330 RICHMOND

TABLE OF CONTENTS

1. Telephone Directory 3
2. The Condominium Concept 6
3. Suite Deficiencies (Tarion Warranty Information) 9
4. Amenities 14
5. Security 15
6. Policies 17
7. Helpful Hints for Residents 23
8. Rules and Regulations 31
9. Maintenance of Suite Finishes 33
10. Fire Safety 49

Download the PDF at 330Richmond.com

Greenpark GROUP™

TELEPHONE DIRECTORY

EMERGENCY/POLICE

Fire/Police Emergency 911
Ambulance Emergency 911
(Call Concierge to hold elevator for ambulance.)
Toronto Police ..... (416) 808-2222

ADMINISTRATION

Concierge-Security ..... TBD
Crossbridge Condominium Services ..... (416) 510-8700

HOSPITALS

St. Michael's Hospital ..... (416) 360-4000
Toronto General Hospital ..... (416) 340-3111
Hospital For Sick Children (closest) ..... (416) 813-1500

CITY OF TORONTO SERVICES

Municipal Office ..... 311 *or* (416) 338-0338 (main switchboard)
Realty Tax Department ..... 311 or (416) 392-2489

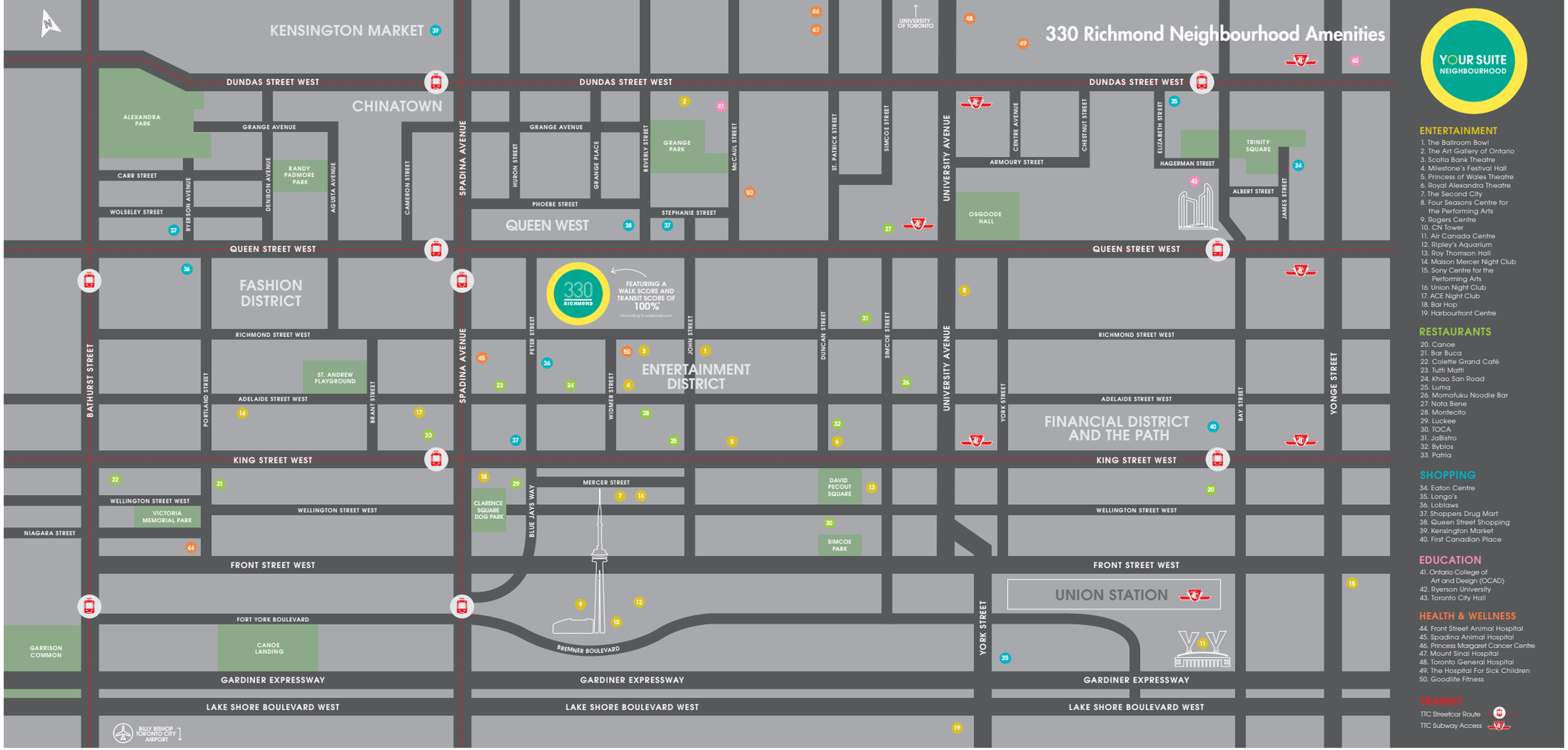
LOCAL AMENITIES AND SERVICES

Rogers Cable Service ..... (855) 381-7838
Bell Canada ..... (416) 310-2355
Coast Appliances Service ..... (905) 856-0007
Canada Post ..... (866) 607-6301

TRANSIT

TTC ..... (416) 393-4636
GO Transit ..... (888) 438-6646

TARION WARRANTY CORPORATION ..... (416) 229-9200
Construction Performance Guidelines
www.tarion.com



TO ALL RESIDENTS OF 330 RICHMOND

Greenpark does not service appliances

Should you require service for your Appliances Please contact
Coast Appliances at (905)-856-0007

Coast will ask you for the following information:

- Name
- Address
- Contact telephone number
- What appliance needs servicing
- What is the nature of the concern (please be specific as possible)
- What is the brand of the appliance
- Date of purchase/possession *(used to determine the Warranty Period)*

The Model and Serial Numbers can be found at the following locations:

- FRIDGE – inside the fridge wall
- RANGE – on one of the legs of the range when the lower drawer is open
- DISHWASHER – on the inside lip of the tub
- MICROWAVE – on the bottom of the microwave
- LAUNDRY – inside the dryer/washer

Regardless of those listed, all appliances come with warranty cards and owners manuals. If you did not receive either a warranty card or owners manual you may call Coast Appliances and request this and they will send you one.

