to let residents within the suite know there is smoke in the suite.

The Corporation inspects/repairs the smoke alarms annually as part of the Annual Fire Maintenance. Smoke alarms more than 10 years old, are missing, altered or not in operating condition will be repaired or replaced by the Fire Protection Contractor. The cost would be billed to the individual suite owner. Owners are strongly recommended to check their smoke alarms monthly.

Evacuating Procedures

All elevators are immediately brought down to the main floor and are only to be used by Fire Department personnel in the event of a fire. Residents must exit the building by going down the stairwell. Do not go up to the rooftop terrace or roofs. Local Fire Departments do not have the ability to affect rescue from the roof.

When the fire alarms are activated, the regular air supply to the corridors is shut off to prevent the spread of smoke and special pressurization fans are activated in the stairwells to provide a clean air supply to the stairwell for evacuation.

Emergency Assistance

The Management Office and Security Desk maintain a list of all individuals who would require assistance.

Please be aware that only those listed on the Emergency Assistance list who is considered to be in danger by the Fire Captain will be checked during a fire emergency. Please advise management if you require assistance:

- | | |
|----------|--|
| Mobility | If you would not be able to walk down the stairs from your floor to the ground. Even if you have a temporary disability such as a broken leg, you should be on the list for the duration of your injury. |
| Hearing | If your hearing is impaired; the fire horns in the suites are designed to be loud enough to wake a sleeping person “at pillow”. However, if your hearing aids are removed at night, the horn may still not be loud enough to wake you. |
| Vision | If you have poor vision you should be on the list. |
| Oxygen | If you have oxygen or bottled gas in your suite for medical reasons, it is very important that this information be available to the Fire Department. |

Power Failure

During a power failure to the property, the Corporation has an emergency generator which will provide power for a limited time, while fuel is available, to:

- One (1) elevator in each bay only
- Some common area lighting, stairwell lighting and corridor lighting
- Fire Alarm and Security systems

Usually a standard telephone set with a “jack” type of plug-in, not one that requires plugging in to an electrical outlet, will work during a power failure.

Water supply to the suites is generally not interrupted; however, there can be a loss of pressure, particularly on the upper floors.

Other Emergencies

In the event of an emergency, please call 911. It is advisable to contact Security if a 911 call has been placed. The Security Staff can then have the main doors open and the elevator on service in preparation for the emergency response team.

NOTE - a defibrillator is located behind the front desk. The defibrillator provides verbal instructions upon activation.

9. RULES & REGULATIONS

Rules are made for the safety and security of the property and of all residents. We recommend that all Owners become familiar with the Declaration, Bylaws and Rules as soon as possible. A copy of each of these documents is provided in the Status Certificate package for all new Owners. Owners who lease their suite must provide a copy of each, along with this Welcome Package, to their tenants.

Enforcement of Rules

The Board of Directors and Management have a responsibility to enforce the Rules and Regulations. A rule violation complaint against another resident must be made in writing to the Board and/or Management. Your complaint will be kept confidential up to the point where legal action commences, if required.

Proper documentation is required with any rule enforcement action. The paper trail can consist of staff incident reports, police reports and, most importantly, signed complaint letters from other residents. The vast majority of rule infractions are resolved quickly by Property Management via a personal visit, telephone call or a letter to the suite in question.

In the event that a rule infraction is not able to be resolved, legal action may be taken with all legal costs being charged back to the offending suite. 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 suite and common elements.

10. GARBAGE, ORGANICS & RECYCLING

Residents pay for garbage disposal through their CEF. Organic material and recyclables are picked up free of charge. It is in the best financial interests of owners/ residents, as well as our environmental responsibility, to properly separate and dispose of waste materials. A description of the materials which can be recycled is available on the City of Toronto website (follow this “shortened” link <http://bit.ly/1a1hm11>).

The handling of garbage occupies a large amount of staff time. Please assist by disposing of your garbage, recycling and organics materials **properly** in the tri-sorter systems. Garbage chutes are open between the hours of 8:00 am and 10:00 pm every day.

- **All garbage, organic material and recyclables must be bagged.** Loose material

from all of these sources can block the chute causing damage and costly repairs.

- **All glass and beverage bottles must be taken to the garbage rooms drop off area (ground level in the North Tower and P1 level in the South Tower), NOT put down the garbage chute.**
- **Do not leave your garbage on the floor in the chute room.** This can lead to odours and unwanted pests. Offending suites will be charged for the clean-up of their garbage.
- Please note that the garbage chute is only about two feet wide. **Please do not put oversize items or cardboard down the chute** or the system will back up resulting in no resident being able to dispose of any items.

