



THE ARBORS

CONDOMINIUMS

A U R O R A

HOMEOWNER MANUAL

Brookfield
Residential

Table of Contents

WELCOME.....	1
CONTACT INFORMATION	2
INTRODUCTION.....	3
HOMEOWNER USE & MAINTENANCE GUIDELINES	3
MANUFACTURERS LITERATURE	3
INDUSTRY STANDARDS	3
WARRANTY INFORMATION	4
REPORTING PROTOCOL	4
COMMON ELEMENTS.....	4
TARION WARRANTY INFORMATION	5
WARRANTY PROTECTION.....	5
CONDOMINIUM LIVING.....	6
THE CONDOMINIUM CONCEPT	6
THE CONCIERGE'S ROLE	7
PROPERTY MANAGEMENT'S ROLE.....	7
RESIDENT INFORMATION FORM.....	8
MOVING.....	8
LEASING OF UNITS	8
GUEST SUITE	8
THE CONDOMINIUM FEE	9
INSURANCE	10
SUITE ENTRY DOORS.....	11
BUILDING ENTRY SYSTEM	11
LOCKERS.....	11
CABLE, TELEPHONE AND INTERNET SERVICES.....	12
GARBAGE & RECYCLING	12
EXHAUST FANS	12
PETS	13
ELECTRICAL	13
PLUMBING.....	13
DRYER LINT TRAP	14
RESIDENT PARKING.....	14
VISITOR PARKING	14
BICYCLE PARKING	14
AMENITY ROOM	15
FITNESS STUDIO	16
BALCONIES AND OTHER EXCLUSIVE USE AREAS.....	17
WINDOW COVERINGS.....	17
IN-SUITE RENOVATIONS	17
COUNTERTOP / CABINET MAINTENANCE	18
NATURAL STONE COUNTERTOPS.....	18
CABINET MAINTENANCE.....	19

HARD SURFACE FLOORING MAINTENANCE	20
CARING FOR YOUR LAMINATE FLOORS	20
GLASS AND MIRRORS.....	21
VENTILATION	21
CORRIDOR FRESH AIR	21
EXHAUST FANS	22
MICROWAVE HOOD COMBINATION FAN.....	22
PLUMBING AND PLUMBING FIXTURES.....	23
LOW FLOW TOILETS.....	23
STAINLESS STEEL SINK MAINTENANCE	24
IN-SUITE WATER SHUT-OFF VALVES	24
BATHROOM DRAINS	25
ACRYLIC TUBS.....	25
FAUCET REPAIRS	25
HEATING & COOLING	26
HEAT PUMP	26
THERMOSTAT	27
WINDOWS, HUMIDITY AND CONDENSATION.....	28
WINDOWS.....	28
REGARDING OPEN WINDOWS	29
CONDENSATION AND HUMIDITY.....	29
SETTLEMENT AND FRAME ADJUSTMENT.....	31
MILLWORK.....	31
FIRE SAFETY	32
FIRE PREVENTION.....	32
SMOKE DETECTORS	32
FIRE EXTINGUISHERS.....	33
EMERGENCY FIRE PROCEDURES	33
FREQUENTLY ASKED QUESTIONS	34
GLOSSARY OF TERMS	37
INDEX	40
APPENDIXES	42
WARRANTY LETTER	42
OWNER RESIDENT INFORMATION FORM	43
PERSONS REQUIRING SPECIAL ASSISTANCE INFORMATION FORM	44
SUMMARY OF LEASE OR RENEWAL	45
ROGERS SPECIAL OFFER	46



THE ARBORS

CONDOMINIUMS

Welcome

Dear Homeowner,

Welcome to The Arbors Condos in Aurora and congratulations on your new residence and lifestyle.

This Homeowner Manual was created to provide you with useful day-to-day information about Condominium living and how to maintain the products in your new home.

Throughout this manual, there will be many references to cooperation and communal responsibility. Condominium living requires that we be aware of our neighbours and cooperate to preserve everyone's comfort and privacy. This is important, not only because it provides a pleasant atmosphere in which to live, but ultimately because it goes a long way toward protecting the value of your investment.

Please keep this reference manual at hand for your convenience and refer to the glossary at the back to help you with any terms you may be unfamiliar with. Should you have any additional questions or concerns, please do not hesitate to contact the Warranty Care team who will be happy to assist you.

Wishing you continued happiness in your new residence,

The Arbors Condos in Aurora

Contact Information

The Arbors

555 William Graham Drive,
Aurora, ON, L4G 3H9

First Service Concierge

Phone: 905-503-1606

Hours of Operation

Monday to Friday: 8:30 am - 4:30 pm (8 hours)
Sat and Sunday: (24 hours)

Live Patrol Security

Monday – Thursday: 4:00 pm – 9:00 am, Friday: 4:00 pm – 12:00 am

Two representatives are on duty to direct traffic Monday – Saturday: 8:30am – 5:30pm

The Arbors Warranty Care

Telephone No. 1-844-363-7491

Email Address: service.arborscondos@brookfieldrp.com

First Service 24 hour Customer Care: 1-855-244-8854

Brookfield Residential Properties Inc.

7303 Warden Avenue
Suite 100
Markham, Ontario
L3R 5Y6

You are welcome to call us during normal business hours
(8:00 AM to 5:00 PM, Monday through Friday).

Phone: 905-477-5111

Toll Free: 1-800-387-8545

Fax: 905-477-9001

Email: Corporate Office inquiries@brookfieldhomes.ca

Introduction

Homeowner Use & Maintenance Guidelines

We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks, similar to owning and maintaining a vehicle.

Periodic maintenance of your home is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. Because we offer homeowners a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Manufacturers Literature

Please take time to read manufacturers' literature regarding consumer products and others items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past. We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to know about such coverage.

Industry Standards

We have done our best to include a description of the industry standard for items that you may think are possible deficiencies. However, please keep in the mind that standards are subject to change as the Ontario Building Code and Tarion Construction Performance Guidelines are continuously under review and improvement. Brookfield Residential will adhere to the industry standards that were active at the time that your home was built. For the most up-to-date version of Tarion's Construction Performance Guidelines, you may visit their website at www.tarion.com.

Warranty Information

Reporting Protocol

Any concerns regarding the interior finishes of your home should be addressed to the Warranty Care team in writing, within the specified warranty guidelines and timelines. Any concerns regarding your exclusive use of common areas or other building deficiencies should be reported to your Property Management office.

Please refer to your Tarion “*Homeowner’s Information Package*”, which is an important reference guide for all warranty coverage and timeframes.

Please be advised that alterations or additions to any of the services and materials in your home could void the warranty. If you have a contractor perform work in your home that in any way affects present service, for example, drywall, plumbing, electrical, heating, completion of intercom, security or central vacuum systems – the Builder will not be responsible for any malfunction or deficiency related to this area.

Please note: Chips, scratches and surface damages not identified and listed during the Pre-Delivery Inspection (PDI) cannot be accepted as warranty concerns. Items of this nature are considered warranted only if they are listed at the time of PDI.

Common Elements

Common elements are covered from the date the Condominium Corporation is registered, and the individual home is covered from the date of firm occupancy. You will not obtain formal title to your home until the entire complex is registered. Please refer to your “*Homeowner Information Package*” supplied by Tarion for further details.

The Condominium Board of Directors will complete a separate inspection with the Builder for all of the common elements. All common element concerns are to be submitted in writing to the attention of your Board of Directors (upon building registration) and Property Management office.

DISCLAIMER

The information provided herein is provided solely for the benefit of the homeowner and is believed to be correct, but should be used for guidance purposes only. When information contained in the Homeowner’s Manual is different from that contained in documentation provided by manufacturers, architects, engineers, contractors or other purchaser documentation, the latter information shall be deemed correct

Tarion Warranty Information

As a new build in the Province of Ontario, your home is covered under the Tarion Warranty Program. Tarion is the regulator of the home building industry in the Province, licensing all new home and condominium builders and enforcing the Ontario New Home Warranty Plan Act and Regulations.

For more information regarding Tarion, please visit their website at www.tarion.com

Warranty Protection

What is not covered?

Knowing what's not covered by your warranty is just as important as knowing what is. Buyers of new homes should become familiar with what's not covered under warranty protection. Report all problems in writing. Verbal conversations can be misunderstood or forgotten.

