

GARRISON



AT FORT YORK

# HOMEOWNER PORTFOLIO

169 Fort York Blvd  
Toronto, Ontario  
M5V 0C8

DISCLAMIER:

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 Portfolio is different from that contained in documentation provided by manufacturers, architects, engineers, contractors or other purchaser documentation, that information shall be deemed correct. Copies of this manual can be found on your ONNI USB.

## HOMEOWNER PORTFOLIO:

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### Introduction

Congratulations on the purchase of your new home at Garrison. We would like to take this opportunity to welcome you to your new home and the neighborhood! The Onni Group prides itself in constructing homes of the highest quality and in providing our homeowners with a first- class experience.

Please note that this manual is not intended to deal with all issues related to your new home however; it will better acquaint you with the neighborhood, and provide you with a summary of the more important maintenance issues you can expect to encounter with regard to caring for your new home.

#### No Home Is Maintenance Free!

Proper and timely maintenance can extend the life of many of the components and systems incorporated in your new home, and help you to protect your investment.

These maintenance recommendations are intended to provide you with a basic understanding of the maintenance requirements of your home, however, should any questions arise, please contact either Onni Group or the specific product supplier or manufacturer. Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task, hire a professional.

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## EMERGENCY SERVICE:

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### Exceptions In Case Of Emergency

As per The Taron Warranty Corporation, certain severe conditions constitute an emergency situation. An emergency is defined as any warrantable deficiency within the control of the builder that, if not attended to immediately, would likely result in imminent and substantial damage to the home, or would likely represent an imminent and substantial risk to the health and safety of its occupants.

Emergency situations due to the failure of a municipality or utility to provide the service are not within the builder's control.

Please be advised no air conditioning is not considered an emergency item. During this period, it is important that you provide your builder and their trades' people access to your home.

**\*\*NOTE\*\***

Unless service is an emergency; all service requests should be made in writing via mail, fax, and email or by using a service request form. Please refrain from giving your service request to your sales representative or our construction personnel

#### AFTER HOURS SERVICE

Brookfield Residential services Ltd.

3190 Steeles Avenue East, Suite 200  
Markham, ON L3R 1G9

T: (416) 510-8700  
F: (416) 510-8880

[www.brookfieldresidential.com](http://www.brookfieldresidential.com)

#### REGULAR OPERATION

Customer Care Department  
ONNI GROUP

35 Grand Magazine Street  
Toronto, ON M5V 0E8

T: (416) 260-2600  
F: (416) 260-8240

[customercareto@onni.com](mailto:customercareto@onni.com)  
[www.onni.com](http://www.onni.com)

## COMMUNITY INFORMATION:

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### Safety & Emergency

Ambulance – Police – Fire – Rescue (EMERGENCY Calls Only)	911
Fire Services (Non – Emergency)	(416) 338-9050
Police Services (Non-Emergency)	(416) 808-2222
Poison Control	1 800 268-9017
St. Michael Hospital	(416) 360-4000
Mount Sinai	(416) 596-4200
Toronto General	(416) 340-3111
Sick Kids	(416) 813-1500

### City Services

City of Toronto	(416) 392-2000
Telehealth Toronto	1 866 797-0000
Recycling Information Line	311
Toronto Public Library	(416) 393-7131
City Hall	(416) 338-0338
Toronto Transit Commission	(416) 393-4636

### School Boards

Toronto Catholic School Board	(416) 222-8282
Toronto District School Board	(416) 397-3000

### Service Providers

TORONTO HYDRO	(416) 542-3100
BELL	1-800-668-6878
ROGERS	1-888-764-3771

## UTILITY INFORMATION: FAQ

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### How much is Toronto Hydro charging for this suite meter installation?

Toronto Hydro will provide and install one suite meter per suite at no cost to the suite owner.

### Who will handle the billing?

Toronto Hydro will establish each condominium unit owner as a Toronto Hydro customer and residential rate account holder and will provide all meter reading and billing activities.

### Where will the meters be installed?

Toronto Hydro's suite metering system is installed in the electrical closets in the hallways. The meters will not be installed in your suites.

### Will there be a power disruption during the installation?

- A temporary power disruption will be required for the installation of the suite metering system. Typically, power to all of the customers fed from a breaker panel will be interrupted for the time taken to install meters for each of the suites associated with the breaker panel. This could be between 15 minutes to a few hours depending on the number of meters in each electrical closet.
- In some cases, an additional power disruption may be required if upgrades to the main electrical system are required. Depending on the layout, such power interruptions can be from 4-6 hours.

### Will you need to enter my suite?

Toronto Hydro does not need to enter your suite for the installation of the suite meter. However, as part of the commissioning process, Toronto Hydro (or its subcontractor) will need to energize your stove or clothes dryer to verify that your suite has been assigned to the correct meter.

### Who will own the meters after installation?

Toronto Hydro will own the meters. Toronto Hydro will be responsible for all meter maintenance, recertification and all associated costs.

### How will the Condominium Corporation bill me for the Common Element hydro charges?

Toronto Hydro will not be sending you a bill for the common element hydro charges. The Condominium Corporation may continue to bill you for your portion of the common element hydro charges as part of your maintenance fee. Please ask your condominium board for more information regarding this.

### Are there payment options for unit owners?

Yes. Toronto Hydro offers a variety of payment options, such as eBilling and Pre-Authorized Payment.

If I choose to pay via Pre-Authorized Payment, when will the payment be withdrawn from my bank account?

You will receive a copy of your Toronto Hydro bill approximately two weeks prior to its due date. On the actual bill due date, the charges as indicated on your bill will be automatically withdrawn from your pre-authorized payment account. You will know exactly how much will be deducted from your account and when.

What is the monthly administrative fee?

- You will be charged OEB approved customer service charges as are applicable to all Toronto Hydro residential customers.
- All rate information is available on Toronto Hydro's website at [www.torontohydro.com](http://www.torontohydro.com).

Will I be billed different rates for different times of the day? i.e., Time-Of-Use rates?

Yes. The provincial government has mandated the implementation of Time-Of-Use rates. The meters that will be installed for your suite are Unit Smart Meters meaning they distinguish between energy usage during peak and off-peak times. You will be billed on Time-Of-Use rates, enabling you to shift your energy usage to take advantage of cheaper off-peak rates. All Toronto Hydro Time-Of-Use customers have the ability to view their energy consumption on our web site. This web tool enables you to view your energy consumption on an hour-by-hour basis and identifies energy use by peak, off-peak and mid-peak periods.

Are there set up fees to open customer accounts?

All new Toronto Hydro customers are subject to an Account Set-up Charge when a new account is opened. Currently, the charge is \$30.00 and is approved by our regulator, the Ontario Energy Board.

Will security deposits be required from the unit owner to establish an account?

Toronto Hydro will require a \$100 Security Deposit from all new Toronto Hydro customers with the following exceptions:

Toronto Hydro may waive a Security Deposit provided:

- A letter of reference is submitted by you providing information consistent with a good payment history from either a Canadian gas or electric utility OR;
- You have been a customer of Toronto Hydro before and have a good payment history including: not more than one Disconnect Notice; not more than one cheque returned due to Non-Sufficient Funds (NSF); and no disconnections OR;
- A credit check is provided at your expense OR;
- You sign up for Toronto Hydro's Pre-Authorized Payment plan.

When will my security deposit be returned to me?

Toronto Hydro customers with a good payment history will have their security deposit held for one year and thereafter returned with interest.



Will I be able to check my electricity consumption on the internet?

YES. Toronto Hydro has developed an enhanced web application to make hourly meter readings available to its customers for review. You can sign up for this feature on our web site at [www.torontohydro.com](http://www.torontohydro.com).

If there is a dispute over billing, who will handle the enquiries?

Toronto Hydro handles all initial enquiries regarding billing. If the dispute can't be resolved, Measurement Canada or the Ontario Energy Board may be asked to assist in bringing the matter to resolution.

**\*\*\*Please refer to APPENDIX C for required forms\*\*\***

## GENERAL INFORMATION:

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### EnterPhone System: Operating Procedures

Visitors at the front entrance can reach you on your telephone by dialing the coded security number associated with your suite, listed in the EnterPhone directory. Please note that the EnterPhone system can be connected to a land line or a cell phone.

To permit access, press 6 on your telephone. An elevator will be designated to pick up the visitor and drop off the visitor on your floor only – this access is time limited so please have visitors proceed to elevator upon entry. To deny access, simply hang up. A double tone will be heard if a visitor is trying to reach you while you are on the phone (providing you have call waiting service). To place the outside call on hold, press the flash button; this will connect you with the visitor. Press 6 to permit access and then press the flash button to return to your call. To deny access simply press the flash button to return to your call, do not press 6.

### Security Access

Security access keys (Fob's), will allow access to the lobby entry door and elevators. To gain access with the security access key, simply present the key in front of the card reader. To access the underground parking garage simply press the appropriate button on the FOB. If you discover that your FOB is not working, please contact your property manager. **\*\*Please notify your Property Manager if your fob is lost or stolen\*\***

### Garbage Disposal and Recycling

The Garrison is equipped with a Tri-sorter Recycling System. Disposal Rooms are located on each floor for your convenience. The Tri-sorter Recycling System is designed to handle your day to day disposal and recycling needs. With just a push of a button you are able to continue your environmentally responsible practice of choosing waste, organics or recycling.

**\*\*\*Please refer to APPENDIX D for required forms\*\*\***

Please be advised that the Disposal Rooms and Tri-sorter recycling System are designated for daily disposal needs. Large items, cardboard boxes, hazardous waste, etc. must be disposed in a manner consistent with the Rules and Regulations of the Condominium or City Bylaws.

## Mail Delivery

The Civic address for Garrison at Fort York:

Suite #  
169 Fort York Blvd.  
Toronto, Ontario  
M5V 0C8

Individual mailboxes have been installed in the lobby. The 2 keys to your pre-assigned mail box are provided in your completion package. Be sure to let Canada Post know that you are moving. Canada Post will hold all mail until delivery has commenced in the building. In the interim mail can be picked up at their Main Depot.

Temporary Mail Pickup:

Canada Post Toronto Depot  
600 Commissioners St  
Toronto, Ontario  
M5T 2C0

The nearest Canada Post is located at:

SHOPPERS DRUGMART  
524 Queens Street West  
Toronto, Ontario  
M5V 2B0

Or

SHOPPERS DRUGMART  
390 Queens Quay West  
Toronto, Ontario  
M5V 3A0

## CONDOMINIUM LIVING:

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The comments below reference general observations. Reference should be made to the applicable provisions of the Condominium Act.

### Common Element

Common elements are covered from the date the Condominium Corporation is registered, and the individual suite is covered from the date of possession. The homeowner will not actually get title to their home until the entire complex is registered. Please refer to your “Homeowner Information Package” supplied by Tarion for details.

Once the project is registered, the common elements will be inspected by the Building Sciences Engineer and Representatives from both Onni Group and Property Management. Common element items will not be documented on your interior PDI list. All common element items are to be submitted in writing, on a “Common Element Deficiency Form” to the attention of your Board of Directors / Property Management Office.

### Exterior Common Element

An exterior inspection (Construction Audit) is conducted around the time of registration to list damaged or deficient exterior items related to the building’s exterior shell. Common element concerns are only addressed when the builder is in receipt of this final deficiency list, unless there is an emergency situation. Exterior work, being weather dependent, is performed from spring through early fall.

Individual homeowner’s exterior, common element concerns should be addressed to the Condominium Board of Directors and the property management. It is the responsibility of the Board along with your property management company to inspect the exterior of the site and provide Onni Group with a complete and accurate list of exterior concerns.

### Sprinkler Information (in-suite, if applicable)

Please **DO NOT** hang anything on sprinklers/pipes. Even lightweight items can damage sprinklers. Keep paint away from sprinklers and sprinkler covers. While doing messy work such as painting, cover the sprinklers with plastic or painters tape that will be easy to remove. Remember to remove the tape or plastic as soon as you are finished. Be cautious while moving large and tall furniture in your unit. Do not bump sprinklers or exposed pipes.

## CONDOMINIUM LIVING: FAQ

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Definitions and Rules pertaining to Common Elements can be found in the Condo Documents. Please find some frequently asked questions about Common Elements below, as a reference only.

### Can I have a barbecue on my balcony?

Barbeques are only allowed on terraces and patios that have a dedicated natural gas connection. Propane, electric and charcoal grills are not permitted on any terrace, patio or balcony.

### Can I have plants on my balcony?

No owner shall grow any type of plant, shrubbery, flower, vine or grass, on any common element of which he/she has exclusive use without the prior written consent of the board.

### Can I decorate the exterior walls near my suite?

No owner shall cause anything to be displayed or hung on the exterior of any walls of the common elements.