******If a chute door fails to close, the whole chute is out of order.******

Service to the chutes and tri-sorter systems is time consuming and costly. If it is proven that garbage from your unit clogs or damages the chute, your unit may be charged back for 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.

The tri-sorter system works as follows:

- a) When the “Ready” lights are on, the system is ready for use.
- b) **When the “In Use” light is on**, the chute door is locked and you will have to wait a minute until the system is “Ready” for use again. Do not leave your garbage on the floor in the chute room. This can lead to odours and unwanted pests. Offending suites will be charged for the clean-up of the garbage.
- c) **To dispose of Garbage, push the “Garbage” button**, wait until the light stops flashing, open the chute door and deposit your bag down the chute. Please make sure that your items go all the way into the chute. Do not leave bags/items sitting inside the chute door.
- d) **To dispose of Recycling Materials, push the “Recycling” button**, wait until the light stops flashing, open the chute door and deposit your bag down the chute.
- e) **To dispose of Organics Materials, push the “Organics” button**, wait until the light stops flashing, open the chute door and deposit your bag down the chute.
- f) **Wait for the light to go out.** Make your next selection and wait for the light to stop flashing. Please ensure the chute door has closed fully.

Hazardous Waste

Batteries, poisonous substances, left-over paint and other hazardous items must not be placed in the garbage, dumped down the drain or otherwise disposed of on condominium property. These materials can be taken to a City of Toronto Hazardous Materials Dump for disposal with no charge – the nearest location is 400 Commissioner St., Toronto. Please call 311 for details or visit the City of Toronto website.

Large Items

- The City picks up large waste items such as sofas, chairs etc.
- If you have furniture in reasonably good condition, bring it to ground level in the North tower for Free Pick-up! To schedule a pick-up please call the:

- Furniture Bank @ **416-934-1229**.

Construction Waste

- Construction waste cannot be put in the building garbage system.
- Your contractor is responsible for the removal of all construction waste from the site.
- If you are replacing plumbing fixtures, cabinets or other materials in good condition that could be re-used, contact “Habitat for Humanity” to pick up these material for free for sale in their Re-Stores and get a charitable contribution receipt for their value.
- For more details, please call 416-755-7353 x 230 or view their website at <http://www.torontohabitat.ca/restore/donate-to-the-restore.html>.

Appliances

- If you have purchased new appliances, most stores will remove the old appliances for a nominal charge.
- If the old appliances are still in working order and good condition, “Habitat for Humanity” will also pick up the appliances.

******An elevator must be reserved in order to receive/remove any of these items.******

Kitty Litter

Kitty litter should never be flushed down the toilet or allowed to go down any sink or drain. Clumping kitty litter can solidify and permanently clog the building waste pipes. The cost of repair can be substantial and will be charged back to the suite causing damage.

Please do not put bags of used kitty litter down the garbage chute. Please bring securely wrapped and tied bags down to the garbage containers located in the garbage rooms.

11. SUITES MAINTENANCE & REPAIRS

Heat Pump Units

The heat pump units in the suites control the suite heating and air conditioning by providing hot or cold water through the coils of the unit. The heat pump units are serviced by the Corporation on a semi-annual basis. The Corporation will send a contractor into each suite to change the filter, clean the coils and drain pan and ensure the compressor is operating properly. Each suite is responsible for the cost of all repairs that are required to any of the heat pump equipment.

It is recommended that the filter be changed at least quarterly. Resident may purchase a filter from the Security Desk; cost of \$10/filter.

Suite Plumbing

The Corporation is responsible for the pipes which provide water to the suite called "risers". **All pipes and valves within the suite and that serve each suite individually are the responsibility of the each unit Owner to maintain and repair at their own expense.**

There are water shut-off valves in each suite, which can usually be accessed from the lower cabinets of the kitchen and/or bathroom. There is one valve each for cold and hot water and some suites may have more than one set of shut-off valves.

It is highly recommended that a water key is kept in each suite to shut off water in case of emergency. If not present, one can be purchased from the Corporation at cost, \$12-27, depending on length needed.

Piping is sized for a specific number of plumbing appliances on each waste stack and this number cannot be increased as it can cause serious problems to the entire stack affecting all units on that stack.

Blocked Drains or Back-ups

Waste water from the suite is carried down vertical “waste stacks” where it empties into the city sewers. These stacks service all suites along the “stack”. Kitchen stacks and stacks that serve laundry machines are subject to a build-up of grease and soap residue on the inside of the pipes, narrowing the opening and occasionally causing water not to drain properly or to back-up into the suite.