It is imperative that you fill out and submit the warranty card for your appliances. THE WARRANTY CARDS HAVE THE ABOVE INFORMATION. IT WOULD BE PRUDENT FOR ALL PURCHASERS TO RECORD THIS INFORMATION IN THEIR CONDO HOME OWNERS MANUALS.

THE CONDOMINIUM CONCEPT

The Condominium In Ontario this refers to a type of home ownership, whereby an individual acquires ownership of the interior of a Unit, together with an undivided interest in the Common Elements of a Condominium Corporation. Condominiums are regulated under an act of the Provincial Legislature, (The Condominium Act, S.O. 1998). Each Condominium Corporation has a Declaration, By-laws and Rules and Regulations which govern the use of the Units and the Common Elements.

With condominiums, all unit owners share the Common Elements and consequently they must all pay for the maintenance and repair of these elements. However, an owner shall not repair or modify the Common Elements except where he/she is obliged to do so by the Declaration. Typical Common Elements include the property, garage, lobby, recreation center, etc. The balconies and patios are defined as Common Elements with exclusive use for the adjoining residential Unit and are subject to the Rules and Regulations governing their use.

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

The Declaration is the document that creates the Condominium Corporation and is the "constitution" for the Governance of the condominium. It defines the ownership of the property, which is individually owned (the Unit), and the property that is shared and jointly owned (the Common Elements).

The By-Laws are regulations for the Condominium Corporation to govern its own meetings and affairs. By-Laws are passed (established) by the Board of Directors of the Condominium Corporation and become effective following confirmation by owners who own not less than 51% of the Units. By-Laws must be registered at the Land Registry Office.

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

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

The Enforcement of the by-laws and Rules is an obligation placed on the Board by the Condominium Act. However, the obligation to report infractions is the responsibility of all residents. Infractions should be reported in writing to Property Management or to a Board Member, to ensure the appropriate action is taken. If for any reason should the Condominium Corporation incur any losses, costs or damages as a result of any breach of the declaration, bylaws and/or rules and regulations in force, that are caused by any owner/tenant these must be paid for by the owner/tenant and may be recovered by the Condominium Corporation in the same manner as common expenses.

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

- Call the Property Management for any administration matter relating to the building and for any other matter regarding the condominium and/or interpretation of responsibility (i.e. maintenance fee inquiries, maintenance, insurance claims, condominium living and concerns regarding any on site contractors).
- Write to the Board of Directors for any items not receiving suitable response.

330 Richmond Resident Manual

Administration and Property Management

The Declaration and by-laws of the Condominium Corporation require that a Board of Directors consisting of 3 directors be elected at the Annual General Meeting of the Condominium Corporation.

A Management Agreement has been entered into with Crossbridge Condominium Services to look after the day to day operations and maintenance of the building and other business affairs of the Condominium Corporation.

The Board of Directors meets regularly to discuss matters relevant to the operation of the condominium and to establish policies to guide its management. Offcial Minutes of meetings are maintained.

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

Each year, an Annual General Meeting of all Unit Owners is held and at that time official corporate business is conducted; the Auditors' Financial Report is presented to the owners; new Directors are elected; and any other business which may be properly brought before the meeting is discussed. The Board outlines upcoming projects, discusses the new budget and provides information. All residents may attend the meeting, but only Unit owners whose accounts are in good standing may vote and be elected to the Board.

Maintenance Fees

All maintenance fees are payable to the Condominium Corporation and are due on the first day of the month. Payment is requested by post-dated cheques for a period of one year, dated the first day of each month of the current year, up to and including the first day of the subsequent year.

Tarion Warranty Corporation

(Formerly Ontario New Home Warranty Program (ONHWP)

The TARION WARRANTY CORPORATION is an independent not-for-profit corporation; a regulatory body that oversees and licenses all new home builders in Ontario, ensuring that all new home buyers receive the benefits and protection of their Builder's Warranty in accordance to the Ontario New Home Warranties Plan Act.

One Year Warranty Protection (Tarion)

The builder warrants, for one year from the date of possession, that the home is free from defects in workmanship and materials, is fit to live in and meets the Ontario Building Code requirements. Homeowners are responsible for notifying both the builder and Tarion in writing of any defects before the end of the first year. If Tarion does not receive notice in writing within the warranty period, the claim cannot be allowed.

Builders will pass on to you any warranties given by manufacturers, suppliers and subcontractors that extend beyond the first year. In these cases, you should make any claims directly to the manufacturer or distributor.