### How many pets can I have?

No animal, livestock or fowl of any kind other than those pets defined as being the following: 1 dog and/or 1 cat and/or not more than 2 canaries, budgies or other small birds; or an aquarium or goldfish or tropical fish; or 1 small caged animal usually considered to be a pet shall be kept or allowed in any unit.

### Storage Units

Storage units located in the underground garage are not climate controlled. These spaces may experience fluctuations in temperature and/or humidity. Residents are advised to not store any items that are sensitive to temperature or humidity in their storage unit. Furthermore, it is strongly recommended that any organic materials (foodstuffs, paper/books, etc.) be stored in a sealed container, such as a plastic storage bin.

*For any other inquiries regarding Exclusive use / Common elements, please refer to your Condominium Documents.*

## CONDOMINIUM CORPORATION:

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### Property Management Information

As you begin the exciting process of moving into your new home, we have put together information that we trust will assist you.

At this time you will no doubt have a few questions about your new home and the moving process. This package contains information about your Property Management, move-in procedures, various system hook-ups, and insurance. You have already received your 'Homeowner Information Package', from The Tarion Warranty Corporation.

When your interim occupancy closing is completed, you will make arrangements to pick up your keys during regular office hours. Please review the procedure on key release that was also explained at time of PDI. At that time, you will receive your Closing package.

Please take a few minutes to read through these pages and keep this reference handy for your convenience.

If you require further assistance please contact:

#### AFTER HOURS SERVICE

Brookfield Residential services Ltd.

3190 Steeles Avenue East, Suite 200

Markham, ON L3R 1G9

T: (416) 510-8700

F: (416) 510-8880

[www.brookfieldresidential.com](http://www.brookfieldresidential.com)

### Turnover Meeting

This meeting takes place approximately four to six weeks after the final closing (unit transfer date). At this meeting Onni Group (the original Board of Directors) resigns and the homeowners elect a new Board of Directors to present them. All relative documents are also turned over to the Corporation at this time.

A notice and information regarding this meeting will be forwarded once the condominium has been registered and the unit transfer date has been established.

## Board of Directors

Any interested homeowner who wishes to be involved in representing the Corporation on behalf of the residents may either volunteer or be nominated by a homeowner. The Board terms will be staggered for one, two and three years. This will allow for experienced Board Members to remain on the board after each Annual General Meeting election which will provide continuity and a resource of experience.

No person shall be a director if (a) the person is under eighteen years of age; (b) the person is an undischarged bankrupt; or (c) the person is a mentally incompetent person.

The Board of Directors usually meets with property management on a monthly basis or as required. One General Meeting is required each year and at this time all members of the Corporation are updated regarding the business of the Corporation and the audited financial statements are reviewed.

Property management is there to guide and assist the Board of Directors and the Corporation.

## Corridors and Amenity Spaces

Over the next few months, Onni Group will continue to address the finishes to the interior of the suites. In order to preserve the integrity of the common corridors with minor or no damage at all, Onni Group will begin to install the corridor floor covering once the majority of the resident(s) on each floor have occupied their suite. This will begin with the first floor, and progress from floor to floor dependent on occupancy. Our aim is to have the corridors completed with little to no delay for all homeowner(s).

Further, we wish to inform all resident(s) that a contracted cleaning crew will be on site to remove all construction debris on an on-going basis. During this time, we ask all residents and guests to proceed with caution when leaving and entering the building. Certain areas will be restricted, due to the on-going construction work.

Please be aware of the scheduled work:

- The buildings corridors completions are scheduled to commence based on the occupancy on each floor.
- The Amenity rooms are also scheduled to be completed by
- While Onni Group will try their best to ensure that the work flows smoothly and quickly we must remind all residents, that construction work causes loud noises, vibration and dust. We ask you to please, proceed with caution.

We wish to thank all residents in advance for their patience and understanding during this challenging time. Please know that your co-operation and support is very much appreciated.

Moving forward, management will keep all residents fully informed as to our progress.

## Insurance

It is important to make you aware of your insurance responsibilities as well as the responsibilities you have to the Condominium Corporation. Failure to maintain adequate Condominium Unit Owners Insurance could result in severe financial hardship should a serious loss occur.

*Your Insurance responsibilities as a Unit Owner are as follows:*

- Personal Property - i.e., furniture, clothing, all personal effects stored, etc.
- Improvements or betterment's made to the unit, i.e., wallpaper, paneling, light fixtures, upgraded flooring and upgraded kitchen cupboards (reference should be made to the Definition of a Standard Unit located on the last page of your Condominium Documents).
- Personal Liability- Your legal Liability arising out of your personal activities as a Unit Owner and the ownership of your Individual Unit.
- Personal Property - i.e., furniture, clothing, all personal effects, including items in storage unit and any bicycles located in storage units/bicycle rooms, etc.

*Unit Owners should be aware of the following:*

- You may be responsible for the deductible under the Corporation's Insurance Policy if a loss occurs to any property the corporation is responsible for insuring. This charge back of the corporation's deductible would apply if the damage was a result of an act or omission on the part of the unit owner.
- If an insurable loss assessment is valid under the Condominium Corporations governing rules, you could be responsible for your share of this special assessment – this could be quite substantial.

*The Condominium Corporation is responsible for insuring the following:*

- The Building excluding units.
- Personal Property of the Corporation, but excluding the Personal Property of the Unit Owners.
- The units, as defined from an insurance stand point (refer to Definition of a Standard Unit), excluding any improvements made or acquired by the Unit Owners.
- Liability against the Legal Liability Imposed by law, as the result of Bodily Injury and Property Damage, arising out of the Corporation's activities as a Condominium. This coverage is extended to provide coverage on behalf of the Individual Unit Owners but only with respect to their interests in the common elements of the Condominium.
- Boiler & Machinery coverage as required is the Condominium Corporation.

In the event of a potential claim, an insurance adjuster will be required to view and access the damage to determine cause and responsibility. Therefore, please ensure that you contact the management office immediately.



## Suite Alterations

### *Homeowners Alterations to Suites PRIOR TO Registration:*

Homeowners will only be permitted to make the following cosmetic changes to their suites prior to registration and election of the Condominium Board of Directors:

- Installation of security system
- Installation of home entertainment systems
- Installation of closet organizers
- Painting and wallpaper
- Window coverings (white or off white outside facing, as specified in the Condominium Documents)

### *Homeowners Alterations to Suites AFTER Registration:*

Any other changes must await the registration of the Condominium Corporation. Once registration has occurred, you will be required to write a letter of request and provide a copy of any proposed plan(s) to the Management Office, addressed to the Board of Directors.

To ensure compliance with the City of Toronto's Building Department and Ministry of Labour requirements all work must be completed within the individual suites and cannot be done in common corridors, stairwells, balconies, terraces or the parking garage. Suite entry doors must not be propped open. Additionally, elevators must be protected when any materials are brought in. If any damage should occur to the common areas, such as halls or the lobby, the costs for repairs will be the responsibility of the homeowner.

Elevator use by your contractor, or decorator, etc., must be arranged through the property manager. Please ensure works are only carried out in accordance with the City of Toronto noise bylaws, specifically with respect to hours of work and noise generation. Individual owners cannot alter common element areas, including exclusive use areas such as balconies or terraces. Please refer to your Condominium Disclosure Statement and Declaration.

## AFTER-MOVE-IN:

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### Getting Settled

Once you've moved into your new home you will be introduced to a Customer Care Team who will manage your questions and concerns. Your Customer Care Team will act as a liaison helping you wherever they can. They may help you fill out a service request form, show you where to find the information you're after or set up a service appointment.

By now, you have received your "Homeowner Information Package" provided by Tarion Warranty Corporation. This is an important reference guide for all warranty coverage and timeframes for service completion. We encourage you to visit their website for detailed warranty coverage at [www.tarion.com](http://www.tarion.com). If you have any questions about what's covered, please do not hesitate to contact us.

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 – we will not be responsible for any malfunction or deficiency related to this area. If you plan to make additions or deletions to your home, they must be scheduled after the Building Registration.

*Chips, scratches, surface damages or missing items not identified and listed during the Pre-Delivery Inspection (PDI) will not be accepted as warranty concerns. Items of this nature are only considered warranted if they are listed at the time of inspection.*

### Pre-Delivery Inspection

The PDI represents one of your first opportunities to view your new home in its completed state. During the PDI, you or your designate should identify any damaged, incomplete or missing items as well as anything which is not operating properly. You will be asked to sign the PDI Form, a Certificate of Completion and Possession (CCP) as well as a Right to Access after Occupancy and an Acknowledgement of PDI form. The CCP also marks the official date of possession, which establishes when your warranty coverage begins. We will walk you through designated areas of the Building, in preparation for your Occupancy Date.

### First 30 DAY'S of Occupancy (TARION)

During your first 30 days of occupancy if you should discover any new items that are non-emergency please submit them in writing on your 30 Day Tarion form.

## Post 30 DAY Period

After your first 30 days of occupancy, if you should discover any new items that are non-emergency please submit them in writing on your Yearend Tarion form.

If a particular item is causing you great inconvenience, and needs attention prior to your Year-End, please submit your request in writing via email to the Customer Care Department.

## Year End Service

Because it can take months to settle in and really get acquainted with your home Onni Group provides all homeowners with an opportunity for a year-end review with a Customer Care Technician.

Should you encounter any unfinished details or deficiencies during the first 12 months in your new home simply write them down! At the end of the first year in your home submit a service request and we'll schedule an appointment to visit your home and assess everything.

## Year One in Your New Home

We work together with your building's management company to provide you with round-the- clock service. Our team is available Monday to Friday, 9am to 5pm to field any concern from a minor defect to an emergency situation. All afterhours emergencies will be responded to by your building's property management company.

## DEFINITIONS:

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*Builder:* The person or entity that undertakes the performance of all work and supply of all the materials necessary to construct a completed home whether for the purpose of sale by the person or entity or under a contract with a vendor or homeowner. In these *Guidelines*, the term “builder” is used to refer to both vendors and builders.

*Building Envelope:* Means the assemblies, components and materials of a New Home which are intended to separate and protect the interior space of the New Home from the adverse effects of exterior climatic conditions. Interior space of the New Home includes all material not directly exposed to the exterior climatic conditions. Exterior climatic conditions mean the direct effect of weather on the above-grade portion of the New Home. The wall and roof assemblies that contain the building space and include all those elements of the assembly that contribute to the separation of the outdoor and indoor environments so that the indoor environment can be controlled within acceptable limits.

*Contract:* The Agreement of Purchase and Sale between the builder and homeowner, or the construction contract between the builder and homeowner who own the land.

*Common Elements:* Include areas in condominium projects shared by residents e.g. lobbies, and recreational facilities such as pools and gyms, as well as “exclusive use areas” e.g. balconies, parking garages. These spaces/components are looked after by the condominium corporation. Common elements are identified in the “Disclosure Statement”, forming part of the “Declaration and Description”.

*Condominium Corporation:* Refers to the corporation created or continued under the *Condominium Act*, 1998.

*Condominium Projects:* Include the individually owned units (as in apartment buildings or townhouse complexes) and the land owned in common by all residents. Condominium projects can include high-rise buildings, low-rise buildings, townhouses, semi-detached homes and detached homes.

*Date of Possession:* The date on which the home is completed by the builder for possession by the first homeowner.

*Defect:* Means any design or construction that is contrary to the Building Code or that requires repair or replacement due to negligence of a Builder or person for whom the Builder is responsible at law.

*Delivery and Distribution Systems:* Means the mechanical and electrical systems for delivery and distribution of gas, electricity, water, waste, heat and air within and throughout a New Home, but excludes plumbing and electrical fixtures and appliances. Include all wires, conduits, pipes, junctions, switches, receptacles and seals.

*Exterior Cladding:* All exterior wall coverings, including siding and above-grade masonry (for example, concrete, bricks, or stone) as required and detailed in the relevant sections of the Building Code under which the Building Permit was issued.

*Home:* Includes self-contained one-family dwellings, whether attached or detached; buildings consisting of two or less self-contained one-family dwellings under common ownership; or a condominium dwelling unit, including the common elements. Also includes any structure used in conjunction with the home, but does not include a building built and sold for temporary occupancy or for seasonal purposes.

*Homeowner:* The person who first acquires the home from a builder for occupancy, and the person's successor in title.

*Major Structural Defect:*

Any defect in work or materials:

- a) that results in failure of the load-bearing portion of any building, or materially and adversely affects its load-bearing function, or
- b) that materially and adversely affects the use of such building for the purpose for which it was intended,

Including:

- significant damage due to certain types of soil movement,
- major cracks in basement walls,
- collapse or serious distortion of joints or roof structure and chemical failure of materials.