******It is critical that no grease of any kind is put down any plumbing fixture.******

Garbage disposal units (garborators) are not permitted as the fibrous matter from a kitchen garbage disposal can accelerate the build-up in the stacks.

Please do not put corrosive material down the drains, such as Draino or Liquid Plumber. If you have a drain blockage and suspect that it is in the trap of your sink, boiling water pour down the drain to clear it.

If you hear “gurgling” in your drains or see soap suds backing up into a sink or toilet, please advise the Management Office immediately.

Renovations

When kitchen, bathroom, laundry or renovations beyond cosmetic are being considered, a Renovation Agreement must be completed; the form is available at the Management Office or front desk. Written details of the work must be provided and approved prior to work being done.

******A suite renovation agreement must be submitted for approval prior to work beginning.******

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 the common areas will be charged for all repairs associated with such damage.

Flooring

The original floor covering in all suites was laminate, although other flooring materials may have been installed during the original suite construction. Where owners wish to make any changes to the flooring, a Renovation Agreement must provide a description of the area involved and the materials being used. All flooring renovations must be approved by the Board of Directors in advance of any flooring changes in the suites.

Suite Doors and Windows

The suite entrance door and exterior windows are considered common elements and are the

responsibility of the Corporation to repair. The resident however has the responsibility to maintain these components.

The suite door is part of the fire protection components of the building and doors must be kept closed and positively latched when not in active use. Residents may not block the suite doors in the open position and must keep the area of the doorway clear of mats or other items that might prevent the door from closing properly.

Exhaust Fans, Air Supply and Odour Control

Fresh air is brought into the building from equipment on the roof and supplied to the corridors through vents. Fresh air moves through the openings around the suite door to supply the suite. It is important that the doors are not tightened or weather-stripped to ensure that you have sufficient volumes of fresh air being brought into the suite.

As part of this system, the corridors are maintained at a higher air pressure than the suites. This keeps odours from escaping from the suite into the corridors. Wind blowing into open windows can reverse this and cause air to flow from the suite to the corridors, carrying with it cooking or other odours. It is important that the suite exhaust fans are turned on when cooking. This carries odours as well as any humidity outside the building.

Appliances – Dryers

When using a clothes dryer, it is important that the lint traps in the machine and the linttrap in the duct work, generally located in the ceiling above the laundry area, be kept clean and free of lint, and that the exhaust fan be kept on during the entire drying cycle. This controls humidity that can lead to condensation build-up in the suite. Lint can also build up around the drum and motor within the dryer. A general rule of thumb is that if a full load of towels, jeans or sweatshirts takes longer than an hour to dry, there is usually a blockage in the exhaust or dryer itself which needs attention.

Appliances – Washing Machines

One of the major causes of floods in high-rise buildings is the failure or bursting of washing machine hoses. The water temperatures and pressures in a high-rise are significantly higher than in a single-family home, causing ordinary washing machine hoses to weaken over time.

Reminder that flood from a washing machine hose can cause thousands of dollars of damage which can be charged back to the suite that caused the damage.

Owners are strongly recommended to:

- Use high-pressure, high-temperature, steel braided hoses and to replace them every 5 years. Please contact management for information.
- Turn off the water taps to the washing machine if away for a prolonged period of time.

Electrical Service

Each suite has a breaker panel that controls the electrical service to the suite. This panel is the owner's responsibility to maintain and repair, as is all the electrical wiring and fixtures within the suite.

It is strongly recommended that any bathroom outlets be GFI or "Ground Fault Interrupter" outlets. These outlets have a reset button (usually red) and the internal safety device willtrip if there is any contact with water.

Overloads to the circuits within a suite can cause the entire suite to black out if the main suite breaker is tripped. If your entire suite loses power and it is not a general power failure in the building, you should reset the breaker in the suite. If the power trips again, an electrician should be called by the resident. The costs of this service may be the responsibility of the suite owner depending on the nature of the problem found by the electrician.

Condensation

Condensation forming on windows and walls, particularly in winter, is generally a function of the amount of humidity in the suite. The colder it is outside, the less humidity there can be in a suite before it will begin to condense. Usually window and wall surfaces should perform without condensation when the outdoor temperatures are above -10 degrees Celsius and the interior humidity is below 35%. Almost every suite will experience condensation on the windows when it is very cold outside.

Condensation usually appears on the windows first. Damage from condensation is typically seen on window sills and the drywall below the windows where, if the moisture is not cleaned up, paint will begin to blister and drywall will become soft.