	PRE-MOVE	1 YEAR WARRANTY	2 YEAR WARRANTY	7 YEAR WARRANTY
Deposit Protection	✓			
Delays in occupancy	✓			
Financial Loss	✓			
Defects in work and materials		✓		
Unauthorized substitution of materials		✓		
Ontario Building Code Violations		✓		
Ontario Building Code health and safety violations		✓	✓	
Water penetration through the basement or foundation		✓	✓	
Water penetration into the building envelope		✓	✓	
Defects in electrical, plumbing or heating systems		✓	✓	
Defects in the exterior cladding		✓	✓	
Major structural defects		✓	✓	✓

Common Elements and Exclusive Use Common Elements

Common Elements (as defined by the Declaration and Description) are not covered under individual suite warranty. Where applicable, the Common Elements are covered under the Tarion Warranty, separately. These issues should be addressed to the Board of Directors, via Property Management and copied to your Customer Service Manager.

Two Year Warranty Protection

For homes enrolled on or after January 1,1991 the Builder warrants for two years against:

- Water seepage through the basement or foundation walls (in condominiums, this protection includes all below-ground areas such as parking garages).
- Defects in materials and work including, caulking windows and doors so that the building envelope prevents water penetration.
- Defects in materials and workmanship in the distribution systems (plumbing, electrical, heating).
- Defects in materials and work which result in the detachment, displacement or deterioration of exterior cladding leading to detachment or serious deterioration.
- Violations of the Ontario Building Code's health and safety provisions.

Seven Year Warranty Protection

Major Structural Defects

Any defect in materials or work that results in the failure of a load-bearing part of the structure or that significantly and adversely affects your use of the building as a home are covered for a period of seven years.

Transferability

New Homeowners in Ontario benefit from comprehensive warranty coverage, which takes effect from the date of possession and remains in effect if the house or condominium is sold before the end of the warranty period.

Limitations

This warranty, and the obligations hereunder, are strictly limited to those repairs and time periods expressly set forth, and no other responsibility or obligation is to be inferred or implied. In any event, we shall not be responsible for any indirect, secondary or consequential damage which may be attributable to defects to which repair obligations apply, including, without limitation to, damage to the property of the owner or other chattels or other improvements made by anyone other than an authorized representative of Petaluma Building Corp. This warranty shall not be in any way altered or tampered with by any person other than an authorized Representative.

WHAT'S NOT COVERED

Knowing what's not covered by your warranty is just as important as knowing what is. New Condominium buyers should become familiar with what's not covered under warranty protection:

- Defects in materials, design and work supplied or installed by the Homeowner/ Purchaser, e.g., cabinets, flooring, and painting.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. Often, Condominium Residence Owner's Insurance covers secondary damage.
- Normal wear and tear.
- Normal shrinkage of materials that dry out after construction.
- Damage resulting from improper maintenance or Condominium Residence Owner negligence. For example, dampness or condensation caused by Homeowners failing to maintain proper ventilation levels.
- Alterations or additions made by the Condominium Residence Owner.
- Settling soil around the building or along utility lines.
- Damage caused by Condominium Residence Owners, tenants and guests.
- Damage from insects or rodents, unless construction does not meet the Ontario Building Code.
- Damage beyond the Condominium Residence Owner's control, e.g., floods, acts of God, wars, riots and vandalism.
- Damage caused by municipal services and other utilities.
- Surface defects in work and materials noted in writing and accepted by the Condominium Residence Owner at the time of possession.
- Condominium residences that have been lived in or rented prior to sale.
- Condominiums purchased from a receiver or trustee may not have warranty coverage.

Customer Service

PETALUMA BUILDING CORP. is committed to providing you, the Condominium Residence Owner, with the best product and service. The role of Customer Service is to assist and coordinate any outstanding service issues and concerns you may have pertaining to workmanship and materials.

PROCEDURES FOR WARRANTY SERVICE

This step details when the Condominium Residence Owner is allowed to make a warranty service request

At any time during the first 30 days after the date of possession, the Condominium Residence owner must use Tarion's 30-Day Form in which they can request the repair of any item that appeared on the PDI Form as well as any new Items.

Any time during the last 30 days of the first year of possession, the Condominium Residence owner is entitled to submit a single Year-End Form outlining any additional defects.

If you submit more than one form, the items listed on the Year-End Form will replace all of the items on any previous Year-End Form.

COMMON ELEMENT ISSUES

Unit owners who experience Common Element problems should write to the Board of Directors via the Property Management Company and should copy the Customer Service Manager. This will ensure a co-ordinated approach to resolve these issues.

AMENITIES

It is hoped that all residents will use and enjoy the facilities available at 330 Richmond recreation facilities, the grounds and driveways are part of the amenities which are governed by the Board of Directors. The amenities include:

- Porte Cochere
- Lobby Lounge with 24hr Concierge
- Pet Grooming Room
- Secure Visitor Bicycle Parking Facility
- Party Room and Lounge
- Fitness Studio with His/Her change Rooms and Saunas
- Yoga Room
- Private Dining/Board Room
- Theatre Room
- Games and Billiards Room
- Twelfth Floor Outdoor Terrace
- Sky Lounge and Pool
- Property Management Office

The amenities also include a 24 hour Concierge Desk, 3 elevators and Property Management on-site.

Recreation Rules

Residents are encouraged to review the complete set of rules found in their Condominium documents to become familiar with them.

Fitness Studio – Proper attire and footwear is required in this room. For safety reasons, it is not recommended that children use this facility unless closely supervised by an adult guardian. Equipment should be treated with care and respect and used in accordance with the instructions. Neither the Board nor the Management Company will assume any responsibility for injuries that may occur. All users must wipe down the machinery or equipment after use. Food and drink are not permitted in this facility.

Party Room – Bookings for the use of this room for private functions may be made through the Management Office.

Guest Suite – Bookings for the use of this room may be made through the Management Office.

SECURITY

A. COMMON AREA SECURITY

Security for 330 Richmond is provided by a Concierge service located at the Front Desk in the Main Lobby, which serves as the main entrance for Guests to the property. The Concierge monitors the security cameras.