Excluding any defect attributable in whole or in part to:

- flood damage,
- dampness not arising from failure of a load-bearing portion of the building,
- damage to drains or services,
- damage to finishes, and
- damage arising from acts of God, acts of the homeowners and their tenants, licensees and invitees, acts of civil and military authorities, acts of war, riot, insurrection or civil commotion and malicious damage.

*Material and Labour:* Means only the Materials and Labour supplied by the Builder for construction of the New Home. Owner's duty to Mitigate Damage and Maintain, you are required to maintain your new home and mitigate any damage to your new home, including damage caused by defects or water penetration.

You must take all reasonable steps to restrict damage to your new home if the defect requires immediate attention i.e. turn off water system in the event of a burst pipe.

*Unfortunately, if a defect occurs or is made worse due to an owner's failure to follow the maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.*

*Normal:* Typical, usual, ordinary or reasonably expected.

*PDI:* Pre-Delivery Inspection of the home, which is conducted by the builder together with the purchaser or their designate.

*Properly painted surface:* Uniform in appearance, colour and sheen, free of foreign material, lumps, skins, runs, sags, insufficient coverage, drips, spatter, spills, and over spray.

*Repair:* Activity to be undertaken by the builder as referred to under *Action* for conditions included in the *Construction Performance Guidelines*. The method of repair may involve restoration, alteration, or partial or full replacement of materials or equipment. The builder must choose a repair method that will satisfy the acceptable performance/ condition specified in the applicable guideline.

Generally, where *repairs* are necessary, colour and/or texture may not match exactly the surrounding original material.

*Smooth:* An even surface that is free from bumps, projections, foreign material, etc.

*Specified plane:* A flat, invisible line between two points on the surface of a wall, ceiling or floor which defines the intended flat surface. The points shall be located as far apart as possible, e.g. opposite sides of a room or opposite ends of a wall. Such a plane of reference is used to measure the variation between the *specified plane* and the actual surface.

*Vendor:* The person or entity who sells on its own behalf a home not previously occupied to a homeowner.

*Visible:* Easily seen when viewed from a position that is *normal* to the use of the room or area - e.g., hallway - standing position; living room - standing or sitting.

## WARRANTY EXCLUSIONS:

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### Conditions Not Covered Under Warranty

It is important for homeowners to note what is not covered by the statutory warranty. The Act sets out the following exclusions from warranty coverage:

- Defects in materials, design and work supplied by the homeowner
- Secondary damage caused by defects under warranty, such as property damage and personal injury
- Normal wear and tear
- Normal shrinkage of materials caused by drying after construction;
- Damage caused by dampness or condensation due to failure by the homeowner to maintain adequate ventilation or proper operation of moisture-producing devices such as humidifiers;
- Damage caused by the homeowner or visitors;
- Alterations, deletions or additions made by the homeowner;
- Settling of land around the building or along utility lines, other than beneath the footings of the building;
- Damage resulting from acts of God;
- Contractual warranties which lie outside the Ontario New Home Warranties Plan Act;
- Damage caused by insects or rodents, except where construction does not meet specifications of the Ontario Building Code;
- Damage caused by municipal services or other utilities;
- Surface defects in work and materials specified and accepted in writing by the homeowner at the date of possession.

### Warranty is also not applicable to:

- Temporary or seasonal homes not built on permanent foundations and not insulated sufficiently to enable year-round living (i.e., cottages);
- Homes built on pre-existing footings and/or foundations where the existing part exceeds 40% of the footings as determined by linear measurement (footprint). For further information, please refer to “Homes Built on Existing Foundations”, or visit Tarion’s website at [www.tarion.com](http://www.tarion.com);
- Homes that have been lived in or rented prior to sale;
- Homes built in converted buildings;
- Homes purchased from a receiver or trustee may not have warranty coverage in certain circumstances.

If there is any conflict between this publication and the Act or Regulations, the latter prevail.

## CLASSIFICATION OF PROBLEMS:

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### What to Look For, What to Report, When and Who to Report to.

Your home has been built to meet or exceed the standards of quality in materials and workmanship set out by the Building Code and the Homeowner Protection Act. In addition, Onni Group takes great pride in the quality of its homes and the satisfaction of our customers.

Over the course of the first year of any new building, a certain amount of shrinkage of building materials is expected. There may be some cracking of drywall due to building material shrinkage or components adjusting and responding to their new environment. As well, there may be other items that you may notice, but do not constitute a hazard or, in any way interfere with the enjoyment of your home.

For your own piece of mind and convenience it is important to report problems at the appropriate time. Some items should be considered emergencies that should be dealt with immediately. Others may require prompt attention, but can wait until normal working hours. Lastly there are those items to be noted for the 30 day or year-end review. Below are examples of each type of problem and the appropriate response.

### Building or In-Suite Emergencies

An emergency is a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect. Examples might include:

*Water Leak:* If the leak occurs between a fixture and a shut-off valve, close the shut-off valve immediately. If no shut-off exists locate the main water shut-off (usually located where the water line enters your home) and turn it off until the problem can be rectified.

*Plugged Sewer Line or Fixture:* A plugged fixture or sewer line generally occurs because users of the facility are flushing inappropriate materials down a toilet or drain. DO NOT continue to use the facility once a blockage has occurred. Attempt to unclog the line by using a plunger. If a larger blockage has occurred the services of a plumber may be required. If the blockage is the result of a proven builder defect then Onni Group will take full responsibility for the repair.

#### *Electrical:*

*Sparkling* - If a plug or outlet sparks excessively, immediately turn off the breaker and contact the electrical contractor listed in your Trades List or Onni Group. A small spark when an appliance is unplugged is not uncommon.

*Circuit tripping* - Appliances plugged into the same circuit that is tripping should be unplugged one at a time until an overload is alleviated. This will stop the breaker from tripping.



**Power outage** - If all power is out to your home, check to see if there is power to your neighbour's home. If there is power, check the main breaker on your electrical panel and reset it after checking for an overload. This may require the assistance of the building manager to open the electrical room closet.

**No Heat:** If the heating system does not appear to be operational ensure the thermostat has not been turned down. For electric heat check to ensure that the breaker is in the on position by tripping it off and resetting it.

**Building Entrance Systems:** I.E (a malfunction of the front or garage doors) Please contact the resident manager or property manager.

### Items Requiring Attention

Items falling into this category are those that could pose a safety hazard or which, if left unattended until the year-end review can do greater harm to your home or the building. In our experience, these items are rare, but might include such things as:

**Frozen Water Line** (if applicable)-If garden hoses are left attached to hose bibs during the winter, freezing of the water line can occur. This becomes a problem once the water thaws, as a leak will occur. If accessible, heating the pipe with a hair dryer may thaw it out. If the frozen pipe is the result of a proven builder defect then Onni Group will take responsibility for the repair.

- Loose railings and other safety concerns,
- Malfunctioning plumbing
- Electrical problems, including inadequate heat or environmental control,
- Water seepage visible as damp areas on surfaces such as exterior stucco,
- Window seal failure (the space inside the sealed glass becomes foggy,
- Window cracks not due to accidents,
- Exterior or entry doors and windows that no longer fit or function properly,
- Cracked or broken tile in the shower not due to accidents.

## CARE & MAINTENANCE OF INTERIOR FINISHES:

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The following advice is meant as a guide for the care and maintenance of the various finishes that may have been included in your home.

### Wood Flooring and Preventative Maintenance

*Laminate flooring:* Sweep on a daily basis or as needed. Heavy wet-mopping of a laminate floor should be avoided. Excess water can enter the gaps between boards at joints and can cause the floor to expand and can cause damage. Make sure to wipe up any spills immediately. Hard to clean areas can be spot cleaned with a moist towel or rag but be careful not to use too much water or cleaning liquid. Avoid using any cleaning tools that spray cleaner or water onto a surface. These cleaning tools may inject moisture in between the floor joints and cause damage to your floor.

Variations in humidity levels in the living space may cause some creaking and cracking and slight separation of the seams. Excessive humidity should be avoided.

We recommend:

- Avoid excessive wet or damp mopping of the floor.
- Sweeping the floor on a daily basis.
- The use of felt pads or a similar product should be placed under table and chair legs.
- Planted pots should be isolated from the floor surface.
- Spills should be wiped up immediately.
- Avoid high heels or stiletto shoes.

*Hardwood:* Kiln dried material is used for the construction of hardwood floors. However, these materials are susceptible to movement caused by variations in humidity levels in the living space. Low humidity levels will cause the wood to separate slightly at the seams of the flooring. High humidity levels will cause the wood to expand. If excessive, this expansion may lead to cupping or swelling in the center of the board. These movements vary seasonally and can be somewhat controlled by monitoring the indoor moisture levels. The movement of the flooring may also create noises as it expands and contracts.

The appearance of hardwood flooring is easy to maintain and a dry mop or a hardwood cleaner, is all that is required for cleaning. The need for wax on hardwood floors is rare and many types of flooring are now factory finished and have specific maintenance requirements. Refer to your builder or flooring supplier for specific instructions

- Avoid excessive wet or damp mopping of the floor.
- Sweeping the floor on a daily basis.
- The use of felt pads or a similar product should be placed under table and chair legs.
- Planted pots should be isolated from the floor surface.
- Spills should be wiped up immediately.

*Appliances:* Be careful when moving appliances. You should use a dolly or lay down plywood/masonite and move the appliances over it. This is so the casters on the appliances won't leave indentations in the finish. When moving heavy furniture or appliances slip a blanket or scrap of carpet, face down, under each leg and slide the furniture carefully. This will help avoid scratching and gouging. Please be advised surface defects are excluded from warranty coverage per the manufacturer.

*Cleaning:* Clean your floors with a hardwood floor solvent product, available from your local hardware store. Do not use oil soap or any cleaning product that mixes with water. Ammonia will damage or dull many surface finishes and should not be used to clean your floor. Never wet mop or clean your hardwood floors with water. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may result in a loss of warranty. Water can dull the finish, and permanently damage the floor. Wipe up spills as soon as possible, before they get sticky or dry. Remove dried spills with a cloth or a pad dampened with a manufacturer recommended cleaning product.

*Color Changes:* Certain chemicals in wood oxidize in strong light, causing the wood to discolour, (weather or age) i.e.; develop patina. To avoid uneven appearance, move area rugs occasionally and drape or shade large west-facing windows. Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. This is not a defect.

*Cracks and Squeaks:* All the wood in your home will contract or expand depending on the moisture in the air. Doors and windows may swell and stick during rainy seasons. In dry, cold weather, cracks and fine lines of separation may appear in wall cabinets and furniture. This is characteristic of wood because wood is a product of nature, and its natural quality is what makes it desirable.

*Door Mats:* If your floor abuts exterior doors, put outside door mats at the entrances to keep dirt and moisture from being tracked in. Inside you may want to add an area rug to further prevent dirt and moisture from being tracked onto your hardwood floor. Don't use rubber, foam back or plastic mats as they may discolor the floor. To prevent slippage of area rugs, use an approved rug underlay from a reputable manufacturer.

*Furniture:* Put fabric-faced glides on the legs of your furniture. They allow furniture to be moved easily without scuffing the floor. Clean the glides regularly because grit can become embedded in them. Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide flat glides are best to protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them. Grey, non-marking rubber casters are the best. Avoid any type of plastic caster. Use floor protectors on the feet of furniture to avoid scratches. The manufacturer has several sizes of floor protector pads available.

*High Heels:* Keep high heels in good repair. Spike or stiletto heels that have worn down or lost their protective cap, exposing the steel support rod in the heel, will dent any floor surface, even concrete. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by women of slight or average build. The manufacturer will not accept claims for damages, which arise from such exposure.

**Humidity and Shrinkage:** A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions. Excessive humidity can also adversely affect your floor. A humidity level of 35-55% is recommended. In damp conditions, proper humidity levels can be maintained with an air conditioner or humidifier, or by periodically turning on your heating system during the summer months.

**Pets:** It is recommended that you clip your pets nails monthly or walk them on concrete to dull their nails.

**Vacuum:** Vacuum regularly, as often as you vacuum carpets. A brush attachment works beautifully. Sweep or use a dust mop daily or as needed, to remove loose dirt or grit before it can scratch the surface of the floor. DO NOT use a household dust treatment as this may cause your floor to become slick or it may dull the finish.

**Waxing:** Never wax a surface finish. Wax will, in most cases, be slippery. Once waxed, the floor will not be able to be recoated to rejuvenate it. It will have to be completely sanded down to raw wood to restore the floor.

## Carpet

Carpeting care basically consists of avoiding spills, cleaning high traffic areas regularly to remove surface dirt and vacuuming the entire carpeted area weekly to remove dirt. Consult your flooring supplier for the specific cleaning and maintenance requirements of the flooring products used in your home. Carpets and rugs should be professionally cleaned every year depending on the use and appearance.