The following list includes, but is not limited to, those items not covered under warranty protection:

- Secondary damage caused by defects under warranty (While the defects themselves are covered, the personal or property damage they cause is not. Often, home owner's insurance covers secondary damage)
- Electrical warranty is null and void if electrical modifications are done by others
- Damage to plumbing fixtures due to abrasive cleaners or careless use
- Damage resulting from improper maintenance or home owner negligence. For example, dampness or condensation caused by home owners failing to maintain proper ventilation levels
- Damage caused by home owners, tenants and/or guests
- Damage beyond the home owner's / your builder's control, e.g., floods, Act of God, wars, riots, vandalism, etc.
- Damage from insects or rodents, unless construction does not meet the Ontario Building Code



Condominium Living

The Condominium Concept

For many residents who are first time condominium owners, some adjustments are necessary. Condominium rules help to facilitate good neighbour relations among owners and to maintain a pleasant atmosphere.

The Condominium combines elements of private and common ownership. You own the interior of your home, the boundaries of which are described in the Declaration of the Condominium Corporation. Everything else is defined as common elements and includes all the foundations, load bearing columns and walls, roofs, fences, land, elevators, corridors, stairs, recreation facilities and mechanical equipment. The common elements are owned by the Corporation of which each home owner owns a percentage.

Any proposed alterations to the interior of a home require the owner to obtain prior consent of the Condominium Board of Directors.

Alteration to your exclusive use common elements, such as your balcony, also requires the permission of the Board of Directors.

Remember, cooperation, compromise and understanding are essential ingredients to a healthy and positive community. In this way you will maximize the enjoyment of and investment in your home.



The Concierge's Role

The Concierge's main responsibilities include: controlling vehicular traffic, monitoring the cameras throughout the property, assisting with emergencies and responding to residents' requests.

Phone: 905-503-1606

Monday to Friday: 8:30 am - 4:30 pm and Sat and Sunday: 24 hours

Live Patrol Security

Monday – Thursday: 4:00 pm – 9:00 am Friday: 4:00 pm – 12:00 am

Property Management's Role

Property Management is responsible for collecting the fees, keeping financial records, inspecting the property to determine the need for maintenance, supervising work being carried out on the property dealing with emergencies which involve the common elements, and enforcing by-laws.

You should contact the Property Manager to deal with such issues as:

- Cleanliness and maintenance of the common areas
- Malfunctioning of such things as the garage doors, garbage chutes or recycling systems
- Building security and access issues
- Concierge issues
- Fire alarm malfunctioning
- Broken pipes or plumbing problems
- Noise issues with neighbours, where they cannot be settled privately

Resident Information Form

You are required to complete a Resident Information Form and hand it in to the Property Manager when you pick up your keys. A copy of this form is provided at the back of this manual. This is important so that we can keep our records current, for safety reasons. If your information changes, please update the Concierge.

Moving

Elevator bookings are managed and coordinated by Property Management and are subject to change. At the time of this printing, the hours for elevator moving hours are as follows:

Monday to Friday: 9:00 am to 12:00 pm, 12:00 pm to 3:00 pm, 3:00 pm to 5:00 pm

Saturday: 9:00 am to 12:00 pm, 12:00 pm to 3:00 pm, 3:00 pm to 6:00 pm, 6:00 pm to 9:00 pm.

All moves and deliveries must be pre-booked with Property Management in advance to ensure that all moves are scheduled and to produce the least amount of inconvenience to other residents. Please be advised that these reservations are made on a first-come, first-served basis.

Also, please ensure that upon arrival at the site, the persons responsible for moving or delivery notify the Concierge so that the elevator and surrounding areas are inspected and the elevator be placed in service mode. The resident is responsible for all damage caused to the building during the move.

It is the responsibility of either the homeowner or the movers to ensure that all cardboard and other moving materials are removed from the site. Boxes and other moving materials left in the hallways are a violation of the fire safety code, not to mention aesthetically unpleasant for your fellow residents.

Leasing Of Units

Leasing of units shall comply with all provisions outlined in “PART SIX – LEASING OF UNITS” in the disclosure statement. Units cannot be leased prior to condo registration as stated in Schedule G.

You shall remain directly responsible to the Corporation for all common expense assessments, insurance deductibles, and any other charges the Board may direct to the Unit. You should understand that you are responsible for any legal and other costs incurred by the Corporation in seeking to obtain your tenant’s’ compliance with the Declaration, the By-laws, and Rules of the Corporation.

Guest Suite

There is a guest suite available for residents. To find out more on rental fees and how to book the guest suite, please contact property management.

The Condominium Fee

The common expense payments represent your portion of the total expenses involved in maintaining the common elements. A detailed budget establishes the financial needs of the Corporation for the coming year (see your condominium documents for the first year budget).

Each unit has an assessed monthly fee. This fee is calculated as a percentage of the total budget divided by twelve arriving at a monthly figure. The percentage for each Unit is set out in the Declaration of the Corporation. The following is a list of some of the services your common expense payments cover:

- Property Management services
- Concierge services
- Maintenance of the common elements
- Fire and Liability Insurance premiums for the common elements
- Water and sewage
- Hybrid electricity usage for the common elements
- Natural gas for the common elements
- Reserve fund to provide for major repairs and replacements of common elements
- Pest control
- Legal and audit services
- Maintenance of elevators and other common area mechanical equipment
- Wages of on-site personnel
- General administration
- Snow removal and landscaping maintenance

At a minimum, the Corporation does not pay for:

- Painting, decorating, cleaning, or repairing the interior of a unit
- Television, telephone, or Internet services
- Insurance of the contents of a unit or public liability insurance for unit owners
- Maintenance of appliances
- Maintenance of the in-suite heating and cooling units



Insurance

Be advised that the Corporation's Insurance policy does not cover a number of items within your suite or any of your personal belongings. You must obtain your own insurance for content, betterments and improvements, and loss assessment insurance, including deductible coverage.

In the event of a claim, you as the owner are responsible for the Corporation's deductible. Should the claim be below the amount of the deductible, the owner is responsible for the entire cost. Ensure that you speak with your insurance representative to ensure that you are carrying the appropriate coverage for condominium living.

Once you have settled into your new home, we advise that you take a detailed inventory of your possessions. Where possible, photograph or videotape the items of high value. If anything is lost or damaged, it can be difficult to convince your insurance company of the condition and value of these items, and photos can provide you with the proof you need to ensure you receive the appropriate remuneration.

It is strongly recommended that you acquire a Condominium Homeowner's Policy which is available from most insurance companies. This will ensure to some degree that furniture, appliances, rugs, drapes, wallpaper, and other home accessories, added since the home was built, are covered from damage. It also provides liability coverage should a visitor sustain an injury while on your property.

Further coverage can be added and policies of this type may cover any costs incurred should you be forced to vacate your home due to interior damage. Contact an insurance agent who can advise you further on these matters.

Suite Entry Doors

Please be advised that the outside surface of your home's door is part of the common elements and therefore cannot be altered in anyway. Installation of knockers, postings of any sort and painting is not permitted.

Weather-stripping installed around this door has been found to interrupt proper air circulation and is therefore strictly prohibited.

NOTE:

You are not permitted to change any lock or place additional locks on the doors to any home or to any other part of the common elements.

Building Entry System

Your name and entry code details will be included in the directory by the Property Manager or Concierge. This can only be done once you have submitted your completed resident information form.

A DoorGuard Intercom System has been installed in your building to provide increased security for you and your visitors. The system provides communication and entry control using your telephone.

Visitors simply enter your code number from the directory to ring your suite. You can answer from any telephone.

To permit entry, dial the digit "9".

To deny entry, simply hang-up. Do not dial "9".

Lockers

Ensure that all articles stored in lockers are kept within the locker you have purchased, and not above or around the locker area. Remember that you have purchased the locker not the area above or around the enclosure. Be advised that items stored inside the locker are done so at your own risk; the Corporation is not responsible for lost, stolen or damaged items. It is your responsibility to provide a secure lock for your locker.

We encourage you to ensure that the locker is securely locked and that items stored within the locker are kept elevated off the floor or covered in plastic to prevent water damage in the event of a water leakage.

WARNING:

It is against Ontario fire code regulations to store any toxic or hazardous materials in lockers.

Cable, Telephone And Internet Services

The building has been pre-wired for cable television, internet, and telephone services. Please be advised that it is the responsibility of the residents to contact the service providers directly to order any of these services.

Rogers: 1 (866) 902-9534. Provided at the end of this manual is Rogers special offer package for purchasers.

