

WESTLAKE 

**ENCORE**

# Homeowners Manual

## Introduction

Congratulations on the purchase of your new home at Westlake Encore!

We would like to take this opportunity to welcome you to your new home and the neighbourhood! 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 neighbourhood and provide you with a summary of maintenance issues that you may encounter as you become familiar with your home and settle in.

No home is maintenance free. Proper and timely maintenance can extend the life of the various components and systems incorporated in your new home, and help you to protect your investment.

Undertaking maintenance is not for everyone. If you are uncomfortable undertaking any specific maintenance task we recommend that you hire a professional or contact the specific product supplier or manufacturer listed at the end of this manual.

Should any further questions arise, please contact a member of the Onni Group Customer Care Team for advice.

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# General Information

## Community Information

### 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's Hospital	(416) 360 2022
Mount Sinai Hospital	(416) 596-4200
Toronto General Hospital	(416) 340-4800
Sick Kids	(416) 813-1500

### City Services

City of Toronto	(416) 392-2000
Telehealth Ontario	1-866-797-0000
Recycling Information Line	311
Toronto Public Library	(416) 393-7653
City Hall	(416) 338-0338
Toronto Transit Commission	(416) 393-4636

### Neighbourhood

Your neighborhood features many excellent activities and experiences, including:

- Outdoor adventures: Toronto Islands and ferries, trails and leisure spaces.
- Sporting activities: Basketball, soccer, cycling, running and many more.
- Arts and Culture experiences: Theatre, dance, music, art, history, festivals, etc.
- Shopping and Dining: Don't forget to stop by one of the largest malls in Toronto.

However, we invite you to visit the city of Toronto's website for more information:

<http://www.toronto.ca>

## Schools

**Toronto Catholic District School Board**  
80 Sheppard Avenue East  
Toronto, ON  
M2N 6E8

(416) 222-8282  
[www.tcdsb.org](http://www.tcdsb.org)

**Toronto District School Board**  
5050 Yonge Street  
Toronto, ON  
M2N 5N8

(416) 397-3000  
[www.tdsb.on.ca](http://www.tdsb.on.ca)

**St. Teresa Catholic School**  
110 Tenth Street  
Toronto, ON  
M8V 3G1

(416) 396-2325  
[www.tcdsb.org](http://www.tcdsb.org)

**Lakeshore Collegiate Institute**  
350 Kipling Avenue  
Etobicoke, ON  
M8V 3L1

(416) 394-7650  
[www.lakeshorecollegiate.ca](http://www.lakeshorecollegiate.ca)

## Parks, Recreation, Culture & Entertainment

**New Toronto Public Library**  
110 Eleventh Street  
Toronto, ON  
M8V 3G5

(416) 394-5350  
[www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca)

**Lakeshore Village Park**  
46 Garnett Janes Road  
Toronto, ON  
M8V  
Includes playground for kids

**Humber Bay Park East**  
100 Humber Bay Park Road West  
Toronto, ON,  
M8V 3X7  
This park is a popular spot for bird watchers and this park also includes a butterfly habitat and lakeside walking paths.

**Humber Bay Park West**  
2225 Lakeshore Boulevard West  
Toronto, ON  
M8V 3X7

**Humber Bay Shores Park**  
15 Marine Parade Drive  
Etobicoke, ON, M8V 4G1

**Theatre Etobicoke-The Assembly Hall**  
1 Colonel Samuel Smith Park Drive  
Etobicoke, ON  
M8V 3W8

(416) 246-1889  
[www.theatre-etobicoke.com](http://www.theatre-etobicoke.com)

## Utility Information

Telephone, cable, hydro, gas (if applicable), and internet connection arrangements should be made directly with the companies concerned. You will be responsible for all hook-up and monthly costs.