Access to common areas, amenity doors, and garage doors are controlled through a computerized access control system. Cards or remote controls which are lost or stolen may be deactivated by the Concierge through the computerized system. Please inform the Property Management Office if your card has been lost or stolen. Other doors to the exterior such as fire exits and loading dock doors should not used by the residents or their guests for access.

B. YOUR CONCIERGE

Your Concierge is here to assist you and keep your building safe. However, they cannot do the job alone. Each resident must also be security-conscious. If a stranger tries to enter the building behind you without using his or her own access card, please stop them and ask them to use their card or direct them to go to the front desk. If you see a stranger in the garage or common areas and their actions seem suspicious, contact the Concierge immediately and ask them to investigate. Get to know your neighbours. Let the Management Office know your away dates and emergency contact information.

C. RESIDENT INFORMATION

To manage your property effectively, we will be requesting information from you. Please complete the resident Information card and return it to the Management Office or the Front Desk as soon as possible. All information is kept confidential and is available only to Management. It is extremely important that we have the names of all residents, ages of RESIDENTS under the age of 16 years, vehicle information and emergency contact information. For life safety purposes, we also require information on those residents who would require assistance to evacuate the building in case of a fire as well as information on any residents who do not understand English and might not understand instructions given over the emergency voice communication system.

D. GUESTS

Guests can park in conveniently located pay-and-display parking facility located on P1, P2 & P3 of the building, on a first come first serve basis.

E. MAIL AND PARCEL DELIVERY

Residents may be required to pick up mail at a designated office until Canada Post delivery begins on site.

ACCESS CARDS AND REMOTE CONTROLS

Each suite is supplied with 2 access FOBs to the building and 1 remote control for the garage for each owned parking space. The garage entry remote control has one button that opens the garage door. In case of loss, please inform the Concierge or **Management** immediately so that your FOB/remote may be to prevent unauthorized access.
Should your FOB/remote fail to work please contact the Concierge or Management immediately. **Please note that only one remote per owned parking space is permitted.**

POLICY ON THE ACCEPTANCE OF SMALL PARCELS, REGISTERED AND COURIERED MAIL AND POLICY ON THE ACCEPTANCE OF PERISHABLE ITEMS

As a service to residents of 330 Richmond the Concierge will accept delivery of small parcels only, couriered mail and Priority Post.

An authority to receive such items must be signed by the resident prior to the acceptance of small parcels and couriered mail. Staff and Management of 330 Richmond cannot accept responsibility for either of these items or their contents.

Without a signed Authority, neither the Staff nor Management will accept any of the above-noted items on your behalf.

You may obtain an "Authority to Receive Parcels, Registered Mail, Courier Mail Form" from the Concierge in the main Lobby.

If you plan to be away from the building for a prolonged period of time, please inform the Concierge so that such items will be held for you until your return.

The staff of 330 Richmond will NOT accept PERISHABLE ITEMS, such as flowers and food, if there is no one in the suite to accept them. If, however, you anticipate a delivery of flowers while you are out for a short period, please indicate this to the Concierge and we will be happy to accept them for you.

FURNITURE AND LARGE ITEM DELIVERY

- Prior arrangements must be made with the Concierge to reserve the service elevator.
- Building personnel are prohibited from accepting cash to cover the cost of any parcel delivery service.
- The Management Company, the Condominium Corporation and staff accept no liability for handling residents' parcels, deliveries or mail.

AUTHORIZATION TO ENTER SUITE

If you do not expect to be home for a guest or service call, you may complete a form from the Concierge that will permit authorized persons access to your suite. This form signed by you and a key to your suite must be left with the Concierge. **THE CONCIERGE IS NOT PERMITTED TO OPEN YOUR SUITE OR SUPERVISE THE AUTHORIZED PERSON'S ATTENDANCE IN YOUR SUITE.** If owner loses a key there will not be access to the suite without proper ID or a locksmith is called. The Concierge will have the guest or service person sign the key out and back in for your security. Identification of the individual will be required.

Only visitors whose names appear in the current file will be allowed access to the suite even though the key may still be available at the Concierge Desk. **It is the responsibility of the resident to regularly update the names and the expiry date on the Authorization.**

The resident MUST complete an Authorization for **each and every** individual who is to be allowed access to the suite.

The service of giving visitors and service people access to your suite is done as a convenience to you, the resident. Neither the Board, Management or the Concierge can be held responsible for the guest or the service personnel.

PARKING POLICY

The following is a summary of the Condominiums parking policy.

A. GENERAL

No commercial vehicle, camper, van, recreation vehicle (RV), all terrain vehicle, trailer, boat, snowmobile, mechanical toboggan, machinery or equipment of any kind other than a private passenger vehicle or station wagon shall be parked on any part of the Common Elements, including the visitors parking area, or in any underground parking unit, nor shall any repairs be made to any motor vehicle on any part of the Common Elements overnight, including the visitors parking area or in any underground parking space. Service vehicles are allowed in the visitors parking area for the duration of the service call only. Please ensure your visitors do not park in these spots.

B. PARKING

1. Underground parking units are the personal property of the owner and shall be occupied and used only as a private parking space for a passenger automobile, station wagon or motorcycle by a unit owner or tenant residing in the unit and such residents' immediate family, guests, visitors, or invitees to the unit. No propane or natural gas powered vehicles are allowed in the parking garage.

2. No parking unit shall be sold, conveyed or leased to anyone who is not a resident, tenant or full time occupant of a dwelling unit.