Carpets should be vacuumed regularly. They should be cleaned with steam. Avoid the use of soaps. The soaps if not removed properly can leave a residue that changes the P.H. balance of the carpet and cause the carpet to change color i.e. yellow. Avoid walking on the carpet in your bare or sock feet we recommend slippers with soles or soft soled shoes. The oil from the body will cause the carpet fibers in traffic areas to mat or stick together this is called pooling.

**Carpet Drafting:** In some cases a black line may be identified running along the wall. In most cases it will be an exterior wall or stairwell. This is called Carpet Drafting. The cause is from air pollutants such as diesel exhaust. The air enters the home, without being filtered, through open windows etc. The natural convection in the home causes hot air to rise and cold air to fall.

Cold air will fall on exterior walls. The carpet will act as a filter and remove the pollutants. These pollutants will form a dark line along the wall. This cannot be prevented but regular cleaning may help. It will occur more rapidly in areas where there are heavy trucks or machinery operating on a regular basis. This phenomenon is becoming more apparent as our homes become more energy efficient and airtight.

## Natural Stone Floors

(Granite, Marble, Travertine, Limestone, Onyx and Slate)

We recommend that when you clean the natural stone do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Stains left for extended amounts of time become much more difficult to clean, and may stain the surface, dull and/or even scratch. We do not recommend any use of chemicals such as abrasive soaps, etc. to clean your natural stone finishes. These chemicals will scratch/dull or may even stain the surface. Avoid using natural or manufactured oils and dyes.

Any natural stones, 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, elegant appearance.

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

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.

## Ceramic and Porcelain Tile

Ceramic and Porcelain tiles are very durable. Ceramic, porcelain tiles are a man-made product and have a glazed surface to varying degrees, from a matt finish to semi-gloss to high gloss. Therefore, these types of tiles will clean with warm water. If too much cleaning product is added, it may leave streaks or film, and should be washed and/or rinsed again with clean water to remove the film from the surface. For routine cleaning use a mild detergent; do not use waxes or sealers. As the grout is porous and will absorb water which will lead to staining, annual sealing of the grout joints with a clear liquid silicone sealer should be carried out.

In the instance of molded grout, this can be removed with bleach type products sprayed onto the tile grout when dry to a point of saturation. Then it can be scrubbed to further remove or aggravate the mold bacteria and then rinsed within 10-15 minutes. However, when using these types of cleaners use caution and ventilate the area because over exposure to fumes may cause nausea or unconsciousness. Some separation in the grout lines may occur. Cracks can be filled using a premixed grout purchased from a tile or hardware shop.

Sealing of the grout is your decision and responsibility. Applying a grout sealer will help to prevent water from penetrating through the grout and into the sub surface wall area. It is suggested that the tile surface be wiped down after each shower. An alternative that is gaining in popularity is the use of a squeegee.

Ceramic floor tiles have been used in some areas of your home i.e. the bathroom(s). If you wish you may seal the grout between the tiles. This is your decision and responsibility.

We recommend:

- Using a broom to sweep the tile or a damp mop to wash the surface, household detergents can leave a film on the surface and strong degreasers may actually damage the grout.
- Remove any wet spillage immediately with a damp mop.
- Not waxing the floor tile. The surface may become very slippery.
- Padding be used to help avoid chipping the tile when moving a heavy object across the surface

## Interior Doors

Interior door hardware can be wiped clean with a damp cloth and polished with a soft dry cloth. It should be noted that natural body oils and many hand lotions are detrimental to brass finishes and will cause tarnishing.

## Paint

*Care and Maintenance if interior Latex Paint:* Latex paints in a lower sheen level like eggshell, satin and flat have created problems for homeowners for cleaning or washing walls. Lower sheen products have pigment close to the surface and when cleaned improperly may burnish or become shiny. This is non-repairable other than repainting.

You could avoid this problem if you take the time to properly clean latex painted walls.

- Do not attempt to wash walls prior to latex paint curing (30 days after application)
- Always use a mild liquid detergent with no abrasives, (i.e.) dish soap
- Apply liquid detergent onto a soft sponge - not cloth, as they act like an abrasive
- Gently massage the detergent into the soiled area, allowing the detergent to attack the soiled area
- Once soiled area is clean, rinse sponge out and wipe area gently with clean moist sponge

\*\* If you use this style of cleaning you will reduce burnishing by 90 to 95%.

## Natural Stone Counter Tops

(granite, marble, travertine, limestone, Cesarstone, onyx and slate)

All natural stones are porous and act like a sponge in the presence of moisture and fluids and for this reason may stain. Granite being the densest solid stone surface it is highly resistant to stains, dulling and/or scratches, however by no means impervious to this.

We recommend that when cleaning natural stones, do so with warm water. Most stains will wipe away if cleaned within a reasonable amount of time. Common causes of staining are red wine, oils and/or mustard. Therefore, these types of items should be wiped away with warm water as soon as possible. Stains left for extended amount of time become much more difficult to clean, and may stain.

We do not recommend any use of chemicals such as abrasive soap, and/or any acid/ammonia based cleaner to clean your natural stone finishes. These chemicals will scratch and dull or may even stain the surface.

*Recommended Care and Products:* A stone countertop spray cleaner is recommended for daily cleaning, without leaving streaks and no buffing is required. It is specifically developed for fast and safe daily cleaning and effectively removes grease while enhancing the characteristics of the stone. The application for this cleaner is for granite, marble, limestone and other natural stone.

## Engineered Stone

Engineered stone countertops only require a simple cleaning routine to maintain their attractive look. Regular cleaning using a damp cloth and a mild soap detergent is already enough. Because they are highly resistant to stains, they are affected less by coffee, tea, wine, soda, fruit juice, and vinegar spills. You can simply blot the spills, and your engineered stone countertop can look good as new again.

Avoid using very strong chemicals (such as acid, alkaline material and acetone etc.) and other solutions with unidentified ingredients to clean your engineered stone countertop. Read the label of your cleaning agent before using it to identify its components. Stay away from floor strippers and oven cleaners because they have very strong chemicals that can damage your countertop surface.

About Sealing -Engineered Stones are made of nonporous material; engineered stone countertops do not require regular sealing to prevent staining, unlike other countertops made of natural stone. Compared to granite countertops, engineered stone countertops are almost indestructible. Engineered stone countertops are also hygienic because they do not affect the taste of food or compromise its safety when it is prepared on their surface

## Cabinets

Wood, PVC & vinyl surfaced cabinets are very susceptible to heat damage. If the kitchen is equipped with a self-cleaning oven, the cabinet drawers and cabinet doors adjoining the range should be kept open when the range is in self-clean mode to allow excess heat to dissipate. If heat is allowed to build up, the surface may delaminate. This precaution should also be taken when the oven is used for a prolonged period at a high temperature.

Most cabinet surfaces can be cleaned using a damp cloth and a mild detergent. Abrasive cleaners should not be used. Grease splattered on the surfaces should be removed immediately as it becomes more difficult to remove as it solidifies.

Our cabinet suppliers have advised us that when using the self-clean cycle of the oven it is recommended that the doors and drawers adjacent to the oven be opened. The temperatures inside the stove in the self-clean cycle are very high. The heat can affect the laminate finishes.

Exclusions:

- Normal wear and tear on material
- Damages caused by owner
- Water damage in cabinets, door and counters (Where applicable)
- Natural grain variation in wood
- Normal colour aging and discolouration on cabinet doors and components
- Cabinet door adjustments due to settling of premises
- Normal contraction and expansion of wood components due to temperature and humidity changes

To maintain the beauty of your cabinetry for years to come, please follow these guidelines.

When cleaning your cabinets and doors, use a clean damp cloth. Cabinets should be immediately dried off with a soft cloth. Never allow abrasive cleansers, harsh detergents or steel wool pads to contact with the exterior or interiors of your cabinets.

Standing water will cause damage to cabinet doors and panels. This applies to both veneers and solid woods. Keep steam away from all cabinetry. It is recommended not to attach any disposal units to the cabinet doors as the weight may cause detachment, misalignment or other damage to your cabinet door or housing.

*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.*

## Cleaning of Mirror and Shower Doors

The best and safest cleaner is warm water used with a soft cloth. Be careful not to allow the edges of the mirror to get or remain wet over a period of time. This is especially important when cleaning mirrored doors, as the cleaner can get caught in the side or bottom channels.

Recommendations:

- Do not use cleaners with acid-alkali or ammonia bases. Most household or glass cleaners are ammonia based. These will attack the mirror edges and backing causing blacking edges.
- Do not spray cleaners directly onto the mirror. Instead, apply cleaner to a soft cloth and then wipe the mirror. This will prevent puddling at the mirror edges.
- Always use soft, grit free cloths to reduce chances of surface scratching and be sure to dry all joints and edges.



## PLUMBING:

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### Overview

The plumbing in your new home consists of plastic and copper piping for the supply of potable water throughout the home and PVC plastic piping for the waste disposal. Other products are available but are less common.

A main water supply shut off has been provided to shut off the water supply to your new home. This can be used in the event of an emergency and should be located upon occupancy for future reference. Additional shutoffs may also have been provided to the sink supply lines and toilets to allow for routine maintenance.

The waste lines have been provided with clean outs throughout the building. These may be located within cabinets, inside closets or clearly visible on a wall surface. These clean outs must remain accessible as they are the means of access to the piping should a blockage occur. P-traps are present at the outflow of all waste piping. These traps are designed to provide a barrier of water, which prevents the entry of sewer gases into the home. Sinks or drains, which are used infrequently, may lose this water barrier due to evaporation. If sewer gases are detected, running water down the waste pipe will re-prime the trap and likely stop the odor.

Any waste materials, including grease, fat and petroleum products, should not be disposed of down the plumbing system. These materials will accumulate in the piping, especially in the P- traps, and can significantly reduce the flow of water through the waste system. These substances are also very detrimental to the municipal sewage treatment systems and private septic systems.

### Water Shut-off Locations:

Your suite is equipped with water shut off valves in the following areas:

Kitchen: located below the sink.

Laundry: located beside the washer and dryer.  
This valve must be turned off after each use.

Bathroom: located below the sink in each bathroom.

Please be advised, location may vary for certain layouts. You will be shown the location at time of PDI.

**IMPORTANT:** The water valves are shut off at time of your Pre-Delivery Inspection and Signoff appointment. The water should be turned off at all water sources in your suite, when you are away for a prolonged period of time. To shut off water, open the access door and you will see hot and cold water valves – turn these off. Water should stop flowing after one or two minutes.

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

## Exterior Hose Bibs (if applicable)

If applicable to your suite, maintenance is required for the hose bib in your unit. The bibs are located on the exterior wall just outside the exterior entrance door. There are a few steps that must be taken each Fall to prevent the exterior hose bib from freezing:

- Disconnect garden hoses from exterior hose bib.
- Shut the water off from the water shutoff valve inside of the suite. The water shutoff will be located on the opposite side of the exterior wall as the hose bib.
- After the water valve inside is off, open the exterior hose bib and drain any water that is in the pipe. Leave the hose bib open during the winter, and shut it just before you turn the water back on in the Spring.

## Fixtures

The surfaces of the plumbing fixtures are susceptible to damage from abrasive cleaners. Use of abrasive products and steel wool pads should be avoided as these products will cause the finish of the fixture to become dull and porous. Refer to the manufacturer's recommended maintenance procedures for specific information relating to your products.

From paint stripper to nail polish remover, household solvents are all too common throughout every home. A solvent is a substance that dissolves another substance forming a solution. Solvents that contain carbon are known as organic solvents and can contain chemicals considered hazardous -- they can be flammable and toxic.

Some household maintenance and cleaning products contain organic solvents such as petroleum distillates. These are sometimes used to dissolve difficult stains or greases on certain materials that may be damaged by water-based cleaners. Plumbing fixtures are intended for normal household use only. Caustic products should not be disposed of in the household fixtures.

## Toilets

Each flush only uses 1.6 gallons of water. The National Energy Policy Act of 1992 stated effective January 1, 1994 that all water closets must be 1.6 gallons per flush maximum. Since a 6 Litre tank is designed to flush with less water, you will notice all the water does not leave the tank upon flushing and you may have to hold the lever for a few seconds for optimal operation. You will also notice the water surface in the bowl is smaller, since less water is needed to operate the toilet efficiently. The toilet will operate optimally if all contents are placed within the water surface of the bowl, and not on sides.

Toilets are very susceptible to blockage. New toilet designs use very little water per flush. This results in a lower volume of water carrying away the waste. *Repeated flushing may be required in some instances to remove solid waste.* Dense tissue paper and some thick toilet papers are unsuitable for these toilets. Never dispose of hair, grease, lint, diapers, sanitary products, “Q- tips” or plastic in the toilet. Please note this is excluded form Tarion warranty coverage.