Toronto Hydro	(416) 542-3100	<a href="http://www.torontohydro.com">www.torontohydro.com</a>
Rogers	1 888 764-3771	<a href="http://www.rogers.com">www.rogers.com</a>
Enbridge Gas	1 877 362-7434	<a href="http://www.enbridge.com">www.enbridge.com</a>

## Important Information & Addresses

### **Onni Group**

177 Fort York Boulevard  
Toronto, ON  
M5V 0C7

Attention: Customer Care  
(Monday – Friday 8:00am-  
4:00pm)  
(Holidays excluded)

**T: (416) 260-8200**  
[www.onni.com](http://www.onni.com)

### **First Service Residential**

89 Skyway Avenue  
Suite 200  
Toronto, ON  
M9W 6R4

**T: 1 855 244-8854**  
[www.fsresidential.com](http://www.fsresidential.com)

### **Tarion Home Warranty**

5160 Yonge Street  
12<sup>th</sup> Floor  
Toronto, ON  
M2N 6L9

**T: 1 877 982-7466**  
[www.tarion.com](http://www.tarion.com)

# Building Access

## Entry Phone 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 Entry Phone directory. Please note that the Entry Phone system can be connected to a land line or cell phone.

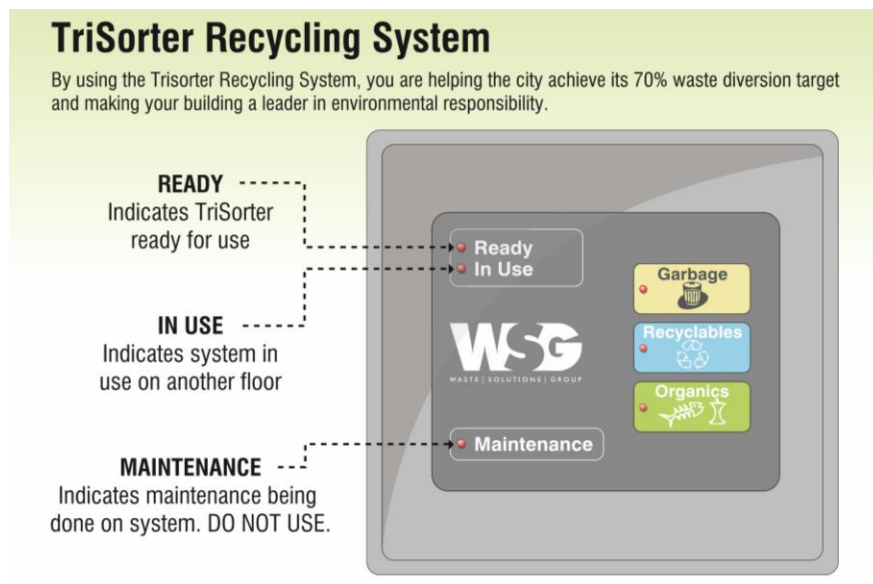
To permit access, press 6 on your telephone. An elevator will be designated to pick up the visitor and drop off the visitor on your floor only. A double tone will be heard if a visitor is trying to reach you while you are on the phone (provided you have call waiting service). To place the outside call 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 open the underground parking garage simply press the appropriate button on the parking garage remote. If you would like to purchase additional FOBs or 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

Encore is equipped with a Tri-sorter Recycling System. The Disposal Rooms are located on each floor for your convenience. The Tri-sorter Recycling System is designed to handle your day to day garbage, organic waste and recycling. Please be advised that large items such as cardboard boxes can be broken down and left in the Garbage Room located on the 2<sup>nd</sup> floor.



# Mail Delivery

## Your New Civic Address

Suite # or TH #  
10 Park Lawn Road  
Toronto, Ontario  
M8Y 3H8

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.

The nearest Canada Post is located at:

MIMICO PO  
2408 Lakeshore Blvd West  
Etobicoke, Ontario  
M8V 1C0

OR

QUEENSWAY HIGH PO  
125 The Queensway  
Etobicoke, Ontario  
M8Y 1H0

## Change of Address

As a reminder, we have included a list of several organizations you should notify of your address change. This will ensure proper continuation of the services you subscribe to:

- Canada Post
- Driver's License
- Car Ownership
- Ontario Health Insurance Plan
- Extended Health Care
- Doctor
- Dentist
- Veterinarian
- Lawyer/Notary
- Hydro, Gas
- Telephone
- Cell Phone
- Cable TV
- Car, Home & Life Insurance
- Warranty Providers
- Banks
- Credit Cards
- Clubs



# Condominium Living

The following section outlines general terms of reference for individuals who are new to the condominium environment. Further details and additional terms can be found in the Condominium Act.