3. Owners shall not make any additions, alterations, improvements or renovations in or to their parking unit.

4. The owner of each parking unit shall maintain such unit in a clean and sightly condition including the elimination of oil or grease spills and where this is not done, the Corporation may have the space cleaned at the owners expense, collecting any amount owing in the same manner as contributions towards common expense in accordance with Section 92 (1) of the Condominium Act.

5. It is the responsibility of owners and tenants moving out, to relinquish directly to the new occupant of the suite, their entry transmitter(s).

6. Vehicle headlights shall be turned on whenever moving through the parking garage. Please note the speed limit in the parking garage is 10km/hr. and shall be strictly observed.

7. Vehicles are to be parked well within the marked confines of the space and shall not be parked so as to protrude into another space or into the driveway.

8. Fire regulations prohibit the storage of any items such as tires, boxes, furniture, bicycles, etc. in parking spaces.

If a vehicle is parked in your space or blocking it, report the following information to the Concierge:

- *Your name*
- *Unit number*
- *Parking space number*
- *License plate number*
- *Description and license plate number of the offending vehicle*

Do not park in someone else's parking space as it constitutes trespassing and is very discourteous. Use the visitors parking area and report to the Concierge immediately.

Management will arrange for the ticketing and/or removal of vehicles illegally parked on driveways, ramps or in areas not designated as parking spaces in the underground parking garage at the Owners' expense and at the sole responsibility of the offending vehicle Owner.

330 Richmond, its agents and employees assume no responsibility for any damages to the vehicle or loss of property resulting from the removal of the same from the property howsoever caused.

C. VISITOR PARKING

No motor vehicle or any other kind of vehicle or machinery except maintenance equipment may be driven on any part of the Common Elements other than on a driveway, parking unit or paid parking. Parking or standing is strictly prohibited in the following areas:

- Fire Lane/Fire Routes
- Roadways and traffic lanes
- Pick-up/delivery area
- Front driveway (passenger drop-off)

Vehicles parking in these areas will be ticketed and/or towed away without prior notice at the Owners risk and expense.

Speed limit on the outside roadway and visitors parking area is 10 km/hr.

Residents' vehicles are not permitted to be parked in the visitors parking area except as directed by Property Management during garage maintenance and cleaning.

D. VEHICLE MALFUNCTION

Should your vehicle or that of your guest fail to start or stalls in the driveway, ensure that the vehicle is parked so as not to obstruct other traffic and immediately call your service station for assistance. Advise the Concierge of your problem, await the arrival of the emergency service and accompany it to the location of the disabled vehicle.

E. VEHICLE REPAIRS & SERVICES

Vehicle repair, servicing and maintenance are prohibited by fire regulations anywhere on Condominium property.

F. GARAGE DOOR OPERATION

The garage doors are programmed to open and close automatically after being activated. Residents are not permitted to tamper with or adjust the timing mechanism. Should the garage door fail to open, immediately report the problem to the Concierge who will arrange to have the door secured open until repairs can be made.

G. ENTRY TRANSMITTERS

Garage door transmitters are issued through Property Management. **Transmitter must be used at all times; even if door appears open. Do not tailgate under any circumstances.** Transmitters will not be issued to part-time or occasional Residents or short-term guests. Should your transmitter fail, please notify Property Management for replacement or repair. These transmitters activate opening the main garage door, as well as the internal garage doors.

H. REPLACEMENT OF VEHICLES

Condominium Residents who replace their vehicle(s) are required to report the same to the Property Management Office immediately with the new vehicle data, e.g.: year, make, model, color, etc.

I. GARAGE CLEANING

Property Management arranges to have the garage swept and or power washed on a periodic basis. When notices are posted to this effect, Owners are required to remove all vehicles from the appropriate areas on the posted dates and times.

J. ACCIDENTAL DAMAGE TO VEHICLES OR PROPERTY

If a third party damages your vehicle and you are not aware of their name, report the damage to your insurance company and the Concierge. If you are aware of the name, follow the same procedure as for any road accident.

If you damage another vehicle leave a note on their windshield with your name, address and telephone number. Inform your insurance representative and the Concierge.

In the event of accidental damage to other property, or Common Elements report it to your insurance company and the Concierge.

HELPFUL HINTS FOR RESIDENTS

WHAT TO DO IF SOMETHING GOES WRONG IN YOUR UNIT

Electrical power failure

The hallways, stairwells and common areas are equipped with emergency lighting. If the neighborhood lights are out, a general failure has occurred. If not, check your own suite electrical panel. A tripped breaker in a circuit means that a particular line has been overloaded. Please check all plugged-in items on that circuit before resetting the breaker. The bathroom facilities are equipped with a ground fault breaker which, when resetting, has to be switched off first and then switched back on again. If it continues to trip, it may be necessary for you to call a licensed electrician.

Plugged toilets, drains and other plumbing problems

These problems are the responsibility of the Unit Owner. Keep a plunger in your suite. Know where all the shut-off valves are located. If the problem is "unusual" and occurs during the first year, while warranties are still in effect, please contact Property Management (after hours).

Water leakage

If water leakage occurs from above, contact Property Management or the Concierge immediately, so that the source may be investigated and damage minimized. Should leakage occur within the unit the main water shut-off is typically located under the vanity in the main bathroom, as shown in the adjacent photo. In an emergency, turn the valves to the closed position, then contact Property Management. The specific location of these will be pointed out during your initial orientation and Pre-Delivery Inspection. Water should be turned off when going away on vacation or away for an extended period of time.

Appliance services

With your refrigerator, stove, washer, dryer and dishwasher, you will find a 1-year Warranty Card. Please complete these cards and mail them in as instructed on the card to activate your warranty.