NOTE:

The rules of the Condominium Corporation prohibit the installation of TV antennas, aerials, or satellite dishes in any common element area, including your balcony or terrace.

Garbage & Recycling

Your building has been equipped with a garbage chute with sorting capability. Before disposing of any waste down the chute, you must select the appropriate designation (i.e. recyclables, garbage, etc.).

Residents must break down and bind all large containers, such as cardboard boxes, and place them in the appropriate bins, located in the recycling room on the ground floor. Please do not leave recyclable materials on the floor next to the bins.

When using the garbage chute please ensure that all litter is properly bound, packaged or bagged before it is deposited. Do not place any loose litter down the chute and ensure that bagged and bound garbage is of a reasonable size to ensure easy entry into and down the chute.

All efforts made to package garbage correctly will help to reduce odours, eliminate mess and avoid blockages.

Exhaust Fans

When showering, bathing, drying clothes or cooking, you are asked to activate the exhaust fan located in your home. This will help reduce condensation, which can occur more often in newly constructed buildings. Condensation is a significantly underestimated cause of damage in homes (e.g. mould and fungal growth on walls and ceilings which can be detrimental to both your health and the aesthetics of your home).

Condensation and its subsequent damages are not covered under the Statutory Warranty.

Pets

Animals generally considered household pets are permitted. Please review section 20 paragraph G in your disclosure statement for details on household pets.

No pet is permitted outside of the home except in your custody and the pet must be kept on a leash. All damages caused by a pet are the full responsibility of the home owner, who will reimburse the Corporation for any repair or replacement costs incurred.

Additionally, owners are required to immediately clean up any mess that their pets make.

Electrical

Do not overload existing electrical circuits and do not alter in any way the amperage (the current) of the existing circuit breakers in the home.

A breaker panel is located in each home. It is essential that the Board of Directors and Provident your metering company be contacted and consulted prior to any changes being made to the wiring of any individual home - be advised that proposed changes may not be permitted.

Changes made without consultation and permission can render both the Corporation's insurance and your personal insurance invalid, and will void your Tarion warranty for any connected wiring or equipment.

The manufacturer's recommended limitations on bulb size are stamped or labeled on all fixtures and we strongly suggest you observe these cautions. The homeowner is responsible for replacing burned-out bulbs other than those noted during your Pre-Delivery Inspection.

In rooms where a ceiling fixture is not installed, a wall switch usually controls a plug outlet so you can control a lamp from the entryway.

Plumbing

Please locate and familiarize yourself with all water shut-off valves in your home. Knowing where they are and how to shut them off allows you to better prevent major damages from occurring. When water overflows from any fixture, it inevitably results in damage, not only to the suite where the problem exists, but often also to the adjacent suites or suites below.

Damages caused by floods are the responsibility of the owner of the suite in which the leak originated; this includes the damage caused to other homes in the building and the common elements.

Dryer Lint Trap

It is highly recommended that the lint trap in your dryer be cleaned after each use. The secondary lint trap found in the exhaust duct near your dryer also needs to be cleaned out regularly. This built-in trap has been installed to reduce lint accumulation in the ventilation, a problem that can cause fires. This lint trap should therefore be cleaned out regularly, at least once a month, and more often if your towels and linens are new. The regular lint removal of both lint traps is the full responsibility of the home owner.

Resident Parking

We would like to remind all residents who use the parking facilities to lock their vehicle at all times and to avoid leaving valuables inside the car. When entering or leaving the premises, please ensure that all posted signs are adhered to. You are required to reduce the speed of your vehicle and proceed with caution. It is especially important that you adhere to the posted signs directing traffic flow.

Parking spaces are deeded to individual residents and therefore, only the deeded resident is permitted to use the space. When parking, please double check that you are in the correct space to avoid frustration and inconvenience to other residents.

Be advised that vehicles parked in an unauthorized space will be ticketed and/or towed at the owner's expense. Please ensure the management office has your correct license plate number as parking is strictly enforced. In the event that you are unable to park in your designated space for whatever reason, please contact the Concierge for an alternative parking arrangement.

Do not park in another space or in spaces reserved for visitor parking without Concierge's approval as you will be ticketed and/or towed.

Visitor Parking

Visitor parking at The Arbors Condos in Aurora is available at no extra cost on site. Please contact Property Management for up to date rules and regulations of visitor parking, including extended parking or parking overnight.

Bicycle Parking

A bicycle storage room equipped with bicycle racks, is located in the south building for general usage. No rental or booking fee required. It is on a first come first serve basis.

Please note that it will be strictly prohibited to bring bikes through the lobby, corridors and public areas of the building.



Amenity Room

You may book the amenity rooms via the Concierge for exclusive use throughout the year. All bookings are subject to applicable fees which will be specified at the time of booking. Be advised that the resident who makes the booking must always be in attendance and any residents under the age of 16 must always be accompanied by a resident over the age of 16.

All amenity room bookings must be made in advance and are granted on a first-come, first-served basis. However, because parties during certain holidays are in higher demand, the Board reserves the right to determine how such bookings may be handled.

Decorations are not to be attached to any part of the amenity room walls, counters, blinds or furniture. Any damages caused will be the responsibility of the resident who booked the room and this resident will reimburse the Corporation for the cost of any repairs or replacements required.

The amenity rooms are strictly non-smoking.



Fitness Studio

Proper attire and footwear is required in this room.

For safety reasons, it is not recommended that children use this facility unless closely supervised by an adult guardian. Equipment should be treated with care and respect and used in accordance with the instructions.

Neither the Board nor the Management Company will assume any responsibility for injuries that may occur.

All users must wipe down the machinery or equipment after use. Food and drink are not permitted in this facility.

Balconies And Other Exclusive Use Areas

Please note that the installation of awnings or shades over or outside the windows or balconies is strictly prohibited. Nothing may be placed on the outside of the windowsills or from any projections of any home. Nothing may be thrown out of the windows or doors of the building or from the balcony or terraces. No mops or brooms, bedding or other items shall be shaken from any window or door. Only seasonal furniture is allowed on balconies, terraces, patios and exclusive use areas.

No sign or advertisement may be placed on the inside or outside of any window or common element without the prior permission of the Board.

Window Coverings

As per the condominium rules and regulations, all window coverings must be white or off-white when visible from outside. Window coverings should be opened fully every day to prevent excessive condensation from accumulating on the windows, particularly during the first year following construction completion.

In-Suite Renovations

You are not permitted to undertake any major work without the prior written approval of the Board of Directors. If you have any questions as to the definition of major work, please contact Property Management.



Countertop / Cabinet Maintenance

Natural Stone Countertops

To ensure the best performance of your countertops, we recommend that you follow these simple instructions and exercise other general care-taking:

1. Hot pans or active electric appliances should not be placed on the surface.
2. Use a protective insulating pad.
3. Abrasive cleaners or steel wool should never be used.
4. Common household bleach should not be allowed to remain on the surface.
5. The surface should not be used as a cutting board or ironing board.
6. Moisture should be avoided on seams and joints.
7. Granite countertops should be sealed regularly to prevent staining

DID YOU KNOW?

Any natural stones;’ (Granite, Marble, Travertine, Limestone, Onyx and Slate) colour, pattern, veining and shading will vary from tile to tile, sometimes even within a single tile. These variations are natural and produce a unique, organic appearance.

Granite, which is crystalline in structure, always has tiny pits, spaces, and natural fissures between the various mineral crystals that may look like cracks. These are not structural defects, but are naturally occurring results of immense heat and pressure, which formed the granite while in nature.

Marble is limestone that has been subjected to great pressure and heat that causes a structural change to a crystalline. Appearance is generally whitish, sometimes translucent, with veining or colour provided by other minerals present at its formation.

Marble and limestone can be scratched more easily than harder stones such as granite. However, granite can be damaged by high impact blows and can be chipped.

Cabinet Maintenance

Use only mild, non-abrasive soap and a damp cloth to clean your cabinetry. Avoid using harsh chemical cleaners or bleaching agents. Do not use excess amounts of water or it may result in water damage, which will not be covered under warranty.

Do not place countertop appliances, which generate heat and/or steam directly underneath the upper cabinetry. The steam and/or heat may cause warping and discolouration, and could cause the finish to peel. In extreme cases, a fire hazard may result if enough heat is generated.

Take care not to open the dishwasher while it is still steamy, as this can damage the finish on your cabinets over time.

DID YOU KNOW?

Nature creates...but never duplicates! So, two pieces of wood, even from the same tree, are never exactly alike. Due to the difference in natural colour and grain, each piece of wood will react differently to the finishing materials used.