## **Common Elements**

Common elements is a term used to describe shared areas that form part of the condominium property outside your individual unit. These elements are owned/ under the jurisdiction of the condominium corporation. These include but are not limited to the lobby, pool, party room etc. There may also be exclusive-use common elements such as balconies, porches or backyards which are typically maintained by the individual unit owners. For most condominiums, warranty coverage is provided for common elements.

Common elements are described in the Disclosure Documents or the registered Declaration and Description.

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” and brought to the attention of your Board of Directors / Property Management Office.

## **Exterior Common Elements**

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. Exterior work, being weather dependent, is performed from spring through to early fall.

Individual home owner’s exterior common element concerns should be addressed with 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.

## **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 all items be stored in a sealed container, such as a plastic storage bin.

# Condominium Corporation

## **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 represent them. Relevant documents are also turned over to the Corporation at this time.

A notice with 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 un-discharged bankrupt; or (c) the person is mentally incompetent.

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.

## 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, including items in storage unit and any bicycles located in storage units/bicycle rooms, etc.
- Improvements or betterments 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.

*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 Corporation's governing rules, you could be responsible for your share of this special assessment, and this could be quite substantial.
- Contents in storage lockers should be insured

*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 and 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.

# After Move-in

## Getting Settled

Once you've moved into your new home you will be introduced to a Customer Care Representative who will manage your questions and concerns. Our Customer Care Team will act as a liaison, helping you wherever we can.

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([www.tarion.com](http://www.tarion.com)) for detailed warranty coverage. If you have any questions about what is covered, please do not hesitate to contact us.

Please be advised that alterations and 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 (PDI).

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

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

## Year End Service

After your first 30 days of occupancy, if you should discover any new warrantable items that are non-emergency, please submit them in writing on your Year End Tarion form. We work together with your building's management company to provide you with round-the-clock service. Our team is available Monday to Friday, 8am 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.

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.

# Care & Maintenance of Interior Components

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.

Generally, we do not recommend the use of abrasive cleansers or solvents for cleaning any item in your home.

## **Flooring**

### ***Laminate flooring***

Sweep on a daily basis or as needed. ***Never wet-mop a laminate floor.*** 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:

- Avoiding excessive wet or damp mopping of the floor;
- Sweeping the floor daily;
- Felt pads or a similar product under table and chair legs;
- Elevating potted plants off of the floor surface.
- Wiping spills up immediately.
- Avoiding 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; 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 with specific maintenance requirements. Refer to your builder or flooring supplier for specific instructions.

- Avoiding excessive wet or damp mopping of the floor;
- Sweeping the floor daily;
- Felt pads or a similar product under table and chair legs;
- Elevating potted plants off of the floor surface.
- Wiping spills up immediately.
- Avoiding high heels or stiletto shoes.

## **Tiles**

### ***Ceramic and Porcelain Tiles***

Ceramic and porcelain tiles are very durable and will clean with warm water. For routine cleaning; use a mild detergent; do not use waxes or sealers. Annual sealing of the grout joints with a clear liquid silicone sealer should be carried out, as the grout is porous and will absorb water which will lead to staining.

Sealing of the grout is **your** decision and responsibility. It is, however, recommended. 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. Some separation in the grout lines may occur. Cracks can be filled using a premixed grout purchased from a tile or hardware shop.

***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 also **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 damage the grout.
- Removing wet spillage immediately with a damp mop.
- Not waxing the floor tile as the surface may become very slippery.
- Using padding to help avoid chipping the tile when moving a heavy object across the surface.

***Marble tiles*** - Wipe, sweep or vacuum marble tiles regularly to remove any sand, dirt, or small rocks that could scratch the marble surface. We recommend that you clean the marble with warm water, then dry it with a clean towel to avoid water spots. Take good care of your marble tile to prevent staining and etching--marble's porous nature makes it vulnerable to both. Sealing helps prevent staining, but does not protect the marble from etching. Etching is an overall corrosion and dulling of the surface.