GREENPARK DOES NOT SERVICE APPLIANCES
Should you require service for your appliances, please call Coast Appliances at 905-856-0007.

MAIN SHUT OFF VALVE

Typically located under the vanity in the main bathroom.

330 Richmond Resident Manual

Elevators

In the event that you are stuck in the elevator, please remain calm. Press the phone button (button with picture of phone on it) to connect you directly to the security monitoring station. A two-way communication system is in place. State the nature of the emergency and the appropriate company will be contacted for assistance. If there is no answer then depress the alarm button.

In-suite maintenance

In-suite maintenance is the Owner's responsibility. Each Owner is required to maintain his/her own Unit and appliance or fixture that serves your Unit exclusively. Employees of the Condominium Corporation will not provide personal services for residents. The Management Office can provide you with contact names and telephone numbers of appropriate local services for maintenance items.

Washing Machine

Please ensure the water to your washing machine is turned off after each use. This is very important, especially if you are away for the weekend or on vacation. Should the water hose fail, you may be responsible for the damage not only to your suite but possibly other suites. To turn the water supply off, simply turn the handles or valves into the off position (where the hoses are connected (see picture below).

Laundry Machine shut-off valves. Typically located beside or behind laundry machine. Refer to Homeowners Manual for suggested shut off times.

Laundry Room Lint Trap. Typically located above washer/dryer. Refer to Homeowners manual for suggested maintenance guidelines.

7

Dryer
It is also important that the lint filter located in the lint trap be kept clean (see picture on page 25). If the filter is not kept clean, it will extend the drying cycles and could present a fire hazard. Please ensure that the screen in the filter be in the UP position at all times. Please ensure that the dryer fan turns on during each cycle.

You will receive operating manuals for all appliances in your Unit. You should review and keep these handy so you understand all of their features.

Microwave Hood Fan
Good maintenance gives the best performance and prolongs the life of the machine.

Maintain your microwave periodically. Turn off the power before maintenance. After each use, wipe the body of the hood and the middle support plate with a dry cloth or wet cloth with mild detergent.

To reduce the risk of fire due to greasy cook-top:

- *Keep fans, filters and oil collectors clean.*
- *Always turn the hood ON when cooking.*
- *Use low speed when heating oil. Switch to high speed only when necessary.*

330 Richmond Resident Manual

Changes to your unit
Homeowners are free to decorate their suites in a manner that best suits their taste. However, unit owners cannot make structural modifications to walls, interior suite layout or plumbing and mechanical/electrical systems without the consent of the Condominium Corporation. If in doubt, it is always best to call the Property Management Office before making any changes to ensure that approvals are not required.

Balconies and Terraces
It is hoped that all residents will maintain the attractive exterior appearance of 330 Richmond by keeping their balconies in a clean and tidy condition. The balcony is not to be used as a storage area for any items except seasonal furniture. Please do not hang clothes or flower boxes from the balcony or railing.

The balcony and terraces are a Common Element of the Condominium Corporation and not part of your Unit. Like other Common Elements, no owner can make any change to the balcony without the consent of the Condominium Corporation. This restriction applies to anything that you may want to put on the balcony floor – such as carpeting. Carpeting retains moisture, which could affect the concrete over time.

Absolutely NO barbecuing is allowed on your balcony. This practice is not only against the rules of the Condominium Corporation, but more importantly it is a fire hazard and a breach of the Fire Department's By-Laws and Codes.

Garbage/Recycling/Organics
The garbage/recycling chutes (located on each floor) can be used between the hours of 8:00 a.m. and 10:00 p.m. Please select either the garbage or recycling button (whichever you are discarding), open the chute door and place your properly wrapped garbage/ recycling into the chute and push your garbage or recycling completely down. However, do not force any items down the chute that are too large for the opening as this could cause an obstruction in the chute.

If you are having renovations or repairs done to your Unit, it is your responsibility to arrange for the removal of the garbage generated. You must also arrange for the removal of old appliances, old furniture and all heavy or large articles. Please call The City of Toronto Garbage Collection Department at 311 to arrange a pick-up date.

7

Smoke Detector

Sprinkler

330 Richmond Resident Manual

Window coverings

Window coverings must be white, or off-white in colour to the exterior. This provides for a uniform appearance and overall conformity of the buildings aesthetics.

Pets

Pets are permitted at 330 Richmond. As the owner of a pet, you must be responsible for the pet's behavior. While on the common areas, including the elevators, corridors, driveway and parking areas and lawn areas, the pet must be carried or securely leashed. The pet must be taken off the property to relieve itself and owners are then subject to municipal leash and clean-up by-laws.

Drains

Never dispose of fats, grease, kitty litter and / or solids in any of the kitchen or washroom drains (sinks/showers/tubs/etc.) All solids should be securely wrapped and disposed of with other household items.

Thermostats

For programming instructions for your thermostat, see manufacturer's owner's manual.

7

Vacations
If you are going on vacation, or will be away for an extended period, we suggest that you advise the Property Management Office. If possible, we would like to have the telephone numbers where you can be reached. And we must know if any family members or friends are going to be visiting your suite during your absence, and if there are special instructions you may wish to leave with Staff during your absence.

Noise
According to the Condominium Corporation's Rules, no repairs, renovations or other such activities creating noise is permitted before 7:00 a.m. and after 8:00 p.m. on weekdays; before 8:00 a.m. and after 6:00 p.m. on Saturdays and not at all on Sundays.

Pests
In the unlikely event that you find any unwanted pests in your Unit such as silverfish, ants, roaches, grain beetles, bed bugs etc. please call Property Management immediately.