Hard Surface Flooring Maintenance

Caring For Your Laminate Floors

TORLYS smart floors are a beautiful addition to your home, and have been created to ensure that looking after them is easy. All TORLYS smart floors are made with the Uniclic® joint technology and are easy to care for. The following steps will ensure that your TORLYS smart floors will look beautiful for years.

Maintain your TORLYS Smart Floor

- Dust mop (with a non-treated, clean mop) or vacuum regularly to remove loose soil.
- Wipe up spills quickly with cloth or sponge.
- Clean as required with TORLYS Natural Glow Eco-Friendly Cleaning Kit.
- Only use TORLYS maintenance products. Never use wet mops, highly acidic or alkaline cleaners, non-recommended commercial cleaners or polishes, or a treated mop that has been used to clean other floors or furniture.
- Use floor-protector pads on furniture feet. Protect your floor from hard castors on moveable furniture.
- Use caution when wearing high heels and keep pets' nails trimmed.
- 70% to 80% of dirt on the floors in your home is tracked in from the outside. One square yard of matting can capture one pound of soil. Use entry-way (non-skid, cotton) mats to capture tracked-in dirt and soil, and clean them regularly. Rubber or fibre-backed mats may stain or scratch floor finish.

Maintain Home Humidity

Your TORLYS smart floor is a natural product. Use a humidifier or dehumidifier to regulate humidity (30% to 55%) and minimize expansion and contraction. This is required to preserve your floor.

Glass and Mirrors

1. Never spray cleaning solution directly onto the mirror. Cleaning solution should always be sprayed onto a lint-free rag and then used to wipe the glass, as excess cleaning solution may damage the silvering on the back of the mirror.
2. Avoid using any cleaner that contains harsh ingredients like acids and alkalis. One way to always remember this is to stick to the three A's of glass cleaning: avoid acids, alkalis and abrasives.

SHOWER STALLS

1. Use a squeegee every-time you shower to prevent water stains.
2. Clean the glass on a frequent and regular basis.

Ventilation

Corridor Fresh Air

You may notice that there is a small gap around your suite entry door. This gap serves as a source of fresh air within the building and helps maintain the air circulation within your suite.

Combined with the vents in your home, the gap around the entry door allows fresh air to enter the suite and assists with controlling condensation. Additionally, the air vents keep your suite free of stale air and lingering cooking odours, which tend to collect in the corridors even with the suite windows closed.

Not only does the supply of fresh air into the corridors provide a more comfortable living atmosphere, it is also a safety feature in the event of a fire. If there is a fire inside the building, the corridor fresh air units are turned off by the emergency fire system preventing smoke from entering your suite.

An effort should be made to keep the gap around your entry door free of obstructions. Each building has an engineered airflow balance, which is determined and set prior to occupancy by residents. Therefore, we ask that you refrain from installing weather stripping around the door as it blocks the flow of fresh air and constitutes a violation of the Ontario Fire Code.

Please be sure to protect your home from accumulated stale air and excessive moisture. Many of the tips provided above will assist you in this regard.

Exhaust Fans

Exhaust fans help to eliminate moisture from the suite. Your exhaust fans are located in the kitchen, bathrooms and laundry room.

The kitchen exhaust fan must be switched on whenever you are cooking. The fan has a removable filter, which should be removed once a month and soaked in detergent and rinsed. If necessary, they can also be purchased at your local hardware store, should you choose to replace the filter.

Whenever water is running in the bathroom, the bathroom fan should be used. The switch to operate the fan is located on the same switch plate as the light. Certain Unit types have two or more bathrooms and have a dual fan system that operates with one motor controlled by one switch as per building plans and specifications. Please note that the fan can be turned on in either bathroom but must be turned off from the bathroom where it was turned on. The exhaust fan has been interconnected with the dryer to exhaust the hot air and moisture from the suite.

Microwave Hood Combination Fan

For efficient operation of a hood combination, the vent-hood filter should be cleaned frequently. Corrosive cleaning agents, such as lye-based oven cleaners, may damage the filter. When grease builds up in the filter, a potential fire hazard is created. The fan motors and blades should be cleaned and fan motor lubricated with machine oil at least twice a year. Other exhaust fans and their housing should be cleaned when necessary and lubricated semi-annually.

MICROWAVE OVEN CARE

General Cleaning

IMPORTANT: Before cleaning, make sure all controls are off and the microwave oven is cool. Always follow label instructions on cleaning products.

To avoid damage to the microwave oven caused by arcing due to soil buildup, keep cavity, microwave inlet cover, and area where the door touches the frame clean.

Clean with mild soap, water, and a soft cloth or sponge, or as indicated below.

- Grease filters: mild soap and water or dishwasher
- Door and exterior: mild soap and water, or glass cleaner applied to paper towel
- Control panel: sponge or soft cloth and water
- Stainless steel (on some models): mild soap and water, then rinse with clean water and dry with soft cloth, or use stainless steel cleaner
- Turntable: mild soap and water or dishwasher

Installing/Replacing Filters and Light Bulbs

- Grease filters: Grease filters are on the underside of microwave oven. Clean monthly. Slide the filter away from the tab area, and drop out the filter. To reinstall, place end of the filter into the opening opposite the tab area, swing up the other end, and slide it toward the tab area.
- Charcoal filter: The charcoal filter is behind the vent grille at the top front of the microwave oven. The charcoal filter cannot be cleaned, and should be replaced about every 6 months. Remove two screws on the vent grille, tilt the grille forward, lift it out, and remove filter. To reinstall, place the filter into its slotted area – wire mesh side up, replace vent grille, and secure with screws.
- Cooktop light: The cooktop light bulb is located on the underside of the microwave oven and is replaceable. Remove bulb cover screws, and open the bulb cover. Replace bulb, close bulb cover, and secure with screws.
- Cavity light: The cavity light bulb is located behind the vent grille at the top front of the microwave oven, under the bulb cover, and is replaceable. Remove two screws on the vent grille, tilt the grille forward, and lift it out. Remove bulb cover screw, open bulb cover, and replace bulb. Close bulb cover, and secure with screw. Replace vent grille, and secure with screws.

Plumbing And Plumbing Fixtures

Low Flow Toilets

Today's conservation regulations require that we install "low flow" or "water saver" toilets in all new homes. These toilets use approximately 70% less water per flush than older models. While the new toilets conserve our water resources, they may not be as efficient as the older toilets. At times, two flushes will be required to clear toilet of debris. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law.

Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Most blockages in plumbing drains, including toilet drains, are progressive – they begin slowly and get worse over time until the drain is completely blocked. To avoid a clogged drain use a plunger at the first sign of a slow drain, this simple remedial step will prevent most serious drain blockages.

HOMEOWNER TIP –Do NOT FLUSH THE FOLLOWING ITEMS:

Large amounts of toilet paper, tooth floss, Q-tips, paper towels, bio-degradable products, feminine products, grease, oil, chemicals, paint, toothpicks, hair, soap, personal cleansing products which indicate "flushable" on packaging. (They are not)

HOMEOWNER PLUMBING TIPS

If the toilet is clogged, you may have to use a plunger.

New toilets are designed so that an air bubble is released from the jet in the bottom of the toilet bowl. This air bubble is part of the design and it will not hinder the performance of the toilet in any way, but may result in a "burping" noise.

Wash your toilet with mild, soapy water, (Palmolive or Dawn Antibacterial). Rinse thoroughly with clean water and dry with a soft cloth. Avoid detergents, disinfectants, or cleaning products in aerosol cans. Never use abrasive scouring powders or abrasive pads on your toilet seat, as some bathroom chemicals and cosmetics may damage the seat's finish.

We do not recommend the use of chlorine blocks or bluing agents in your tank as it may warp any rubber components and may cause plastic components to peel.

Stainless Steel Sink Maintenance

The best form of maintenance for your stainless steel sink is frequent, regular cleanings. A little bit of cleaning on a regular basis is preferable to a major cleaning on a sporadic basis.

The best method of preventative maintenance is to ensure that the sink is clean, dry and exposed to room atmosphere when not in use. Rinse and towel dry the sink after each use in order to minimize major cleanups, keeping it shiny and relatively free from water spots. This is particularly appropriate where water may have a high mineral content.

Keep the sink fixture free of any standing water which may build up mineral deposits. The quality of your water can affect the sink's appearance and this water quality will vary from household to household.