You should seal marble every six to 12 months, depending on the level of wear and tear. For optimal shine and protection clean the tiles thoroughly and seal the surface using a neutral pH sealer.

**CAUTION:** Never clean marble with cleaning products containing lemon, bleach, vinegar, or any other type of acidic solvent. Never use scouring creams or powders. These types of products will etch or scratch marble tiles. Also NEVER clean with a high alkaline cleaner as they will break down the sealer leaving your floors vulnerable to staining and etch marks.

## **Paint**

### ***Care and Maintenance of Interior Latex Paint***

Flat paint such as that used on the walls in your home can be problematic for homeowners when cleaning or washing walls. Lower sheen products have pigment close to the surface and when cleaned improperly may burnish or become “shiny”. The only method of repair when an area becomes “burnished” or “shiny” is to repaint.

You could avoid this problem if you take the time to properly clean latex painted walls in the following manner:

1. Do not attempt to wash walls prior to the latex paint curing (30 days after application)
2. Always use a mild liquid detergent with no abrasives, (i.e.) dish soap
3. Apply liquid detergent onto a soft sponge
4. Gently massage the detergent into the soiled area
5. 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%.

<b>Location</b>	<b>Colour</b>	<b>Finish</b>
Ceilings	OC-65	Flat
Bathroom	OC-65	Semi-Gloss
Walls	OC-65	Flat
Trim/Baseboards/Doors	OC-65	Semi-Gloss

### **Paint was supplied by:**

#### **Dulux**

10288 Yonge St  
 Richmond Hill  
 Ontario, L4C 3B8  
 905-737-8062

## **Counter Tops and Cabinets**

### ***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 sufficient as they are highly resistant to stains, they cannot be affected by coffee, tea, wine, soda, fruit juice, or vinegar spills. If these occur simply blot the spills. 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. Make sure your cleaning agent is recommended by your manufacturer. 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.

### ***Facts about sealing***

Engineered Stones are made of nonporous material; engineered stone countertops do not require regular sealing to prevent staining, however annual sealing is strongly recommended for protection and the longevity of your countertops. 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.



## **Plumbing Components**

### ***General***

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 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 residence. 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.

### ***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. Plumbing fixtures are intended for normal household use only. Do not dispose of chemical solutions in household fixtures. This includes paint strippers, nail polish removers etc.

\*\*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.

### ***Faucets***

Noisy or leaking faucets are frequently often caused by 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.

**Stainless Steel Sinks** can be cleaned with a mild abrasive such as Vim. Avoid steel wool as it can lodge small bits of metal in the sink and 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.

### ***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 center. Leaving the gap unsealed may cause serious water damage to adjacent materials.

It is recommended that a clear liquid silicone sealer be applied to the grout joints of tub or shower enclosures that are finished with ceramic tile. This should be done every six months. This sealer is used to prevent the porous grout from allowing water to seep through to the substrate material behind the tile. This sealing cannot be done until the grout has cured for approximately six to eight weeks. **Please note this is a liquid product and should not be confused with silicon based caulking.** Follow the manufacturer's recommendations for application.

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.

### ***Toilets***

Toilets generally refill as follows: flushing causes water in the tank to rise, which in turn lifts a ball float to a preset water level. Once the ball float reaches this level, the water flow valve is shut off. If set too high, the water level will rise in the tank and run down the overflow pipe into the toilet bowl without shutting off the water. To rectify this, simply adjust the height of the ball float so that the water is shut off before it reaches the height of the overflow outlet.

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. This seal can be cleaned with a stiff brush or steel wool. 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 in 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 others 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;
- the amount and type of papers; and
- the volume of water in the tank.

***Plugged Toilets and Drains***

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 not under warranty. Should your drains 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.

***Gas***

If you ever smell gas in your unit, contact Enbridge immediately by calling their 24 Hour Emergency Line **1-866-763-5427**. They will check your system and advise you of any problems.