Hair, grease, large food particles or other solid forms of waste can plug drains. Should they become plugged, try removing the debris from the trap beneath the fixture. Alternatively, a plunger can be used. Once partially cleared, very hot water may complete the job. A more severe blockage may require a plumber. As commercial drain cleaners are very corrosive they are not recommended.

*Toilet Plumbing and Drains Tip:*

- The toilet is clogged. This may mean that you have to flush a few times or need to plunge.
- The toilet is making a ‘burping’ noise. 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.
- What cleaners do I use to clean my toilet? Wash it with mild soapy water, rinse thoroughly with clear water and dry with a soft cloth. Avoid detergents, disinfectants, or cleaning products in aerosol cans. Do not use abrasive scouring powders or abrasive pads on your toilet seat. Some bathroom chemicals and cosmetics may damage the seat's finish.
- The manufacturer does not recommend the use of chlorine blocks or bluing agents in your tank as it may warp any rubber components (such as the flapper or the gasket between the flush valve and the china) and may cause plastic components to peel.

DO’S

- Do flush an appropriate amount of toilet paper.
- Do clean the bowl regularly using vinegar
- Use chemical cleaners sparingly, especially if you have metal pipes.

DON'TS

- Do not flush biodegradable products, chemicals, feminine products, grease, oil, paper towel, Q-tips, tooth floss, toothpicks.
- Do not use chlorine or blue pucks.
- Do not use soap in toilet bowl water
- Do not wash coffee grounds down the sink. Throw them out.

If water continuously runs into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. A worn flapper valve would require replacement. Water dripping from the base of the toilet tank is likely due to condensation on the tank versus a leak of any connections. High interior humidity levels will result in condensation on the cold surface of the toilet tank as the tank is refilled with cold water.

Some toilets and some basins are made of glazed and kiln-fired vitreous china, while some basins and bathtubs are made of enameled steel. Both are very durable and attractive. To clean these fixtures, use mild powdered or liquid cleaners. Avoid abrasive cleansers or pads as they will damage the finish.

Newer Energy efficient (low-volume or dual flush) toilets use less water to flush than older models.

The operation of some new toilets is more sensitive to the effects of the:

- amount of waste
- amount and type of papers
- volume of water in the tank

*Helpful Hints: Sink and Drain Stoppages and Clogged Drains*

- Some tub/shower and floor drains have strainers that are screwed into the drain opening. You can remove these and reach down into the drain with a bent wire to clear out any debris that has accumulated there.
- Clean pop-up stoppers in the bathroom sink by lifting them out and rinsing them off on a weekly basis.
- Remove the overflow plate on a tub and raise the pop-up assembly to reach the spring or rocker arm. Remove accumulated hair and rinse well.

## Faucet Repairs

Noisy or leaking faucets are frequently due to loose or damaged washers. Turning the fixture off with too much force can damage washers. Faucet handles should be turned no further than the point at which they stop the flow of water.

Faucets can generally be easily repaired by either replacing the damaged washer or the faucet cartridge itself. Basic home repair books describe how to repair typical faucets; however, due to variations in the methods of manufacture, specific instructions may be required. Prior to beginning the repair, the water supply must be shut off at the shut off valves provided. If such valves are not present, the entire water supply system will need to be shut off at the main shut off valve.

Contact a plumber if you are uncomfortable attempting this repair. Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect.

Taps should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

Plumbing fixtures are susceptible to damage from abrasive cleansers. Use of abrasive products and steel wool pads should be avoided, as these products will cause the finish to become dull and porous.

Green staining of fixtures is usually a water related issue due to the chemical compositions in the water, and is not a builder defect. A solution of baking soda and white table vinegar will generally remove these stains. Thoroughly rinse with water after cleaning.

Waste disposers should have cold water run through it before, during the emulsification and after. The water before and after will help to flush the main sewer lines. Avoid greases as they may build up in the trap in your drain and cause a blockage. Fibrous foods such as celery will jam under the pivots and cause them to stick. To help clean the appliance place 2 -4 ice cubes in the Disposer, every 1 - 2 months, and turn it on. If the Disposer fails to come on check to make sure that the thermal protector on the motor has not tripped. There is a small reset button located on the side or bottom of the unit - push it in. Confirm that there are no foreign objects in the unit before resetting.

## Tub and Shower Enclosures

A shower curtain will prevent water from running onto the bathroom floor while the shower is in use. To prevent damage to the flooring or walls, any spills or puddles of water should be cleaned up immediately.

Caulking is used to seal seams and prevent water from entering behind the enclosure. If a separation occurs around your bathtub between the tub and the wall tiles or between the wall and the enclosure itself, it should be filled immediately with a tub sealer or caulking compound available at any home supply centre. Leaving the gap unsealed may cause serious water damage to adjacent materials.

Some tub enclosures have specific cleaning requirements. Generally, abrasive cleaners are not recommended and harsh chemical cleaners should be avoided entirely. Follow the manufacturer's recommendations for maintenance. Also, you should never step into a bathtub with shoes on as trapped grit and dirt can damage the tub surface.

## Stainless Steel Sinks

Stainless Steel Sinks should be cleaned with a mild product specifically designed to be used on stainless steel. Avoid steel wool as they will leave small bits of metal lodged in the sink and will cause rust spots to show. The sink does not rust. Caution: Use of anti-bacterial soaps may cause discoloration of the surface if the sink is not rinsed thoroughly after use.

### DO'S

- The best form of maintenance 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 of 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 sinks 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, followed by flushing the surface with water.
- To clean your sink, use the mildest cleaning procedure that will do the job effectively.
- On the mirrored finish deck we recommend using a liquid detergent with a soft cloth. Do not use any abrasive materials on the mirrored finish.
- Inside the sink bowl we recommend using a mild abrasive cleanser such as Old Dutch, Comet or Cameo.
- Always rinse the sink after using a cleaning agent, 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.

## DON'TS

- Steel wool pads should never be used to clean your sink, as they will leave a residue of small iron particles. They may not even be readily visible, but they most certainly will lead to rusting and corrosion of the sink
- For similar reasons do not leave any mild steel or cast iron cookware or implements anywhere on the sink for extended periods of time. The combined presence of iron and moisture with stainless steel can only lead to surface corrosion and staining of the sink.
- Do not leave rubber dish mats, wet sponges or cleaning pads in the sink overnight as they will trap water underneath which could lead to staining and discolouration of the sink surface. The unique properties of stainless steel are dependent upon exposure of the surface to the atmosphere.
- Never use abrasive pads or cleaners on the mirrored finish deck of the sink. They will scratch the finish.
- We don't recommend that you use chlorine bleach in your stainless steel sink, as chlorine will attack the protective layer that makes stainless steel truly stainless. The risk of damage is proportional to the concentration of the chlorine and the duration of exposure between the sink and the chlorine agent. Always dilute any antibacterial product used and wipe up any spills. Note: some antibacterial soap may contain chlorine compounds.
- Certain foods such as pickles, mayonnaise, mustard and salt laden foodstuffs can cause pitting of the sink surface if left unattended for prolonged periods.
- Any drain cleaning products containing sulphuric or hydrochloric acid will attack the sink. Silver dip cleaners may contain strong acids, which will attack the sink.
- Do not use your sink as a cutting surface.

## ELECTRICAL SYSTEMS:

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### Overview

Light fixtures installed after occupancy, must be installed by a certified electrician. Any homeowner alterations, additions or deletions will void your warranty. The electrical system in your home has been installed in accordance with the requirements of the provincial electrical code. The power supply is fed to the home via underground or overhead cable.

Circuit protection will be via circuit breakers located in the electrical panel(s). The main power shut-off will be located inside the electrical panel or immediately adjacent to it. This panel and the location of the main breaker should be located upon moving into your new home.

Should the circuit breaker “trip”, it is likely due to overloading of a specific circuit or a short circuit in an appliance cord. The start-up load of electric motors can also temporarily overload a circuit. To correct tripped breakers, isolate the cause of the overload or short and disconnect it. The circuit breaker can then be reset by turning it to the “off” position and then to the “on” position. If the breaker continually trips, contact an electrician.

### Thermally protected Pot Lights in Shower/Tub/Utility Rooms (if applicable)

The pot lights located in the shower/tub enclosures and/or utility room (if applicable) are thermally protected, which may cause the bulbs to flicker and turn off. This is known as blinking. Blinking is when the light goes on and off intermittently due to overheating. This can occur if the bulb is of too high wattage. Most pot lights are thermally protected. The thermal protector is a security device which is located inside the pot light and its function is to shut off the pot light if the temperature rises to an unacceptable level. After a while the temperature of the pot light drops and goes back to normal causing the pot light to turn on again. The correct bulb wattage can be found on the lens cover of the pot light.

#### *Homeowner electrical Tips:*

- Loss of electrical power may be the cause of a tripped breaker. With any power loss, check the main electrical panel for tripped breakers.
- Never overload electrical outlets.
- Circuit breakers are safety devices located on your electrical panel to prevent over-loading and fires. They stop the electrical current if it exceeds the safe level for some portion of the home electrical system. If the demand for electrical current exceeds the safety level, a circuit breaker will “trip” causing power loss. This requires manual resetting of the breaker. The “tripped” breaker will be in the off position, visible once the panel door is opened. The circuit must be turned to the “off” position and then back to the “on” to regain power.



- Ground Fault Circuit Interrupters (GFCI) detects any loss (leakage) of electrical current in a circuit that might be flowing through a person using an electrical product. When such a loss is detected, the GFCI turns electricity off before severe injuries or electrocution can occur. These outlets are required in places where there is water. The ON Electrical Safety Code requires that a GFCI be installed in one bathroom. They may also be installed in the kitchen. You can recognize the GFCI by the two buttons on the outlet. One says "TEST" and the other says, "RESET".
- If the "TEST" button is popped out, power has been disconnected from the GFCI; you will have to press the "RESET" button to gain power in the outlet.
- 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.
- Do not paint your smoke detector.

### GFCI & AFCI Circuits

A Ground Fault Circuit Interrupter (GFCI) and/or Arc Fault Circuit Interrupter (AFCI) are additional electrical safety device installed in the electrical system. These devices are breakers that can be located in the main electrical panel or within specialty outlet receptacles and are designed to provide protection from ground and arc faults. The GFCI/AFCI is extremely sensitive and will trip if grounding or arcing of the electrical current is detected. Ground/arc faults usually occur in older appliances and electrical equipment or inexpensive extension cords.

A poorly insulated extension cord lying on wet ground will often cause a ground/arc fault. Because water and electricity are a poor combination, protection is installed to the outlets in the bathroom and outdoors. If these breakers should trip, unplug the source of the fault and reset the breaker either at the panel or at the outlet itself. GFCI/AFCI outlets should be tested regularly to ensure their proper operation. Please note that two outlets can be located on the same GFCI/AFCI receptacle as they are connected on the same circuit.

### Smoke and Fire Detectors

Smoke detectors have been installed in accordance with the requirements of the Building Code. They should be tested monthly to ensure their proper operation, and should be cleaned twice a year with a vacuum. Please note that these devices are connected directly to the electrical system of the home and do not require batteries. However, they will not operate in a power outage unless the unit has a backup battery.

## HEATING, AIR CONDITIONING, AND VENTILATION:

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### Overview

Your suite is equipped with a Heat Pump unit. This unit has a compressor in which it allows you to heat or cool your suite at any time. The unit is operated by a wall mounted digital thermostat. This thermostat has the following switches that allow you to manually adjust your settings to suite your needs.

*The SYSTEM switch is designated by the HEAT-OFF-COOL on the right hand side of the thermostat.*

- HEAT: Heating system only operates.
- OFF: Both heating and cooling systems are disconnected.
- COOL: Cooling system only operates.

*The FAN switch is designated by the AUTO-ON on the left hand side of the thermostat.*

- AUTO: The fan operates (or cycles) in response to the thermostat in both heating and cooling. The fan will operate on or off as will the compressor. When there is a call for either heating or cooling, the fan will come on. When the heating or cooling is satisfied, the compressor will stop as well as the fan.
- ON: The fan operates continuously. If there is a call for heating or cooling, the compressor will operate as needed but the fan will stay on.

**Note:** It is recommended to operate the fan switch in the “ON” position.

**Temperature Setting:** Push the temperature setting lever (located at the bottom of the thermostat) to the desired control point on the temperature scale. The same lever controls both heating and cooling.

**NOTE:** If for some reason you notice that your unit does not operate satisfactory and you notice the compressor stopping before the space temperature is met, let the compressor cool down approximately 20 minutes and then restart the unit by clicking the breaker from off to on. If this condition persists, please contact your concierge.