Should a mineral deposit build up over time, use a weak solution of vinegar and water to remove the deposit and follow by flushing the surface with water.

To clean your sink, use the mildest cleaning procedure that will do the job effectively.

On the mirror finish deck we recommend using a liquid detergent with a soft cloth. **DO NOT USE ANY ABRASIVE MATERIALS ON THE MIRROR FINISH.**

Always rinse the sink after cleaning, and wipe the sink dry to discourage any water spotting.

Any cleaning or scrubbing to remove stubborn stains from the inside of the sink bowls should follow the direction of the grain line. Any scrubbing across the grain will show as a scratch. Scrubbing in the same direction as the grain will blend in any surface scratches.

In-Suite Water Shut-Off Valves

All suites are equipped with water shut off valve but locations vary from suite to suite. Typically every suite will have a minimum of one shut off valve located under a bathroom or kitchen vanity cabinet, or in the laundry room closet. Some suites may have additional shut off valves.

In case of a plumbing emergency, every member of your household should know the location of these valves.

Note: Handicap suites will have two water shut off locations.

IMPORTANT NOTICE:

The water should be turned off when you are away for a prolonged period of time. Many insurance policies do not cover damage caused by a flood if the resident did not turn off the water when away for more than a 48 hour period.

Bathroom Drains

Many clogs collect around the strainer or stopper in the sink or bathtub/shower, so it is important to clean these out on a regular basis. Clean the stoppers frequently. Hair often collects here and causes clogs. Simply remove the cover plate on the shower floor drain and remove collected waste matter with a drain snake or similar implement when the drain becomes sluggish.

Damage due to backed up drains is not covered by warranty.

Acrylic Tubs

Your home has molded acrylic surfaces with fiberglass reinforcing. The acrylic surfaces should be cleaned with non-abrasive liquid or foam soaps or cleansers.

Only damages noted on your Pre-Delivery Inspection will be repaired by Brookfield Residential.

Faucet Repairs

Faucet washers, because they wear out more quickly through usage, are not covered under warranty. Be careful not to apply force when turning faucet handles since this may damage the washers and causes leaks; therefore, turn the faucet handle just hard enough to stop the flow of water.

If you do not have the proper tools, or if you are not mechanically handy, do not make any of these repairs. Contact a qualified plumber.

A worn washer may not be the only problem causing a tap to leak. Often the tap seat becomes eroded, especially in areas of hard water. Such repairs are not covered by the warranty and should be replaced by a qualified plumber.

Heating & Cooling

Heat Pump

Your suite is equipped with its own individually metered heat pump. These units allow you to heat or cool your home at any time.

The heat pump(s) located in each suite are serviced from a centralized heating and cooling system. All suites will have their units' heat and cooling consumption monitored through a BTU meter in each suite. The heat pumps will contain a compressor unit that will allow the unit to operate in heat mode or cooling mode throughout the year. Your account with Provident will be set up upon closing and account balances will reflect the amount of usage specific to your home.

MAINTENANCE

1. Visually inspect unit at least once a month. Special attention should be paid to hose assemblies. Note any signs of hose deterioration or cracking; attend to any indication of minor leakage immediately.
2. Filter maintenance must be performed to ensure proper operation of the equipment. Inspect filters at least every three months, and replace when visible dirt build-up is evident.

To avoid fouled machinery and extensive unit clean up, DO NOT operate units without filters in place.

3. Inspect condensate drain pan for algae growth and mineral build-up every three months. Excessive algae or mineral deposits in the drain pan or drain line can result in condensate overflow and unpleasant mildew odors.
4. Check fan motor and blower assembly annually. All units employ permanently lubricated fan motors. **DO NOT OIL FAN MOTORS.** Vacuum any accumulation of dirt from motor ventilation slots and the blower wheel.
5. Check the contactors and relays within the control panel annually. Inspect for any visible signs of overheated contacts or temperature damage to wiring. Check terminals for tightness.
6. Conduct an amperage check annually on the compressor and fan motor. Higher amperage draw than nameplate values (more than 10%) may indicate heat exchanger fouling, low water flow, or premature motor failure.

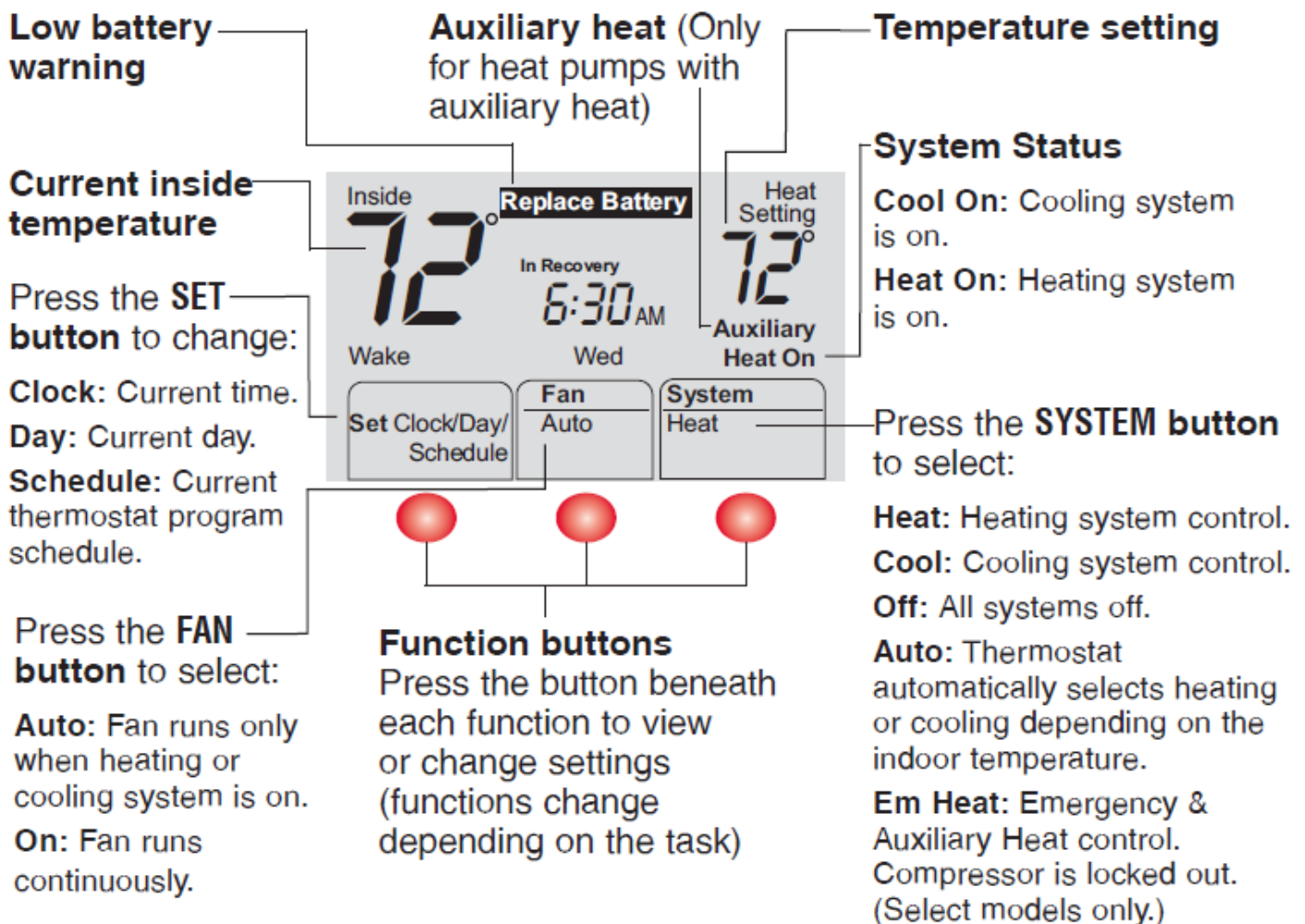
7. Inspect air-to-refrigerant heat exchanger surface at least once a year. A dirty or partially clogged coil can significantly reduce operating capacity, and can result in serious equipment problems. If the coils appear dirty, clean them using mild detergent or a commercial coil cleaning agent.

8. Inspect hoses, valves and connections for water leaks. For hose connection leaks inspect rubber hose gaskets and replace as required.

Thermostat

Your thermostat has the following switches:

Display screen



Windows, Humidity And Condensation

Windows

Brookfield Residential will confirm that all windows and screens are in acceptable condition during the Pre-Delivery Inspection, such that windows should operate with reasonable ease and locks should perform as designed. We will repair or replace broken windows or damaged screens noted on the Pre-Delivery Inspection.