## **Electrical Components**

### **General**

The electrical system in your home has been installed in accordance with the requirements of the Ontario Building Code (OBC) and the Electrical Safety Authority (ESA).

Circuit protection will be via circuit breakers located in the electrical panel in each suite. Each breaker in the electrical panel is labelled as per its' dedicated use. This panel and the dedication of each 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.

### **GFCI Circuits**

A ground fault circuit interrupter (G.F.C.I.) is an additional electrical safety device installed in the electrical system. This device is a breaker within specialty outlet receptacles, in areas such as in bathrooms and kitchens, and is designed to provide protection from ground faults. The G.F.C.I. is extremely sensitive and will trip if grounding of the electrical current is detected. Ground 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 fault. If this breaker trips, unplug the source of the ground fault and reset the breaker either at the panel or at the outlet itself. G.F.C.I. outlets should be tested monthly to ensure their proper operation. Please note that two or more outlets can be located on the same G.F.C.I.

### **Smoke and Fire Detectors**

Smoke alarms have been installed in accordance with the requirements of the Ontario 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 have a battery back-up to ensure operation in the event of a power outage.*

### **Carbon Monoxide Detectors**

Carbon Monoxide Detectors have been installed in accordance with the requirements of the Ontario Building Code. They can be found in suites which are in the immediate vicinity of service areas which use gas bearing fixtures. They should be tested annually, or after any change to the electric circuit that the Carbon Monoxide Detector is wired to, ensuring proper operation.

*\*\*Please note that these devices are connected directly to the electrical system of the home and will beep when without power.*

### **Fire Sprinklers**

Please **DO NOT** hang anything on sprinkler heads/pipes. Even lightweight items can damage sprinklers. Keep paint away from sprinklers and sprinkler covers. Be cautious while moving large and tall furniture in your unit. Do not bump sprinklers or exposed pipes.

## **HVAC Components**

### ***Heating and Cooling – Your Fan Coil Unit***

Your suite is equipped with a Fan Coil unit. This unit is operated by a wall mounted digital thermostat. Please visit the following website to learn more about operating your thermostat:

<https://customer.honeywell.com/resources/techlit/TechLitDocuments/62-0000s/62-0273.pdf>

Fan Coil filters should be replaced a minimum of 3 – 4 times per year. Dirty filters are often the cause of system performance complaints. Ensure the power to your Fan Coil is turned off before replacing filters. Once filters have been replaced, close the access panel door. Operating a Fan Coil without a filter or with the access panel door open may result in motor overloading/ burnout, clogging of coil surface, fan blade damage or all of the above.

### ***Ventilation***

Ventilation is generally the most effective means of 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.

***Bathroom Fan(s)*** installed in your home are intended to be an integral part of its' ventilation system. A manual switch will control one fan. The fan(s) should be cleaned seasonally by removing the dust and dirt that has built up on the fan blades and grille.

***Windows*** are an effective means of ventilation and depending on weather conditions, thoroughly airing out of the home for 15 minutes per 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 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.

### ***Range Hood Exhaust Fans***

Range hoods and exhaust fans are provided to reduce or eliminate cooking odors and excess moisture. For efficient operation and to reduce potential fire hazards created by grease accumulation, filters should be washed frequently.

## **Appliances**

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

Manuals, which detail the operating procedures for the specific appliance, are also included. 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.

*\*\*It is recommended that the lint trap in the dryer 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 may trap moisture in the ceiling or walls of your home.*

**Secondary Lint Trap** is located above your dryer and requires frequent cleaning. To clean the lint trap effectively, pull open the lint trap, remove all lint from the mesh filter, replace the clean filter, and close the lint trap door. This will help to keep the vents clean and lint free, thereby eliminating a potential fire hazard.

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

**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.

## **Warranty Information**

All appliances in your unit come with a one year warranty. The warranty is effective from one year after your occupancy date through General Electrics' warranty and service repair center. In the event that any of your appliances malfunction, please go to <http://applianceservice.mabe.ca/> for trouble-shooting tips or call 1-800-561-3344.