### Ventilation

Ventilation is often the only effective means for removing moisture. Dehumidifiers are only practical in limited areas. Exhaust fans in the kitchen and bathroom will remove moisture created from cooking and bathing before the vapor can circulate through the house. These fans need to be run often enough to remove the moisture.

Windows are an effective means of ventilation and depending on weather conditions, thoroughly airing out the home for 15 minutes a day may suffice. In addition, opening a window near the source of moisture while the exhaust fan is in operation will allow for cross ventilation and more effective moisture and odor removal.

If high relative humidity levels occur inside your new home during periods of very cold weather, condensation and frost on the inside face of the windows will occur. This is a ventilation issue and is not a fault with the window. Condensation can result in the growth of mold on the window frame that can be controlled with a mild solution of bleach and water.

If you are experiencing condensation on your windows, below are a few effective and efficient ways to reduce the condensation in your home.

- Use exhaust fans while cooking
- Use bathroom exhaust fans while having a bath or shower
- Ventilate the home at least once a day by opening a window or door
- Open the blinds and drapes throughout the day to allow for air circulation on windows
- Move furniture roughly 12-16 inches from windows and heaters

### Corridor Fresh Air Units

A rooftop corridor fresh air unit provides fresh air inside your home and the common areas. 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 supplied exhaust fans, the gap around the entry door allows fresh air to enter the suite and assist with controlling condensation. In addition, the fresh 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 is 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.

## Range Hoods and Exhaust Fans

Range hoods and exhaust fans are provided to reduce or eliminate cooking odours and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently. Exhaust fans eliminate moisture from the suite. The exhaust fans are located in the kitchen, bathrooms and laundry dryer.

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. A kitchen fan and filter requires cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water with regular detergent. It is also recommended to clean the fan and housing as well.

The bathroom fan must be used whenever using the bathroom and showering. The switch to operate the fan is located on the same switch plate as the light. Certain model types may 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 location but must be turned off from the location where it was initially turned on.

Bathroom fan(s) installed in your home are intended to be an integral part of your home's ventilation system. A manual switch will control one fan. Some switches can be overridden by the de-humidistat controller when the humidity level in the home is higher than the setting on the controller. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.

## APPLIANCES:

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The appliances included with the purchase of your new home have been checked to ensure that they are operating properly.

All of the appliances in your new home come with a manual, which detail the operating procedures for the specific appliance. These instructions must be followed in order to maintain the manufacturer's warranty. Any warranty cards provided with the equipment should be completed and sent to the manufacturer to ensure your warranty obligations are met.

*Dryer:* The dryer is equipped with a lint trap inside the machine that needs to be cleaned after each use. The panel can be removed by pulling down the handle to allow cleaning out the lint from the screen surface.

**\*\*With dryers, check and clean the secondary lint trap on a monthly basis as they commonly become plugged which reduces the efficiency of the dryer and can be a fire hazard.**

**\*\*Please note that it is recommended that the lint trap in the dryer itself should be cleaned after every load of dried laundry. Failure to clean this lint trap as recommended may result in condensation build up in the dryer duct and trap moisture in the ceiling or walls of your home.**

*Washer:* The water supply valve should be turned off after each use. For added protection, it should be shut off permanently if you are away from your suite for an extended time. The water shut off device is located beside the machine, simply slide the control to the off / on position.

## CARE & MAINTENANCE OF EXTERIOR BUILDING COMPONENTS:

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### Frozen Water Line (if applicable)

If garden hoses are left attached to hose bibs during the winter, freezing of the water line may occur. This is a result of the water that is standing in the hose and hose bib to freezing and causing the metal in the hose bib to expand and crack. The resultant crack will create a water leak. This hose bib will need to be replaced.

### Masonry

The bottom course of stone/brick contains intentional openings (weep holes) which allow for the drainage of moisture from the cavity located behind the stone/brick. These openings must remain unobstructed.

### Caulking

Flexible sealing compounds are generally referred to as caulking. Numerous varieties exist and have many specialized uses. Caulking is generally used to seal gaps between dissimilar materials on the exterior of the building and to seal gaps or joints in exterior finishes.

### Balconies & Handrails

Balconies and handrails are exposed to rain, snow and sun. Care must be taken not to damage any deck membranes and any damage must be reported immediately.

### Weather-Stripping

Weather-stripping is installed around exterior doors and windows to reduce air infiltration. Check the weather-stripping annually to ensure that the seal is adequate. Some weather-stripping is adjustable and the door should be slightly difficult to latch or lock.

### Windows

The effectiveness of the window system relies on the individual occupant cleaning both the track and seals to maintain an airtight seal; this will keep out the elements. It is imperative that when away from your suite, the window is closed. If left open, moisture could penetrate the interior wall and potentially damage your walls.

Window glazing is typically made of glass with the exception of some skylights that may use an acrylic glazing. Current building standards require the use of double glazed sealed units mounted in thermally broken frames. There is a wide assortment of frame types and the material used can vary widely. Windows may open in different fashions: they may slide horizontally or vertically, open outwards like a door or tilt open in the fashion of an awning. Typical windows require minimal maintenance. Any accumulated grime or debris should be removed from between the window and the frame.

Most window designs incorporate a drainage track at the bottom of the window to collect any condensation that runs off of the glazing. These tracks will have weep holes to the outside to drain this moisture. These holes must be kept clean and can be maintained with a short piece of wire or a cotton swab.

## Condensation

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. Condensation between the layers of glass within the window frame indicates that the sealed unit has failed. The glazing unit will require replacement as there is no method of repairing sealed units. If failure of the sealed unit occurs after the expiry of the first year of warranty coverage, contact your window supplier as the cost of this repair may be partially borne by the manufacturer.

Window seal failure: Condensation between the layers of glass within the window frame indicates that the air seal of the glass has failed. The sealed unit will need to be replaced. If the failure occurs after the first year warranty coverage, contact your Property Management.

As your unit is virtually air tight, there are a few guidelines that should be followed in order to eliminate condensation and prevent associated moisture damage:

- 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 unit is the right size for the unit and watch for signs of excessive humidity
- Open a window occasionally, even just a crack, to change the air inside your unit

For more information, please refer to Tarion's Construction Performance Guidelines on "Interior Climate Control" as well as Canada Mortgage and Housing Corporation's "Moisture and Air"

## Doors

Exterior swing doors are generally made of solid wood, metal, wood over a foam core or fiberglass. Sliding patio doors are usually constructed with metal or vinyl frames and are supplied by the window manufacturer.

Exterior doors are exposed to detrimental weather conditions and extreme temperature variations from the inside to the outside which can harm the surface of the door. Variations in the relative humidity from the interior to the exterior can also affect the door. Collectively or separately, these conditions can cause doors to warp or change in dimension. Seasonal variations can occur up to ¼" in any direction. It is prudent to refrain from trimming a binding exterior door as the problem may rectify itself with a change in climatic conditions. Some exterior doors have restrictions imposed by the manufacturer as to the color the door may be painted. The heat absorbed by darker colors can cause failure of the sealing compounds in the glazing and/or cause excessive warping of the door.



## APPENDIX A:

### Trades List

We are pleased to provide you with a list of our trades. Please contact them directly with questions regarding their product.

TRADE	COMPANY	PHONE	EMAIL
Plumbing	Malfar Mechanical	905-850-1242	<a href="mailto:marioc@malfar.ca">marioc@malfar.ca</a> after hours: Jermark @ 416-789-7611
Electrical	Jay Electric	905-793-4000	<a href="mailto:kim@jayelectric.com">kim@jayelectric.com</a>
Security Alarm Rough-In	CIS	416-640-1221	<a href="mailto:ricks@cissecurity.ca">ricks@cissecurity.ca</a>
Drywall	Torino	905-851-6616	<a href="mailto:anthony@torinodrywall.ca">anthony@torinodrywall.ca</a>
Windows / Glazing	Quest Windows	905-851-8588 ext.130	<a href="mailto:julie@questwindows.com">julie@questwindows.com</a>
Kitchen & Bath Cabinets	New Image Kitchens	416-739-0007	<a href="mailto:info@newimagekitchens.ca">info@newimagekitchens.ca</a>
Countertops	JJ Stones	905-282-1867	<a href="mailto:goldstone@yahoo.ca">goldstone@yahoo.ca</a>
Carpet	Upper Deck Flooring	905-857-4500	<a href="mailto:allan@upperdeckflooring.com">allan@upperdeckflooring.com</a>
Hardwood Flooring	Weston Flooring	416-746-8492	<a href="mailto:service@westonflooring.com">service@westonflooring.com</a>
Tile	Rockford Tile	416-200-3048	<a href="mailto:jakegladman@rockfordtile.ca">jakegladman@rockfordtile.ca</a>
Painting	Hillton Painting	905-660-8891	<a href="mailto:hillton@belnet.ca">hillton@belnet.ca</a>
Insuite Fixtures	Lite mode	905-738-8889	<a href="mailto:info@litemode.ca">info@litemode.ca</a>
Finish Carpentry	Imperial trim	905-851-5030	<a href="mailto:info@imperialtrimsupply.com">info@imperialtrimsupply.com</a>
Mirrors and Shower Doors	Central Glass	905-415-5148	---
Appliances	MABE	1-800-561-3344	<a href="mailto:mabeservice@mabe.ca">mabeservice@mabe.ca</a>
Bath Accessories	Citywide Door & Hardware	905-264-4401	<a href="mailto:info@citywidedh.com">info@citywidedh.com</a>

## APPENDIX B:

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### Forms & Documents

We are pleased to provide you with a copy of the various forms you will encounter through your home ownership. These are for your record should you need to refer to them at any time.

Pre-Delivery Inspection Appointment Confirmation

Appointment of Designate for Pre-Delivery Inspection

Checklist - Pre-Delivery Inspection

Maintenance & Completion – Right to Access

Homeowner Maintenance Winter Snow Removal

Key Release Sign-off Acknowledgement

Homeowner Service Request Form



## Pre-Delivery Inspection Appointment Confirmation

SITE:	Garrison at The Yards	HOMEOWNER(S):	John/Jane Doe
SUITE #:	0000	ADDRESS:	169 Fort York Blvd
OCCUPANCY DATE:			Toronto, M5V 0E8

\*\*\*This is to confirm your scheduled Pre-Delivery Inspection (PDI) Date and Time\*\*\*

**DATE OF PDI:**

**TIME OF PDI:**

Dear Homeowner,

Please be advised that we are scheduling your Pre-Delivery Inspection (PDI). This inspection will be your first opportunity to view your new home in its completed state. This is also a great opportunity to learn how to operate the systems in your home, such as ventilation, plumbing, heating & electrical. Feel free to ask as many questions as you like about the features and systems of your new home. Our intention is to assist you and provide you with guidance throughout your home buying experience.

Due to site conditions and construction activities you may encounter during your time on site you will be required to wear *safety boots* and *hard hats* at the time of your inspection, which will be provided. *The use of the stairs will be needed to access the floors. Alternatively, the use of the construction hoist will be available if you prefer.* You are welcome to remove the safety equipment once you have entered the suite during the inspection of the suite. It would be advisable to bring your Agreement of Purchase and Sale and any amendments and your colour selections to the PDI appointment. We will provide a Pre-Move-In Package for you at your appointment.

To help you plan your day, the Pre-Delivery Inspection typically runs 60 minutes. In order to conduct your appointment efficiently *this inspection is limited to the named purchaser(s) of the suite or an authorized Designate.* When it is your intention that a Designate attend on your behalf, an **"Appointment of Designate for Pre-Delivery Inspection"** form is required to be signed by the named purchaser(s) as written authorization. Please find one enclosed for your use, if required. As a safety precaution and in accordance with construction regulations, *children under the age of 16 are not permitted on site* during your Pre-Delivery Inspection, as the site is still under construction.

*If you are unable to attend your pre-arranged appointment, please contact our Customer Care Office at (416) 260-2600 ext. 425 to reschedule. Please be advised that rescheduling is on first-come, first-serve basis. All Pre-Delivery Inspection appointments are conducted Monday to Friday, during regular business hours. A thirty (30) minute grace period will be given for all appointments, if you are unable to arrive within thirty (30) minutes this appointment will be rescheduled.*

*Please be advised that if you are unable to attend your appointment and have not provided notice or made alternative arrangements, you will be assigned an alternate appointment based on the first available time slot. If you do not attend the re-scheduled appointment, Onni has the authority to and will conduct the PDI on your behalf and submit same to Tarion. We refer you to paragraph 31(d) of the Agreement of Purchase and Sale in this regard.*

*As your occupancy closing is approaching, if you have not yet done so, it is critical that you advise us of your solicitor's contact information. All future correspondence in connection with closing will be sent to your solicitor.*

We look forward to meeting you,  
The Onni Group  
Cc, David Mach, Customer Care Manager

35 Grand Magazine Street, Toronto, ON M5V 0E8 T: (416) 260-8200 F: (416) 260-8240 WWW.ONNI.COM



## Appointment of Designate for Pre-Delivery Inspection

This form may be filled out by a purchaser indicated on an Agreement of Purchase and Sale (APS), or an owner of land in a construction contract.