During cold weather, it may seem as though there are air leaks around windows even though they are tight and weather-stripped. When weather conditions are extreme, you may feel a slight draft. The draft which you may feel are referred to as convection and will be due to internal air currents or radiant cold from the glass rather than air outside.

Frost on the window is caused by excess humidity in the air and will appear even on double glazed windows. You influence the humidity level within your home; Brookfield Residential provides no corrective measure for this condition. Condensation that accumulates between the panes of glass in double-glazed windows indicates a broken seal. Brookfield Residential will replace the window if this occurs during the first year of warranty.

To lubricate rubber weather-stripping and tracks, the use of silicone lubricant is recommended twice each year. If the windows are the sliding type, be sure that the weep holes provided at the bottom of the track and frame are kept clean so that rain water may run to the outside of the unit.

To remove the sliding panels for cleaning, move each panel to the centre of the opening, then lift up until the lower edge is free of the track. Then remove it from the frame.

Fittings on windows are subject to weather conditions and general wear and tear. They are not covered by our warranty. Brookfield Residential will be pleased to provide you with the name and address of the window manufacturer for further assistance.

Brookfield Residential will confirm that all window glass is in an acceptable condition at the Pre-Delivery Inspection. Any scratches reported after the Pre-delivery Inspection are not covered by the warranty.

Don't seal weep holes. Window frames are designed to collect water during a rainstorm and drain it out at the bottom through weep holes. It is normal to find some water within the inside track during heavy, windblown rain. Do not caulk weep holes when caulking around windows.

Regarding Open Windows

It is your responsibility to ensure that the windows are closed when no one is home, or during inclement weather. Damage caused as a result of failure to close your windows properly is not covered under Tarion's warranty guidelines

Condensation And Humidity

Condensation is a temperature and humidity related problem. It usually occurs in the winter when the air outside is very cold and the inside air is warm. The following are some suggestions to help regulate condensation:

- Always use the bathroom fan when using the tub or shower
- Always use the stove hood fan when cooking
- Always use the fan in the laundry room when operating the dryer. (It is already interconnected when the dryer is on)
- Always run the fan in your heating/air conditioning system to keep the air moving
- An excessive number of plants will cause extra humidity
- Do not install weather stripping around the entry door frame, as it prevents the normal circulation of air
- Humidifiers should be used with caution. Ensure the humidifier is the right size for your home and watch for signs of excessive humidity
- Open a window occasionally, to change the air inside your home

For more information, please refer to the CMHC's "*Moisture and Air*" booklet, available at <https://www.cmhc-schl.gc.ca/en/co/grho/maiprre>

Your home is weather-tight. New building materials, such as weather-stripping, caulking, and vapour barriers, all contribute toward making your home more economical to heat, easier to clean and generally more comfortable. However, water vapour can no longer escape through walls and cracks around windows and doors.

Many of the materials in your home have water or moisture in them - concrete, water based paints, plaster, wood, even tile grout. So, for many months after the building has been completed, the moisture is evaporating. In addition, many household devices, such as automatic washers, dryers, and dishwashers, produce great quantities of water vapour.

- Try to air out your home as often as possible, exchanging moisture-laden air for relatively dry outside air. This is especially important when your home is closed up all day.
- Your home is heated with a heat pump, do not cover up air vents or block the air circulation over windows. This will result in stale, dead air.
- While washing or drying clothes in a laundry room leave the ventilation fan running.
- Never allow the air from your dryer to flow into your home. Always vent to the outside.
- After bathing, open a window or leave the exhaust fan running.
- Do not attempt to seal up a new home by excessive weather-stripping.
- Installing shutters or heavy drapery can result in excessive condensation on the inside of your windows, especially during the winter months. It is important that during the day time the shutters or drapes be opened to allow proper air flow and drying of the condensation.

Neglecting this process could result in mold forming on the inside of your windows, which is not warranted.

You may also wish to purchase a “hygrometer” which measures the amount of humidity in a room and is relatively inexpensive and can be found at most hardware stores. During the winter, the normal range for humidity is 30-45%, and 35-55% in the summer.

Settlement And Frame Adjustment

Millwork

The structural lumber in your home contains moisture, largely absorbed during the building process. After you occupy your home, especially during the first heating season, the lumber will dry out, causing it to shrink and settle.

Your home has been designed so that any settlement or movement will be as even as possible. The following characteristics are common results of natural movement of lumber framing.

- Gaps appear between cabinets or vanities and the walls.
- Joints open in door and window trim.
- Wood flooring opens between boards or settles away from the baseboard at walls or under doorjamb/laminates

Shrinkage will affect the trim molding around your doors, windows and floors. You will notice that some joints at the corners of windows and doors will open. This is to be expected and can be easily remedied with wood putty, plastic wood or other similar products when you redecorate.

Fire Safety

Fire Prevention

The best way to fight fires is to prevent them. Here are a few common-sense rules to help reduce the likelihood of a fire. Please use them:

- If you do smoke, ensure that there are plenty of deep ashtrays in the house. Keep them clean.
- Don't smoke in bed
- Keep your stove, oven area, and surrounding area clean
- If an appliance has a worn or frayed cord, don't use it and have it repaired as soon as possible
- Be sure not to exceed the wattage restrictions on lamps by installing a bulb with a higher wattage than recommended
- Keep electrical cords visible and out from underneath rugs and furniture.
- Attempt to install appliances close to their power source.
- Do not tack down electrical cords with staples
- It's never advisable to store gas or oil indoors or to store oily rags in a confined space
- When using storage rooms, don't place items within 2 feet of any sprinkler heads
- Make certain that exit doors are fully closed behind you. Notify your Property Manager as soon as possible if they don't close properly

Smoke Detectors

Your smoke detector is hard -wired to your condominium's power supply, and you will need to change the backup battery twice a year. Nonetheless, you should test your smoke detector at least once a month by pressing and holding the "test" button. As well, be sure to clean your smoke detector at least twice a year. Dust particles and cobwebs can affect the sensitivity of the device. Using the brush attachment of your vacuum, gently dust the smoke detectors. Never paint your smoke detector as it can affect its operation.

Smoke detectors are provided to warn you about a fire within the house. This is a warning device only and does nothing to prevent or contain fires.

NOTE:

The homeowner is responsible for ensuring the smoke detectors are maintained properly and to obtain fire insurance.



Pull the extinguisher's safety pin



Aim the extinguisher at the source of the flames



Squeeze the trigger and hold it



Sweep the source of the flames until the extinguisher runs dry

Fire Extinguishers

There are fire extinguishers located on every floor in the hose cabinet.

Emergency Fire Procedures

When the alarm is activated, it will sound throughout the entire building. The alarm system is monitored by Central alarm monitoring station. In the interest of safety, please dial 911; never assume that someone else has done it.

- Your first decision in reacting to the sound of the fire alarm is whether to leave your suite and evacuate by the stairway or remain in your suite. Unless you smell smoke or are in immediate danger from the fire, you may decide to remain in your suite and wait for further information.
- If you decide to leave your suite, feel the door and door knob for heat before opening the door. If it is hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly and remain in your suite.

If you find no fire or smoke in the corridor, take your suite key but

- **DO NOT LOCK YOUR DOOR**, close the door behind you.
- **DO NOT USE THE ELEVATOR** - leave by the nearest stairwell and make certain that you also close the stairwell doors behind you to prevent further spread of smoke or fire.
- If you encounter smoke in the corridor or stairwell, proceed to the opposite side of the building, where you may find that stairwell clear. If neither stairwell is clear, return to your suite.

Frequently Asked Questions

Q: When will the air conditioning or heating be turned on?

A: The heat pump(s) located in each suite are serviced from a centralized heating and cooling system. All suites will have their units' heat and cooling consumption monitored through a BTU meter in each suite. The heat pumps will contain a compressor unit that will allow the unit to operate in heat mode OR cooling mode throughout the year (contrary to the operation of fan coil units which operates seasonally).

Q: Can management pick up my mail, and parcels while I am away?

A: Property Management will not pick up your mail while you are away. If you are unable to designate someone else to pick up your mail, please contact Canada Post to discuss mail holding options. Property Management will be able to hold small parcels upon delivery.

Q: What does the maintenance fee include?