To help prevent condensation, interior humidity must be kept under control and the surfaces of the windows have an air flow over them. Helpful hints are:

- Use your exhaust fans when cooking, doing laundry and showering.
- Close the bathroom door when showering to have as much hot, moist air as possible removed by the exhaust fan system.
- Clean dryer lint traps and duct system lint traps every time you do laundry and use the exhaust fan.
- Limit plants and use covers on aquariums to prevent condensation.
- Do not use a humidifier or vaporizer unless absolutely necessary.
- Open window coverings for part of each day and ensure that air flow from the heat pump unit is directed towards the windows.
- Use an inexpensive room humidistat to be aware of the level of humidity within your suite and try to keep that humidity level at 35% or lower during the cold winter months.

Absences from Suites

Please notify the Property Management Office if you intend to leave your suite unattended for extended periods of time. Please provide the names of people authorized to enter your unit, as well as an emergency contact by filling out a "Leave of Absence" form at the front desk.

We also suggest that you ensure the following while you are away:

- **If you are going to be away for a prolonged period of time, it is recommended that** you shut off the water supply to your suite prior to leaving. The main water shut-offs are usually located underneath the main bathroom vanities behind chrome discs which will simply detach from the wall surface.

******A water key was provided to each suite by the Builder. If you do not have one, please contact security or management to purchase one at cost.******

- If you will be gone for more than a month, have someone put water into the sinks and flush the toilets to ensure that the traps are full to help avoid the trap drying out.

- Have someone put about a cup of water in the bottom of the dishwasher. This will prevent the seal from drying out and causing a flood the first time you use it when you get home.
- Turn off the water to your washing machine before you leave and set the thermostat as low as possible in winter and as high as possible in summer.
- Unplug all appliances, particularly those with “instant-on” features or LED displays, such as TVs, radios, clocks, coffee makers etc.
- Check with your insurance broker before leaving as insurance policies may require the property to be checked periodically to maintain the coverage if the unit is vacant.

12. BALCONIES & TERRACES

The balconies and terraces are exclusive use common elements. The Corporations are responsible for major repairs of the balcony. Regular maintenance of the balcony is owner responsibility.

Only seasonal furniture is permitted on the balconies. Hanging clothes, shaking rugs or mats and bicycle storage are not permitted. Balconies should be kept neat and tidy.

Two major problems with balconies are cigarette butts being thrown over the balcony rail and dirty water from cleaning or over watering plants being allowed to run off the balcony and onto balconies below.

******Cigarette butts landing on property below can cause a great deal of damage and potentially start a fire. Please be considerate and use ashtrays to dispose of cigarettes.******

When watering plants, ensure that you have a deep tray under each planter to catch water from over watering. Similarly, when cleaning your balcony, do not allow dirty water to flow over the balcony edge.

The original balcony slabs are concrete. Tiling and/or glued-down carpet is not permitted, as nothing may be permanently affixed to the balcony floor because it can damage the concrete. Carpet is not permitted as it holds water which can also damage concrete during the freeze/thaw cycle.

Placing wooden decking squares on a balcony can be an issue. It may effectively lower the railing height below required height. Please speak with Management before commencing any additions to your balcony or terrace.

13. INSURANCE

Both Corporations carry the appropriate insurance policies. In the event of loss, each Corporation's insurance would restore the suite to standard unit, subject to a deductible.

The deductible is currently \$2,500 on standard loss for both towers. The South Tower deductible for water damage, sewer backup and flood is currently \$10,000. The North Tower deductible for water damage or sewage backup is currently \$5,000 and \$10,000 for flood. However, this can change from time to time, based on the current insurance market and the Corporation's claims history.

Owners must be aware that they will be responsible for payment of costs up to the Corporation's insurance deductible in the event of failure of equipment, failure to maintain equipment or negligence or failure of an item such as an appliance or pipe that services the unit only.

******Owners and residents are strongly advised to contact their insurance broker for advice regarding suite insurance. As per Section 28 of the Declarations, owners are required to have insurance as outlined...******

... the following insurance shall be obtained, or any other insurance, if deemed necessary or desirable by any Owner, may be obtained and maintained by such Owner:

- *Insurance on any additions, improvement and his personal property...*
- *Public liability insurance...*
- *Insurance covering additional living expenses incurred by an Owner if forced to leave the Unit...*
- *Insurance covering special assessments levied against an Owner's Unit by the Corporation.*

An owner would be responsible for further repair to any upgrades and improvements, such as wall coverings, built-in cabinets, etc., beyond standard unit definition. Each unit owner may make a claim with their own insurance for damages to personal property or betterments. This is due to a "no subrogation" clause. One insurance company cannot claim against another owner's insurance company for loss or damages – each owner's insurance must cover his/her own suite, betterments and personal possessions.