By completing and signing this form, a purchaser is indicating that they intend to send a designate, in their place, to the pre-delivery inspection (PDI) of their home. This form authorizes the designate to sign and deliver certain documents on the purchaser's behalf. Please check your APS to determine whether you are required to use this particular form.

The completed authorization form should be provided to the vendor/builder at the PDI or in advance. Note: Purchasers who wish to attend the PDI and sign documents on their own behalf may also bring a designate and, evidence of designate authorization will not be necessary.

To: \_\_\_\_\_  
 Builder's Name

I/we will *not* personally attend the Pre-Delivery Inspection (PDI). I/we appoint the designate named below to attend the PDI and authorize that designate to sign the following forms on my/our behalf:

1. Pre-Delivery Inspection (PDI) Form;
2. Certificate of Completion and Possession (CCP); and/or
3. Confirmation of Receipt of the *Homeowner Information Package*,  
 if I/we have not already signed it.

\_\_\_\_\_  
 Name of Purchaser

\_\_\_\_\_  
 Name of Purchaser

\_\_\_\_\_  
 Signature of Purchaser

\_\_\_\_\_  
 Signature of Purchaser

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Home Address or Legal Description

\_\_\_\_\_  
 Name of Designate

\_\_\_\_\_  
 Daytime phone number for Designate



## Checklist Pre-Delivery Inspection

HOMEOWNER(S):

SUITE #:

OCCUPANCY DATE:

- ☐ A qualified electrician and / or plumber should install any future electrical and plumbing fixtures.
- ☐ All water shut off valve location(s) was shown and usage was demonstrated. Laundry valves are to be shut-off after each use. If away for a prolonged period of time, shut off all valves. Valves are turned off by PDI representative at your PDI.
- ☐ Explanation of GFCI, AFCI and the main breaker panel has been reviewed.
- ☐ Thermostat and HVAC operation – HVAC system was reviewed; a visual inspection of the HVAC unit and filter was checked.
- ☐ Operable windows must be closed fully to avoid potential water seepage. (Patio Doors/Crank Windows)
- ☐ Location(s) of heat sensor and smoke detector were reviewed.
- ☐ Pre-wired security locations were reviewed.
- ☐ Countertop: explanation and review of proper care required. Refer to Homeowner Portfolio for details on warranty coverage and proper care recommendations.
- ☐ Hardwood floors: explanation and review of proper care required. Flooring in front of appliances was checked for surface defects. Refer to Homeowner Portfolio for details on warranty coverage and proper procedure for moving furniture and appliances.
- ☐ Lint trap in utility room – please clean after each use. 1 ceiling and 1 appliance
- ☐ Reviewed the hydro, telephone, cable, and security providers. Refer to Homeowner Portfolio.
- ☐ Location of demarcation panel for cable, telephone and internet hookup reviewed.
- ☐ Emergency Contact List was reviewed. Refer to Homeowner Portfolio.
- ☐ Reporting protocol for Common Elements and property management procedures were reviewed.
- ☐ Received Resident's Portfolio and PDI package.
- ☐ Refer to Tarion's "Homeowner Information Package," for warranty service procedures: PDI, 30-Day, Year-End completion timeframes.
- ☐ Per Tarion, surface defects are warranted at time of Pre-Delivery Inspection only.

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Onni Group: Garrison

35 Grand Magazine Street, Toronto, ON M5V 0E8 T: (416) 260-8200 F: (416) 260-8240 WWW.ONNI.COM





## Right to Access Maintenance & Completion

HOMEOWNER(S):

SUITE #:

OCCUPANCY DATE:

Dear Homeowner,

**AFTER INTERIM OCCUPANCY:**

*I/We hereby confirm that representatives of Onni Group, and sub-contractors authorized by Onni Group have permission to enter my/our home to carry out any necessary inspections or repairs.*

Initial: \_\_\_\_\_

*Please be advised that a Suite Access Report will be left in your suite to provide you with information regarding the work performed. **If you have a tenant, please inform them that you have granted access into the suite at any time after interim occupancy.***

*I/We do hereby refuse to allow entry to my/our home without prior appointment and do acknowledge that such refusal will interfere with the Vendor's ability to attend to my/our service requirements in a fast and expedient manner.*

Initial: \_\_\_\_\_

*Please be advised we must contact the owner of the suite when calling for access, not the tenant.*

Name:

Name:

Telephone #

Telephone #:

E-mail Address:

E-mail Address:

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Onni Group: Garrison

35 Grand Magazine Street, Toronto, ON M5V 0B8 T: (416) 260-8200 F: (416) 260-8240 WWW.ONNI.COM





## Homeowner Maintenance Winter Snow Removal

HOMEOWNER(S):

SUITE #:

OCCUPANCY DATE:

Dear Homeowner,

Please be advised that snow fall can build up on all accessible balconies and terraces. As such it is important that any snow accumulation be swept away from the balcony doors and windows. The accumulation of snow in contact with doors and windows should be avoided whenever possible. Snow is *not* to be thrown over the balcony but rather swept toward the balcony edge. The accumulation of snow at door and window systems may result in water penetration leading to secondary damages to your home.

The glass and railing systems have been designed for exterior use and are free of regular maintenance requirements. The railings are made of aluminum and the glass panels are tempered. Tempered glass is a durable material and is used as an industry standard; however, it may be susceptible to sharp impact. Please use caution and take care when sweeping the snow towards the balcony glass panels.

It is the *responsibility of the homeowner* to clear away the snow.

*If you plan to have a tenant occupying your suite, please advise your tenant of this important maintenance responsibility.*

Thank you,

The Onni Group  
Cc, David Mach, Customer Care Manager

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Onni Group: Garrison

35 Grand Magazine Street, Toronto, ON M5V 0E8 T: (416) 260-8200 F: (416) 260-8240 WWW.ONNI.COM





## Key Release Sign-off Acknowledgment

HOMEOWNER(S):

SUITE #:

OCCUPANCY DATE:

I/We the undersigned do hereby acknowledge that we are in receipt of our closing package of instruction and all keys to the above noted suite.

OTHER ITEMS RECEIVED:

_____ SUITE KEYS	_____ ACCESS CARD(S)
_____ MAILBOX KEYS	_____ KEY REMOTE(S)
_____ LOCKER KEYS	_____ OTHER (SPECIFY)
_____ GIFT	_____

All water shut-off valves have been *turned off* after the sign-off appointment was conducted.

HYDRO READING:

The Toronto Hydro digital meter for your suite was shown at time of the sign off appointment. The digital meter reading at time of sign off was:

kwh (kilowatt hour) \_\_\_\_\_

PARKING AND LOCKER ASSIGNMENT:

Parking Level:

Locker room #:

Spot #:

Locker #:

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Purchaser or Designate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Onni Group: Garrison

35 Grand Magazine Street, Toronto, ON M5V 0E8 T: (416) 260-8200 F: (416) 260-8240 WWW.ONNI.COM







## Homeowner Service Request Form

PROJECT:

SUITE #:

DATE:

DATE OF OCCUPACY:

### HOMEOWNER CONTACT INFORMATION:

Name:

Email:

Daytime Tel:

Evening Tel:

### SUITE INFORMATION:

Suite occupied: ☐ TENANT ☐ OWNER

Permission to enter: ☐ YES ☐ NO

Pets: ☐ YES ☐ NO TYPE:

ITEM #	ROOM/LOCATION	DESCRIPTION

Homeowner Signature

Date:

35 Grand Magazine Street, Toronto, ON M5V 0E8 T: (416) 260-8200 F: (416) 260-8240 WWW.ONNI.COM



## APPENDIX C:

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### Hydro Forms

These are the Hydro Forms that must be filled out and returned to Toronto Hydro for activation of your Hydro Account. If these forms are NOT returned in a timely manner, Hydro Services may be discontinued and a Re-activation fee may be applied by Toronto Hydro to re-instate service.

Owner Registration Form for Condominium Suite electrical Service

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Tenant Registration Form for Condominium Suite electrical Service

---

Property Owner / Landlord Agreement

---

**Toronto Hydro-Electric System Limited**  
5800 Yonge Street Telephone: 416.542.8000  
Suite Meters Department Facsimile: 416.542.3429  
Toronto, Ontario Email: [suitemeters@torontohydro.com](mailto:suitemeters@torontohydro.com)  
M2M 3T3 [torontohydro.com](http://torontohydro.com)



## Owner Registration Form for Condominium Suite Electricity Service

Please complete and sign this "Owner Registration Form" prior to or upon the Interim Occupancy<sup>1</sup>/key release date.

### Property Owner Information:

Interim Occupancy/Key Release Date (dd/mm/yyyy) \_\_\_\_\_

Customer Name \_\_\_\_\_

Service Address \_\_\_\_\_ Suite # \_\_\_\_\_

Home Telephone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Cell Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Business Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Fax Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Mailing Address (if different from Service Address) \_\_\_\_\_

Email Address \_\_\_\_\_ Date of Birth (dd/mm/yyyy) \_\_\_\_\_

Employer \_\_\_\_\_ Driver's License Number or other ID<sup>2</sup> \_\_\_\_\_

I certify that I am the owner of the suite identified above and I hereby authorize Toronto Hydro to register me as the account holder and bill me for the consumption of electricity at the above noted suite.

Signature \_\_\_\_\_ Date \_\_\_\_\_

If you are the Owner and this is a rental property, please complete the "Owner Landlord Agreement" form provided and ensure that your tenant completes the "Tenant Registration Form".

**We are committed to reducing the impact that paper communication has on the environment. Take advantage of our no-cost eBill service.**

**Subscribe online at [torontohydro.com](http://torontohydro.com) after you receive your first bill!**

**TERMS AND CONDITIONS:** The acceptance of supply of electricity or related services from Toronto Hydro constitutes the acceptance of a binding contract with Toronto Hydro, the terms and conditions of which are subject to regulation by the Ontario Energy Board and reflected in Toronto Hydro's Conditions of Service. The use of your personal information by Toronto Hydro is subject to Toronto Hydro's Privacy Policy. The Conditions of Service and Privacy Policy can both be viewed at [torontohydro.com](http://torontohydro.com) or you can request a copy of the Conditions of Service or Privacy Policy by calling Toronto Hydro's Customer Care department at 416.542.8000.

Enjoy worry-free, on-time payments through the convenience of our Pre-Authorized Payment plan.

**ENROLL BELOW TODAY!**

### Banking Information:

Name of Financial Institution \_\_\_\_\_

Branch Address \_\_\_\_\_

City \_\_\_\_\_ Postal Code \_\_\_\_\_

Transit/Branch				Institution				Account Number											

**NOTE:** Enter all numbers located on the bottom of your cheque/saving account and please mail in a copy of a "void cheque" OR a letter from your Financial Institution indicating your account information.

I/we authorize Toronto Hydro-Electric System Limited to automatically withdraw from the account designated above for payments to Toronto Hydro-Electric System Limited.

Signature \_\_\_\_\_ Signature \_\_\_\_\_ Dated \_\_\_\_\_

**PLEASE NOTE:** For a joint account, signatures of all account holders must appear on this form. Complete this form and send it to Toronto Hydro-Electric System Limited.

Fax to: 416.542.3458 or Mail it to: Toronto Hydro-Electric System Limited, 5800 Yonge Street, Toronto, Ontario M2M 3T3

For Toronto Hydro-Electric System's Privacy Policy, see [torontohydro.com/electricsystem/privacypolicy](http://torontohydro.com/electricsystem/privacypolicy)

This authorization may be terminated at any time by the customer or by Toronto Hydro-Electric System Limited. Upon such termination any balance due must be paid to Toronto Hydro-Electric System Limited.

<sup>1</sup> Interim Occupancy: the confirmed possession date when the unit is ready for occupation – prior to the final closing date when title to the property is registered in your name.

<sup>2</sup> Two pieces of Personal Identification are needed for verification purposes: driver's license, date of birth, passport # or citizenship card #.

**Toronto Hydro-Electric System Limited**  
5800 Yonge Street Telephone: 416.542.8000  
Suite Meters Department Facsimile: 416.542.3429  
Toronto, Ontario Email: [suitemeters@torontohydro.com](mailto:suitemeters@torontohydro.com)  
M2M 3T3 [torontohydro.com](http://torontohydro.com)



## Tenant Registration Form for Condominium Suite Electricity Service

Please complete and sign this "Tenant Registration Form" and forward to "Suite Meters Department" at Toronto Hydro-Electric System Limited.