A: The maintenance fees include all services necessary to run the corporation including management fees, concierge and common element hydro. Please reference your disclosure statement and budget statement for further clarification. There is also a projection of expenses made to cover repairs and maintenance of the common elements and contribution to the Reserve Fund in accordance with an engineered Reserve Fund Study. The Reserve Fund covers repair and replacement costs of the common elements.

Q: Why do I pay for insurance?

A: You pay for a condominium homeowner's insurance package to cover contents, betterments, improvements, assessment and contingency insurance. In the case of a flood for instance, if you were responsible for the damage, your insurance could cover the damages to your suite and to any adjoining suites.

Q: I can hear my neighbours' talking, televisions, etc. Is that normal?

A: Noise in a condominium travels. You will often notice that most noise in your suite comes from the home above. However, residents experiencing excessive noise at night or in the early morning, caused by a fellow resident, should contact Property Management or the Concierge to investigate.

Q: Who does repairs in my Home?

A: During the first year following occupancy, the normal Tarion reporting period for any matters should be followed. Namely, the 30-Day and Year-End statutory forms should be submitted within the timelines outlined by Tarion. Please check for further information at www.tarion.com. Any repair, addition, deletion, or alteration conducted privately by you or your own contractors may void warranties

If you require home-owner maintenance work, you may contact the contractor of your choice or if you would like to be referred to someone, your Property Manager may have contact information for contractors with whom they have had experience.

Q: My Home has been damaged. What is the Corporation responsible to pay for?

A: You are responsible to repair your home after damage; however, the loss may be subject to the Corporation's insurance. Generally, you are responsible for damages originating inside your home, other residents are responsible for damage originating in their home, and the Corporation is responsible for damages originating in the common elements.

Q: Who is responsible for vehicles damaged in the garage?

A: Each individual is responsible for his or her personal possessions, including his or her vehicle, regardless of the source of the damage. Property Management, the Builder and the Corporation will not accept liability for any loss or damage to homeowner's possessions.

Q: Who is responsible for replacing broken windows and exterior doors?

A: Usually, the Corporation will replace any broken window or exterior door. However, if it can be shown that a resident caused the damage, the Corporation will undertake to repair the damage and back-charge the resident.

Q: Can my guests use the facilities if I am not with them?

A: No, all guests must be accompanied by an adult resident at all times.

Q: When is the window cleaning going to be done?

A: The first clean of the windows is conducted by the Builder and usually takes place when all of the exterior portions of the building are completed. After that, the Board of Directors will decide when the cleaning is conducted, but it is usually conducted twice a year in the spring and fall.

Q: What do I do when I am expecting guests?

A: Visitor parking will be subject to the guidelines enforced by the Property Management team.

Purchasers are required to contact the concierge and pick up a visitor parking permit to accommodate any guest that requires parking from the hours of 2:00 am to 7:00am.

Q: How do I gain access to the fitness studio?

A: You will need your key fob to gain access to the gym. The hours of operation for the fitness studio will be determined by the Condo Corporation.

Q: How do I obtain additional keys or key fobs?

A: If you need additional keys for your suite, it is your responsibility to have keys cut. If you need additional keys to the common area or key fobs you should contact the Property Management Company. There is a fee for additional keys and fobs.

Q: What if I lose my key fob?

A: If you lose your key fob, you should contact the Property Manager as soon as possible.

Glossary Of Terms

Throughout this manual you may have seen terms that you are unfamiliar with which have specific meanings for condominium developments. The following glossary will help you better understand not only this publication, but your other documentation as well.

Board of Directors

The Board of Directors in an elected group of homeowners whose purpose is to serve the interests of the members of the condominium corporation.

Common Elements

Common elements include various components of the condominium in which homeowners share joint ownership. This may include the parking garage, roof, recreational areas, and hallways.

Condominium

A condominium is a multi-unit complex, the units of which are individually owned, where each owner receives a recordable deed to the individual unit purchased, and has the right to sell, mortgage, etc., that unit. Each owner also has joint ownership of any common grounds, passageways, etc.

Condominium Corporation

The Condominium Corporation is a Corporation without share capital, created under the Condominium Act for the purposes of administering the operation, maintenance and repair of the common elements and assets of the condominium. The Corporation is guided by a democratically elected Board of Directors consisting of homeowners.

Condominium Declaration

The Condominium Declaration is a document that creates the condominium corporation. It defines the boundaries for each home and the common elements. It allocates responsibility for the repair and maintenance of the homes and common elements, outlines the Condominium's provisions regarding occupancy and use, specifies common expenses and each owner's proportionate interest in the common elements, and details each owner's percentage share of the overall common expenses.

Condominium Ownership

The ownership of a condominium involves two aspects:

- Separate ownership and title of your home
- Shared ownership and costs of maintaining and repairing the common elements, which are shared by all homeowners.

Disclosure Statement

The Disclosure Statement contains a summary of the significant features of the proposed condominium, and the relevant condominium documents governing the same.

Exclusive Use Common Elements

The Exclusive Use Common Elements are areas within the common elements which you have the exclusive right to use and enjoy. Examples may include balconies and patios.

Final Closing

The final closing date refers to the date after the condominium is registered and upon which you obtain title to your home.

Interim Occupancy

The Interim Occupancy is the period of time from when you can collect your keys until Final Closing.

Maintenance Fees

Maintenance fees are also referred to as common area expenses. Maintenance fees are a monthly charge (your share) for the utilities, regular upkeep, management, administration and insurance for the common element areas. The fees vary according to project and home size. Each homeowner's portion of these expenses is set out in the budget statement, which lists the percentage for which each unit is responsible.

Occupancy Date

The Occupancy Date is the date established by the Builder and defines when you must take Interim Occupancy of your home.

Occupancy Fee

The monthly payment, payable by you, for living in your home prior to final closing. It consists of three components:

- monthly maintenance fee
- estimated monthly realty taxes
- monthly interest component on the unpaid balance of the purchase price

Property Management

Property Management is the agent of the Corporation for enforcing the Declaration, By-Laws, and Rules of the Corporation. Property Management also handles the day-to-day operation and maintenance of the Common areas.

Registration

Registration is the process by which the Condominium's Declaration and Description are formally approved by the requisite governmental authorities.

Reserve Fund

A Reserve Fund is required to be set aside by the Condominium Corporation to cover the major repair and replacement of the common elements and assets of the Condominium.

Tarion

Tarion is the regulator of the home building industry in the Province, licensing all new home and condominium builders and enforcing the Ontario New Home Warranty Plan Act and Regulations.

Unit or Suite

A Unit encompasses all the space within the set boundaries of your home, as specified in the Declaration.

Warranty

Often called the "Statutory Warranty" or "Tarion Warranty", this refers to the mandatory warranty required by the Ontario New Home Warranty Plan Act and enforced by Tarion

Index

Acrylic Tubs, 25
air circulation, 11, 21, 30
air conditioning, 29, 34
Amenity Room, 15
Aurora, 1, 14
Balconies, 17
Bathroom Drains, 25
bicycle, 14
Board of Directors, 4, 6, 13, 17, 35, 37
Brookfield Residential, 3, 25, 28
Building Entry System, 11
By-laws, 7, 8, 39
Cabinet Maintenance, 18, 19
cabinets, 19, 31
Cable, Telephone And Internet Services, 12
cold weather, 28
common elements, 4, 6, 7, 9, 11, 13, 34, 35, 37, 38, 39
Common elements, 4, 37
Concierge, 7, 8, 9, 11, 14, 15, 34
Condensation, 12, 28, 29
Condominium, 1, 4, 6, 9, 10, 12, 37, 38, 39
Condominium Board of Directors, 4, 6
Condominium Fee, 9
Condominium Homeowner's Policy, 10
Condominium Living, 6
countertops, 18
Damage, 5, 25, 29
defects, 5, 19
Disclosure Statement, 38
DoorGuard Intercom System, 11
dryer, 14, 22, 29, 30
Dryer Lint Trap, 14
Electrical, 5, 13
Electrical warranty, 5
Elevator, 8
exhaust fan, 12, 22, 30
Exhaust Fans, 12, 22
Faucet Repairs, 25
Final Closing, 38
First Service 24h, 2
Fitness Studio, 16
flood, 24, 34
Frost on the window, 28
garage, 35, 37
Garbage & Recycling, 12
Glass and Mirrors, 21
Guest Suite, 8
guests, 5, 35, 36
heat pump, 26, 30, 34
Heat Pump, 26