Insurance by condominium residents
The Condominium Corporation is required to maintain All Risk Insurance Coverage for the Common Elements and Units. However, this insurance only covers the suites as originally built by Petaluma Building Corp. It does not cover the contents of your suite, locker, appliances or any suite improvements that may have been made. It also does not cover any relocation of residents that may be required. The deductible may be charged back to the unit owner responsible for the damage. **Under your agreement you are required to acquire and maintain insurance coverage for personal contents, which includes all upgrades installed as these are not covered by the Corporation's policy or under the builders warranty.**

Contact your own insurance agent to inquire about Condominium Unit Insurance policies.

It is also wise to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and property damage caused by you, your family, guests or service personnel.

330 Richmond Resident Manual

RULES AND REGULATIONS

The Rules and Regulations form an important part of the documentation of any Condominium Corporation. The Rules are structured to provide for the safety and security of residents and the building and to promote harmonious living for all residents.

Once a Condominium Corporation is registered, the Board of Directors may make changes to the Rules from time to time to deal with specific issues which arise, or to insure the safety, security and welfare of the residents and the property. New or revised Rules must be approved by the Board of Directors and generally are also reviewed by the Condominium Corporation's lawyer to make certain they fall within the duties of the Condominium Corporation and that they may be enforced. Once approved, the Board must deliver a copy of the revised Rules to each owner. If, after 30 days, there has been no requisition for a special meeting to discuss the Rules, the new Rules automatically become effective.

If owners disagree with some or all of the revisions, owners who together own 15% of the Units may request a special meeting to discuss the matter.

If you have a suggestion for a rule or a revision to an existing rule, it is recommended that you put your suggestion in writing and deliver it to the Property Manager.

It is the responsibility of the Board of Directors and the Property Manager as their agent, to enforce all Rules. In the event that a problem occurs with an owner, his tenant or a guest of the suite, the following steps may be taken:

1. The Resident will be contacted by the Property Manager. If the resident is a tenant, the Owner of the suite will also be contacted.

2. In the event that the problem is not resolved, a letter with a final warning will be sent to the resident and the Owner in a tenant situation.

3. Should the problem still not be resolved, the Property Manager will seek the consent of the Board of Directors to place the matter in the hands of the Condominium Corporation's lawyer. All costs of enforcement of Rules will be borne by the Owner of the offending Unit.

If you are aware of violations of the Rules by other residents, please make any complaint to the Management Office in writing. We would ask that you give as much detail of date, time, place and resident's names or suite numbers as you may have available to you. It is extremely important that infractions be reported as soon as possible and in written form.

These Rules form part of the documentation you received when you purchased your Unit. We encourage all residents to become familiar with these Rules and to communicate these Rules to your tenants and guests.

MAINTENANCE

Cabinet interiors and shelves

Cabinet exteriors and interiors should be cleaned with a mild soap solution on a clean cloth, and rinsed with clear water. Cabinets should be buffed dry with a soft clean cloth immediately after cleaning.

Cabinets should never be cleaned with harsh detergents, abrasive cleansers or steel wool pads.

Water should not be allowed to contact cabinet surfaces for more than a few minutes and steam from kettles, etc. should be directed away from cabinet surfaces.

Quartz counter tops

Stone is a natural product and simple care and maintenance will keep it looking beautiful.

Cleaning

1. Regular cleaning should be done with a mild soap or detergent and a soft cloth. Make sure the soap is non-bleach and non-abrasive.
2. Although stain resistant, Quartz countertops are not stain proof. Wipe up liquids as soon as possible. Quartz will resist stains for a short period of time, but all colored liquids should be cleaned up promptly.
3. A glass or surface cleaner, such as Windex, can be used for heavy or dried on stains. Use a non-abrasive sponge. For deep cleaning, spray a generous amount; leave on for ten minutes, then wipe away.
4. Scrape away grease, gum, and paint with a plastic putty knife or razor blade. Use a degreasing cleanser, formulated for Quartz countertops, to clean off grease. Rinse away immediately.
5. Remove ink or permanent markers carefully with an oil-based cleaner, like Goo Gone. Rinse with warm water immediately after the stain is removed.
6. Heavy, stuck on, hard to remove stains such as nail polish can be removed with a mixture of acetone, Ajax, and water. Dilute the Ajax to the point of minimal abrasiveness. Wipe away immediately.

Preventing Countertop Damage

1. Use hot pads or trivets for pans, crockpots, and electric skillets. Quartz can resist temperatures up to 300 degrees Fahrenheit, but it can be damaged by quick changes in temperature. Also known as "thermal shock."
2. Avoid using knives directly on Quartz countertops. Quartz is very scratch resistant, but they can be damaged when forcefully hit with sharp objects. A cutting board is recommended.
3. Avoid cleaning with highly acidic or alkaline cleaners, such as nail polish remover, turpentine, oven cleaner, bleach, drain cleaners, dishwasher rinsing agents, etc. Clean immediately with a mild detergent and rinse, if they are spilled
4. Avoid pressure or force on your countertops, such as dropping a heavy pot, as it can chip or crack the stone.