### Tenant Information:

Lease Agreement Start Date (dd/mm/yyyy) \_\_\_\_\_

Customer Name \_\_\_\_\_

Service Address \_\_\_\_\_ Suite # \_\_\_\_\_

Home Telephone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Cell Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Business Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Fax Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Mailing Address (if different from Service Address) \_\_\_\_\_

Email Address \_\_\_\_\_ Date of Birth (dd/mm/yyyy) \_\_\_\_\_

Employer \_\_\_\_\_ Driver's License Number or other ID<sup>1</sup> \_\_\_\_\_

### The following information regarding the Landlord must be completed:

Owner/Landlord Name \_\_\_\_\_ Contact Name (if applicable) \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Cell Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

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

I certify that I am the tenant of the suite identified above and I hereby authorize Toronto Hydro to register me as the account holder and bill me for the consumption of electricity at the above noted suite.

Signature \_\_\_\_\_ Date \_\_\_\_\_

We are committed to reducing the impact that paper communication has on the environment. Take advantage of our no-cost eBill service.

Subscribe online at [torontohydro.com](http://torontohydro.com) after you receive your first bill!

**TERMS AND CONDITIONS:** The acceptance of supply of electricity or related services from Toronto Hydro constitutes the acceptance of a binding contract with Toronto Hydro, the terms and conditions of which are subject to regulation by the Ontario Energy Board and reflected in Toronto Hydro's Conditions of Service. The use of your personal information by Toronto Hydro is subject to Toronto Hydro's Privacy Policy. The Conditions of Service and Privacy Policy can both be viewed at [torontohydro.com](http://torontohydro.com) or you can request a copy of the Conditions of Service or Privacy Policy by calling Toronto Hydro's Customer Care department at 416.542.8000.

Enjoy worry-free, on-time payments through the convenience of our Pre-Authorized Payment plan.

ENROLL BELOW TODAY!

### Banking Information:

Name of Financial Institution \_\_\_\_\_

Branch Address \_\_\_\_\_

City \_\_\_\_\_ Postal Code \_\_\_\_\_

Transit/Branch				Institution				Account Number											

NOTE: Enter all numbers located on the bottom of your chequing/saving account and please mail in a copy of a "Void cheque" OR a letter from your Financial Institution indicating your account information.

I/we authorize Toronto Hydro-Electric System Limited to automatically withdraw from the account designated above for payments to Toronto Hydro-Electric System Limited.

Signature \_\_\_\_\_ Signature \_\_\_\_\_ Dated \_\_\_\_\_

PLEASE NOTE: For a joint account, signatures of all account holders must appear on this form. Complete this form and send it to Toronto Hydro-Electric System Limited.

Fax to: 416.542.3458 or Mail it to: Toronto Hydro-Electric System Limited, 5800 Yonge Street, Toronto, Ontario M2M 3T3

For Toronto Hydro-Electric System's Privacy Policy, see [torontohydro.com/electricssystem/privacypolicy](http://torontohydro.com/electricssystem/privacypolicy)

This authorization may be terminated at any time by the customer or by Toronto Hydro-Electric System Limited. Upon such termination any balance due must be paid to Toronto Hydro-Electric System Limited.

<sup>1</sup> Two pieces of Personal Identification are needed for verification purposes: driver's license, date of birth, passport # or citizenship card #.

Toronto Hydro-Electric System Limited  
5800 Yonge Street Telephone: 416-542-8000  
Customer Care Department Facsimile: 416-542-3429  
Toronto, Ontario Email: contactus@torontohydro.com  
M2M 3T3 www.torontohydro.com



**PROPERTY OWNER / LANDLORD AGREEMENT**

If Suite is occupied by Tenants, please complete the following:

SERVICE ADDRESS: \_\_\_\_\_ Suite # \_\_\_\_\_

**I ACCEPT SERVICE** ☐ (Please Check)

I am the owner / landlord of the above referenced property. I hereby authorize Toronto Hydro to bill me for the service at the above referenced property when there is not a tenant actively being billed for service at that location.

I, \_\_\_\_\_ verify that I am the owner of the property at the above property and that I **will accept** the billing of the Toronto Hydro service at this property in between tenants, or if my tenant does not agree to accept service at this location.

By accepting service, I understand that:

- No set-up fee and no deposit charge will apply.

Telephone #: \_\_\_\_\_ Cell #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Property Landlord/Owner

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX D:

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### Tri-Sorter Recycling System/Disposal

The following are operating instructions for your Tri-Sorter recycling system and waste disposals along with a City of Toronto Guide for recycling.

WSG: TriSorter Recycling System Operating Instructions


---

Toronto Recycling Guide

---

Blue Bin: YES / NO

---



**W&S**  
WASTE SOLUTIONS GROUP

**LET US HELP YOU GET  
YOUR CHUTE TOGETHER.**

We Recycle!

## TriSorter Recycling System

By using the TriSorter Recycling System, you are helping the city achieve its 70% waste diversion target and making your building a leader in environmental responsibility.

**READY** - - - - -

Indicates TriSorter ready for use

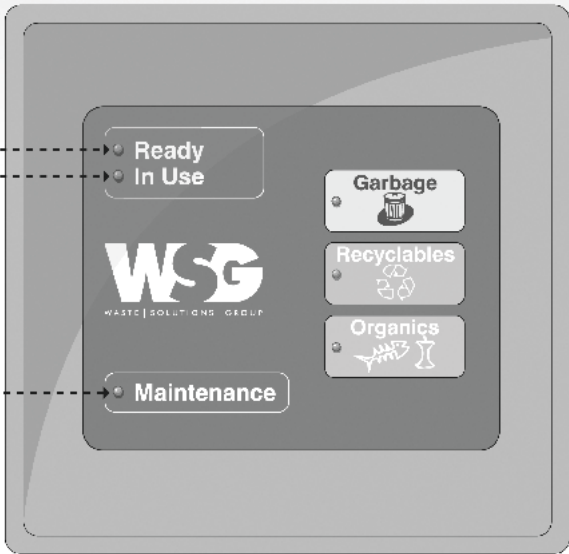
**IN USE** - - - - -

Indicates system in use on another floor

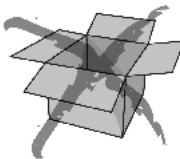
**MAINTENANCE** - - - - -

Indicates maintenance being done on system. DO NOT USE.



## HOW TO OPERATE

- 1** If “Ready” light is on, push Garbage, Recyclables, or Organics. Light will blink briefly, then remain on. When on (approximately 15 seconds), deposit material down the chute.
- 2** If “In Use” light and one of Garbage, Recyclables, or Organics is on, wait approximately 15 seconds for the lights to go off and the “Ready” light to come back on.



**NO CARDBOARD**

Please DO NOT put cardboard down the chute. Break down boxes and place in \_\_\_\_\_.

[www.wastesolutions.ca](http://www.wastesolutions.ca)

**LET US HELP YOU GET YOUR  
CHUTE TOGETHER**



# Toronto Recycling Guide

## Do it right!

We all want to recycle all we can, but many plastics and metals can't go in recycling. The wrong item can contaminate the recycling stream, damage equipment and cause workplace injuries. Use **WASTE WIZARD** at [toronto.ca/recycle](http://toronto.ca/recycle) or this guide to learn how to properly recycle and dispose of waste items.

## WASTE WIZARD

Learn what to do with your waste materials.

Search



**If you don't recycle properly, we can't either.**

## Thank you for recycling!

### Please remember:

#### Electronics

Please do not put electronics in recycling or garbage. Electronics are collected separately and brought to a facility where they are packaged for recycling and safe disposal.

#### Household Hazardous Waste

Items such as batteries, paint, pesticides, etc. should not be put in recycling or garbage. These items are accepted at Drop-off Depots and Community Environment Days. For more disposal options, check [dowhatyoucan.ca](http://dowhatyoucan.ca)

#### Propane and helium tanks and cylinders

Even when empty, these are a dangerous hazardous waste and should never be put in recycling or garbage. Take them to a Drop-off Depot or Community Environment Day for safe disposal.

#### Curbside collection:

CHECK Collection Calendar  
VISIT [toronto.ca/recycle](http://toronto.ca/recycle)

#### Multi-residential collection:

VISIT [toronto.ca/recycle](http://toronto.ca/recycle) or ask your property manager.





## WHAT GOES IN THE BLUE BIN?

### Recycling tips

- If it's not listed under **Yes**, it doesn't go in the Blue Bin.
- Rinse containers to remove residue.
- Put items in the Blue Bin **loose** and not bagged (except for shredded paper).
- Remove plastic covers and over-wrap from newspapers, flyers, magazines, catalogues and pop/water cases. Put plastic covers and over-wrap in garbage.

If you don't recycle properly, we can't either. If in doubt, use the **WASTE WIZARD** or call 311.



## RECYCLING – YES ✓

### Beverage and food containers

Rinse clean and recycle

- Plastic bottles, jugs (lids on)
- Milk/juice cartons and boxes (put straws in garbage)
- Glass bottles and jars (put lids in garbage)
- Aluminum cans
- Plastic food jars, tubs and lids
- Metal cans (place lid inside can and pinch closed)
- Cardboard cans (e.g. frozen juice, refrigerated soups, dressings, powdered drink mix – put plastic pull-out in pin in garbage; place metal ends inside cardboard can and pinch closed)
- Aluminum trays, pie plates and roasting pans



### Home and personal product containers

Rinse clean and recycle

- Plastic bottles (lids and spray caps on)
- Aerosol cans (empty; put caps in garbage)
- Metal paint cans (empty; separate lids from cans)



### Foam polystyrene and plastic retail shopping bags

Rinse clean and recycle

- Food and protective packaging (e.g. drinking cups, egg cartons, meat trays, takeout food containers, electronics packaging)
- Plastic retail shopping bags without drawstrings, metal detailing or hard plastic handles (remove receipts, place all plastic bags in one retail or grocery plastic bag and tie handles together)



### Paper

Not contaminated with food or chemicals

- Bags, rolls, junk mail, writing/computer paper, envelopes, window envelopes
- Shredded paper (put in clean plastic bag and tie closed)
- Gift wrap, cards (no ribbons, bows, foil wrap)
- Newspapers, flyers, telephone directories, magazines, catalogues, soft/hardcover books (remove plastic covers, liners, coverscan and put in garbage)
- Boxboard boxes (e.g. cereal, tissue, detergent, egg cartons – flatten, remove flaps, plastic windows and put in garbage)
- Corrugated cardboard (clean, unsoiled, flattened; pizza boxes must be empty; remove plastic over-wrap from pop/water cases and put in garbage)



**toronto.ca/recycle**

Call **3-1-1**

## “Top Bin Sins”

- Propane cylinders
- Clear plastic food containers, drinking cups
- Plastic blister packs
- Medical waste
- Tools, scrap metal
- Toys
- Clothes, shoes, carpets, curtains, bedding
- Small appliances, electronics
- Cassettes, CDs, DVDs
- Batteries
- Plastic pails, plastic paint pails (with or without metal handles)
- Binders (e.g. three ring)

**Household Hazardous Waste (HHW)**

Proper disposal of items such as propane tanks, batteries, pesticides, oil, etc. means taking these items to a Drop-off Depot. These types of items must never be put in recycling or garbage.

**Drop-off Depot locations:** CHECK Collection Calendar VISIT [toronto.ca/recycle](http://toronto.ca/recycle) CALL 311

Note: The Toxics Taxi provides free pick-up of 10 to 50 litres of HHW materials from Toronto residents. To book an appointment: e-mail [311@toronto.ca](mailto:311@toronto.ca) or call 311.

### Other items that don't go in the Blue Bin

- **Hazardous waste:** propane/helium tanks and cylinders, batteries, compact fluorescent light bulbs (Must not be put in garbage, take to Dropoff Depot.)
- **Plastic:** make-up jars, caulking tubes, food storage containers, motor oil jugs, plant trays, flower pots, plates, glasses, cutlery, packing peanuts
- **Plastic (clear):** fruit and vegetable containers, takeout food containers, moulded bakery item trays
- **Plastic (bags/wrap):** plastic over wrap (on pop cartons, water bottles, toilet paper), bags holding flyers, dry cleaning, milk (quart and half), produce, bread, sandwich and plastic food wrap
- **Glass:** drinking glasses, dishes, cups, crystal, window glass, light bulbs, mirrors, pottery, pots, pans
- **Metal:** scrap metal, coat hangers, pots, pans, small appliances
- **Aluminum:** foil food wrap, potato chip bags, metallic gift wrap
- **Other paper products:** waxed cardboard, waxed paper
- **Sailed tissues and napkins** go in the Green Bin
- **Wood:** pieces, flooring, crates for fruit

Note: Some of these items can be recycled at Drop-off Depots or Community Environment Days ([toronto.ca/environment\\_days](http://toronto.ca/environment_days)).