Home Humidity, 20
Homeowner's Information Package, 4, 5
Humidifiers, 29
Humidity And Condensation, 28
In-Suite Renovations, 17
Insurance, 9, 10
Laminate Floors, 20
Leasing of units, 8
Lockers, 11
Low Flow Toilets, 23
mail, 34
maintenance, 3, 5, 7, 9, 20, 24, 26, 34, 35, 37, 39
MAINTENANCE, 26
Maintenance Fees, 38
manufacturers' literature, 3
Microwave, 22
Millwork, 31
moisture, 21, 22, 30, 31
Moisture and Air, 29
mold, 30
Moving, 8
Noise, 34
Occupancy Date, 38
Ontario Building Code, 3, 5
Ontario New Home Warranty, 5, 39
Pets, 13
Plumbing, 13, 23
Pre-Delivery Inspection, 4, 5, 25, 28
Property Management, 2, 4, 7, 8, 9, 14, 17, 34, 35, 36, 39
Registration, 39
repairs, 9, 15, 25, 34, 35
Reserve Fund, 34, 39
Resident Information Form, 8
Resident Parking, 14
Rules of the Corporation, 7, 39
SHOWER STALLS, 21
Shut-Off Valves, 24
smoke detector, 32
stainless steel sink, 24
Suite Entry Doors, 11
Tarion, 3, 4, 5, 13, 29, 35, 39
The Arbors, 1, 2, 14
Thermostat, 27
toilet, 23
TORLYS, 20
Ventilation, 21
ventilation fan, 30
Visitor Parking, 14
Warranty, 1, 2, 4, 5, 12, 39
water shut off valve, 24
weather-stripping, 28, 30
window cleaning, 35
Window Coverings, 17
Windows, 28, 29

Appendixes

Warranty Letter



Nov 2017

Dear purchaser(s),

This letter confirms the warranty on the appliances supplied by Coast Wholesales Appliances Inc. (CWA) to The Arbors located:

555 WILLIAM GRAHAM DRIVE
AURORA ONTARIO L4G 3L1

As per the contractual agreement, the manufacturer warranty is for 1 year from the date of occupancy. The warranty coverage applies to parts and labour due to malfunction or unsatisfactory operation of the appliance and has exclusions including and not limited to normal wear & tear (cosmetic), accident, misuse or neglect, etc. Please review the attached detailed warranty coverage and limitations for Whirlpool Corporation. Under the manufacturer warranty, service must be completed by an authorized service agent.

Service

To schedule service within the first year, purchaser(s) will require a complete model and serial number and a proof of occupancy date maybe requested at time of service.

1. Whirlpool Appliances (standard) and/or upgrades by any other manufacturer.
 - a. Contact Coast Wholesale Appliances at 905-303-6909 (toll-free 1-888-745-0622) or cbsvaughan@coastappliances.com
2. Alternative-Appliances by Whirlpool Corporation (Amana, Whirlpool, Kitchenaid & Jennair)
 - a. Toll-free 1-800-807-6777 or <https://www.servicebench.com/servicebenchv5/consumerApp/productDescription.action>

At Coast, we are dedicated to offering you a wide selection of brands with competitive pricing and service that is second-to-none. If you have any questions or concerns, please don't hesitate to contact us.

We look forward to serving you,

Michael Fiorini

Vice President Multi-Family Sales, East
Coast Wholesale Appliances

Owner Resident Information Form



OWNER/RESIDENT INFORMATION FORM

The following information is required by the Corporation for the purpose of carrying out the objects and duties of the Corporation in managing the assets on behalf of the owners and shall be used for that purpose only. Please state NOT APPLICABLE where necessary.

BUILDING NAME/ CORPORATION NUMBER:					
BUILDING ADDRESS:					
Unit/Suite Number:		Parking Level & Number:		Locker Number:	
OWNER INFORMATION					
1. Owner's Name:		First Name		Last Name	
2. Owner's Name:		First Name		Last Name	
Address (if different from above):					
Home Phone:		Cell:		Email Address:	
Notices that are required to be given to the owner may be sent by fax, electronic mail or other method of electronic communication. Otherwise no further correspondence will be received electronically. Please check one.					
YES <input type="checkbox"/> NO <input type="checkbox"/>					
ENTER-PHONE SYSTEM					
1. Enter-phone Name: (16 characters max)					
Enter-phone Number:					
2. Enter-phone Name: (16 characters max)					
Enter-phone Number:					
OCCUPANT / TENANT INFORMATION					
Occupant Names:	1.		Phone:		Email:
	2.		Phone:		Email:
	3.		Phone:		Email:
VEHICLE / BICYCLE / PET INFORMATION					
1. Vehicle Make:		Plate:		Year:	
2. Vehicle Make:		Plate:		Year:	
Bicycle Make:		Colour:		Bicycle Rack Number:	
Pets:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Type/Description:		
ALARM INFORMATION					
In-Suite Alarm:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Service Provider:		
Access Card/Fob:		Suite Key:		Garage Remote Number:	
EMERGENCY INFORMATION					
Do you require assistance in an emergency			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Please list the names and any limiting conditions for residents of your unit who, because of a medical, physical or emotional condition, might require special assistance in an emergency or evacuation situation.					
Name:		Assistance Required:			
Name:		Assistance Required:			
In case of Emergency Contact:	Name:		Relationship:		
	Home:		Cell:		
<i>If Unit (suite, parking stall and/or locker) has been leased/rented, complete the Summary of Lease or Renewal attached. (Requirement of the Condominium Act).</i>					

Dated this:		day of		,	
I,	Print Name			, certify that all the information above is correct.	

Summary Of Lease or Renewal



Condominium Act, 1998 - O. Reg. 49.01
SUMMARY OF LEASE OR RENEWAL
(Clause 83 (1) (b) of the Condominium Act, 1998)

BUILDING NAME/ CORPORATION NUMBER:			
BUILDING ADDRESS:			
UNIT/SUITE NUMBER:			
LEASE / SUBLEASE / RENEWAL			
This is to notify you that an original lease, sublease or lease renewal (select one)			
Original Lease:	<input type="checkbox"/>	Sublease:	<input type="checkbox"/>
		Renewal:	<input type="checkbox"/>
Entered into for the following:			
Dwelling	Unit(s):	Level:	
Parking	Unit(s):	Level:	
Locker	Unit(s):	Level:	
TERMS			
Name of Individual Lessee(s) or Sub lessee(s)	1.		
	2.		
	3.		
Telephone:		Cell:	
Email:			
COMMENCEMENT DATE (MMM / DD / YYYY):			
EXPIRY DATE (MMM / DD / YYYY):			
RENTAL PAYMENT AMOUNT (MMM / DD / YYYY):		\$	DUE DATE (MMM / DD / YYYY):
Other Information:			

1. I (We) have provided the above-designated lessee(s)/sub lessee(s) with a copy of the declaration, by-laws and rules of the Condominium Corporation.
2. I (We) acknowledge that, as required by subsection 83 (2) of the *Condominium Act, 1998*, I (We) will advise you in writing if the above-designated lease/sublease/assignment of lease is terminated.
3. I (We) hereby certify that all information given above is correct.

Dated this:		day of		.	
Print Name of Owner					
Print Name of Owner					
<i>(In the case of a corporation, affix corporate seal or add a statement that the persons signing have the authority to bind the corporation)</i>					
Address:					
Telephone:					

Rogers Special Offer



Congratulations on your new home!

Enjoy 30% off for 2 years* when you sign up for your choice of Internet and TV service from Rogers, compliments of The Arbors.

Bundle Internet and TV and save:



Ignite_™ Internet gives you fast and reliable speeds so you can stream crisp video on multiple devices with minimal buffering. Plus, our unlimited packages allow you to stream, play or download as much as you want.



With Rogers TV, enjoy tons of choice and flexible ways to watch your favourite shows, movies and live sports. Enjoy wireless TV with your tablet or smartphone, and stream live channels live from any room in your house with Rogers Anyplace TV_™ Home Edition.¹

 Rogers is recognized as Canada's fastest internet. Based on Ookla's analysis of Speedtest data for Q3-Q4 2016.

Free installation and equipment rental for 2 years.*

Plus add:



30% Off

when you sign up on select plans for 2 years with \$0 upfront hardware costs. Installation fees apply.^{**}



Add for \$9⁹⁹

with unlimited local calling and optional features can be added a-la-carte.

For details about this special offer, please contact your Rogers representative by calling:



1-866-902-9534
or e-mail move2rogers@rci.rogers.com