# Exterior Building Components

## Frozen Water Line

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

## Masonry

Neither the mortar joints in the stone/brickwork nor the stone/bricks themselves are entirely waterproof. Periodically, the mortar joints should be checked for cracks. Hairline cracks are not problematic; however, if these cracks are excessive, they should be re-pointed to reduce the potential for moisture related problems. Any cracked or damaged mortar joint and brick should be reported to your property manager.

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.

White dust or staining on the masonry surface is referred to as efflorescence. It is the result of salts within the masonry or mortar that migrate to the surface of the stone/brick with time. It can usually be controlled with water and a light scrubbing. More persistent occurrences can be washed off with muriatic acid or baking soda. Should efflorescence continually reoccur in a localized area, it may be due to a specific water source such as a leaking gutter. If so, the problem should be identified and corrected.

## 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.

As the building moves due to the shrinkage of the building framing members and/or the finishing materials themselves, considerable stress is placed on the caulking materials. While a caulking joint should never be the only means of preventing water from entering a building, it is one of the initial means of keeping water out. Therefore, caulking requires examination annually before the wet weather arrives. Any cracked or damaged caulking should be reported to your property manager.

## Weather-Stripping

Weather-stripping is installed at balcony doors to reduce air infiltration. Check the weather-stripping annually to ensure that the seal is adequate. Petroleum jelly can be used to lubricate rubber or vinyl products to maintain their flexibility.

## **Windows**

Current building standards require the use of double glazed sealed units mounted in thermally broken frames. Typical windows require minimal maintenance. Window hardware should be cleaned and lubricated every 3 months. 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.

### **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.

### **Window Cleaning Tips**

- Use plenty of clean water for washing and rinsing.
- The use of harsh detergents is not recommended.
- Do not use abrasive cleaners.
- Remove stubborn stains with alcohol or a slightly acidic solvent. Clean with clear water immediately.
- Avoid solvents on frames. Should some solvent residue be on the frame, rinse immediately with clear water.
- Do not use sharp objects such as scrapers. These will scratch the glass.

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
- ✓ When doing laundry, please be sure to open a window and run the booster fan (if included in your laundry center)
- ✓ Close the bathroom door and open a window after baths and showers
- ✓ 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



## **Suite Entry Doors**

Suite Entry doors have been installed as per Ontario Building Code requirements. Gaps around the door visible from the interior side of the suite are necessary to allow fresh air to enter your suite from corridor. Air entering your suite from corridor is normal and part of the intended building design. It is not recommended that weather strips be installed at entry doors.

All suite entry door locks are keyed to a master key that is provided to property management. This master key is used by property management to enter your suite in case of an emergency or service. Residents who wish to change their suite entry locks must contact property manager prior to doing so, as per the Condo Act.

### **Trades List**

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

ITEM	COMPANY	CONTACT DETAILS
Appliances	MABE Service	1-800-561-3344
Balcony/Traffic Coatings	KC Structural Ltd	416-213-0004 kcltd@kcltd.ca
Cabinets	New Image Kitchens Inc	416-739-0007 info@newimagekitchens.ca
Countertops	Stone Surfaces	416-742-4300 sales@stonesurfaces.ca
Doors	CityWide Door & Hardware	905-264-4401 sales@citywidedh.com
Electrical	Mayfair Electric Ltd	905-738-2244
Enterphone/Security	Safelink Group	905-458-8999 sales@safelinkgroup.ca
Hardwood	Weston Flooring Ltd	416-746-8492 sales@westonflooring.com
HVAC/Sheet Metal	York Sheet Metal	905-850-3500
Lighting Fixtures	O'Neil Electric Supply Ltd	416-798-7722 mjdoyle@oneilelectric.com
Painting	Hill-Ton Contracting Ltd	905-660-8891
Shower Doors & Mirrors	Metropolitan Home Products	905-264-1518
Tiles	Ican Tile	604-299-0146
Windows	Quest Windows	905-851-8588
Plumbing/Gas	Malfar Mechanical	905-850-1242
Fire Sprinklers	Active Fire Systems	416-738-3200 office@afsontario.net

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