14. PEST CONTROL

All restricted common areas, such as garbage and compactor rooms are treated on a monthly basis by a professional pest control company. Suites are treated if a problem occurs. Please note that the cost of any special pest treatment is at the individual owner's expense per the Declaration.

Garbage rooms are baited regularly to prevent rodents from invading the building. In cases of cockroaches/bedbugs, a block of suites may be treated – above, below and on both sides – to prevent any infestation from spreading. Full instructions are provided prior to the arranged treatment day.

A common way roaches are introduced to a building are through corrugated cardboard boxes. All cardboard should be disposed of immediately (cut down and recycled).

Bedbugs can be transported in many ways and residents must be vigilant. Check luggage carefully and only dispose of mattresses in bags, available at the front desk; no charge.

Ants, Wasps and other Exterior Pests

Outdoor bugs are common in the summer and there is limited action that can be taken. If you see a wasp nest starting on your balcony or common element, notify Management. We will have the nest removed. Commercially available ant-traps are the easiest way to deal with ants getting into the suites.

Wildlife and Birds

Do not feed the birds and squirrels. When residents feed birds on their balconies, the result can lead to an unpleasant mess on balconies below. Maintenance of balconies is owner responsibility however if bird food is found to have been used, the offending resident may be required to pay for clean-up costs.

15. PETS

Most pets are very well-behaved and their owners are conscientious.

- All pets must be on leash, at all times while on common element.
- Owners should not allow their pets to urinate or defecate on the Condominium property. If an accident occurs, please pick up all excrement immediately.
- Pets are not allowed on the 9th floor terrace, in the party rooms or the Boardroom.

******If you see a pet owner not following the rules, please advise Management.******

16. CABLE TV

Both Corporations are equipped for Rogers Cable Service as well as Bell Television. Owners must contact either company to have service connected in their suites. Owners are responsible for their own cable service. Satellite dishes are not permitted.

17. BULLETIN BOARDS, NOTICES & NEWSLETTERS

Bulletin Boards and Placards

Notices are located in the elevator cabs, elevator lobbies, mail rooms and desks of each building. Residents are advised to read these boards regularly to inform themselves of upcoming work or activities within the building.

One bulletin board in the mail rooms is for resident use. Residents can advertise parking spaces for rent or personal items to sell. Commercial posts must be approved by the Board. Community non-profit events can be advertised. Bring a copy of your notice to the Management Office to date and post for a period of 1 month.

Eblasts

The distribution of notices by email via condocontrolcentral.com is a great way to keep owners up to date. Also, condominium documents such as the amenity forms, insurance certificate, etc. are available to owners or residents, depending on category of the information. Please provide your email address to the office to receive these notices.

Newsletters

The Boards prepare newsletters on occasion to keep residents up to date on projects and activities that are occurring around the buildings. If you have any topics of interest or items that you think should be added to the newsletters, please speak with the Property Manager.

18. TELEPHONE DIRECTORY

EMERGENCY - Fire, Police, Ambulance - CALL 911

Appliances (In-Suite) - Appliance Master -Rick	416-989-4119
Bell Canada	416-310-2355
Brookfield Condominium Services (after hours)	416-510-8900
City of Toronto general help line	311
Electrician (In-Suite) Sal Costa	416-254-5102
Enercare (suite Hydro)	1-866-449-4423 Tel. 1-866-521-8882 Fax
Fire Department (Non-Emergency)	416-338-9000
Flood Emergency Clean up (Spectrum)	416-967-4461
Furniture Bank (pick-up reusable furniture)	416-934-1229
Locksmith (Citywide)	905-264-4401
Mount Sinai Hospital (Information)	416-596-4200
Poison Control	1-800-268-9017
Police (Non-Emergency)	416-808-2222
Plumbing (In-Suite) New Water Plumbing	905-731-2066
Rogers Cable	1-888-764-3771
Security Desk (24 hours)	416-792-1126
St. Michael's Hospital (Information)	416-360-4000
Suite Heat Pump Repairs (Bob's Refrigeration)	416-960-8921
Telehealth Ontario (24 hours)	1-866-797-0000
Toronto Parking Authority	416-808-2222
Toronto General Hospital (Information)	416-304-4800