Appliance exterior finishes

DO NOT USE HARSH, ABRASIVE CLEANERS
Interior cleaning instructions can be found in individual operating manuals for the following appliances:

- Stove top (not elements - refer to manual)
- Ovens (front operating panels)
- Dishwasher
- Washing Machine and Dryer

FLOORS MAINTENANCE

DO NOT USE HARSH ABRASIVE CLEANERS

Ceramic (Marble/Granite) maintenance guide for hard floor surfaces, tile, marble, granite, porcelain and slate

- Use mild dishwashing detergent
- Rinse thoroughly with clean water
- Buff with soft, dry cloth
- See next page for more information

Recommended Care and Maintenance

Daily Maintenance

- Dust mop with clean, non-oily dust mop of size to suit floor area
- Remove dust particles from mop frequently by vacuum
- Remove any wet spillage immediately by damp mopping

Periodic Maintenance

- Wet mop the surface with a detergent or neutral type cleaner solution
- Let floor dry before allowing traffic

Laminate or Pre-Engineered Wood Floors

All laminate or pre-engineered wood floors installed have a polyurethane-type finish and the following details preventive maintenance and cleaning procedures for these floors.

Preventive Maintenance

Preventive maintenance is a term more common to industrial than to residential or office floor care, but its importance cannot be over-emphasized. Listed below are some basic rules that apply to all types of finishes.

Certain chemicals in wood oxidize in strong light causing the wood to change color ('weather' or 'age') i.e. develop 'Patina'. To avoid uneven appearance, move area rugs occasionally and drape or shade large windows.

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 since grit can become embedded in them. Some furniture may require barrel type roller casters as ball type casters may cause damage. Grey, non-marking rubber casters are the best. Avoid any type of plastic caster.

Never damp mop or wax a finished wood floor. There are some under finishes that can be damp mopped which will be explained.

Surface Finishes, but in all cases minimum water because water causes deterioration of the wood itself as well as the finish.

DO NOT WAX YOUR FLOORS

By observing these simple suggestions you'll go a long way toward keeping your hardwood floors beautiful and making their care easier.

Cleaning

1. For general cleaning, add 1/4 cup of white vinegar to 1 quart of warm water. Dip a clean cloth or sponge mop and wring nearly dry. Clean floor and wipe dry with a towel as you go

2. Buff to restore luster

3. When luster does not return in traffic areas such as doorways, kitchen sink, stove area, or hallways, the floor may require re-coating. Consult your wood floor contractor, or you may attempt to extend the life of your finish in worn areas with an application of compatible aerosol finish

4. NEVER WAX a surface finish. Wax will in most cases be slippery and once waxed, the floor will not be able to be merely re- coated to rejuvenate it, but will have to be completely sanded down to raw wood to restore the floor

White and bleached floors

Because of their light color, these floors, like white carpet or vinyl, are more susceptible to showing the effects of dirt and traffic than those with natural or dark-stained finishes. Therefore they need — and deserve — more attention than others. Vacuum or sweep often. Wipe off liquid spills immediately. Follow the maintenance procedures recommended for the type of finish used.

Something else you'll probably notice with such finishes is tiny separations between the flooring strips during dry seasons or long heating periods. The amount of moisture in the air causes wood to expand or contract. When humidity levels are low, the flooring will contract and the separations become more prominent than at other times. The contrast of a white floor surface causes even tiny separations to appear larger. However, this is natural characteristic of wood and will occur each heating season. Depending on the type of Finish used (factory or on-the-job), the light-tinted or 'white' floors may have some shading changes over time.

Removing stains

For surface finishes most stains can be prevented simply by wiping up the spilled liquid immediately.

1. Dried milk or food stains: gently rub spot with damp cloth. Rub dry.
2. Stains caused by standing water: rub spot with #000 steel wool.
3. Dark spots: (a) clean spot and surrounding area with #000 (or, if necessary, the coarser #00) steel wool and a wood floor cleaner or odorless mineral spirits; (b) thoroughly wash spotted area with household vinegar and allow it to remain for three or four minutes;
   (c) if spot remains, sand with fine sandpaper, feathering out 3 to 4 inches into surrounding area.
4. Heel marks, caster marks, etc.: rub with dampened fine steel wool, then buff.
5. Ink stains: follow same procedure as for other dark spots.
6. Animal and diaper stains: spots that are not too old may sometimes be removed in the same manner as other dark spots. If spots resist cleaning efforts, the affected flooring can be refinished.
7. Mud: can usually be removed with a good cleaning product.
8. Chewing gum, crayon, candle wax: apply ice until the deposit is brittle enough to crumble off. Solvent-based wax poured around the area (not on it) soaks under the deposit and loosens it.
9. Cigarette burns: if not too deep, steel wool will often remove them. Moisten steel wool with solvent-based wax to increase effectiveness.

10. Alcohol spot: rub with solvent-based or paste wax, silver polish, boiled linseed oil, or cloth barely dampened in ammonia
11. Oil and grease stains: rub on a kitchen soap having high lye content, or saturate cotton with hydrogen peroxide and place over stain; then saturate a second layer of cotton with ammonia and place over the first. Repeat until the stain is removed.

Caution
Some of the products mentioned here are combustible and should be used only in well-ventilated areas away from heat, sparks and open flame. Always read and follow label instructions.

When in doubt concerning the care of the wood floor, contact a professional hardwood floor company.

Laminate & Pre-Engineered Wood Flooring
No laminate or pre-engineered wood floor will be 100 per cent squeak-free; however, maintaining proper humidity levels will greatly reduce their occurrence. Excessive separation and cupping due to your failure to maintain proper humidity levels is not covered by any warranty.

We are not responsible for discoloration of the floor due to direct sunlight. The warranty also does not cover damage from high heels, pets, spills, furniture legs without adequate felt covers, any water damage and owner abuse. (See page 6 in this section for care and maintenance).

330 Richmond Resident Manual

Counter Tops and Cabinetry
Damage to laminated surfaces, granite, Caesar stone, cultured marble & marble from hot pans and cooking appliances, use of abrasive cleaner, bleach or steel wool, the use of cutting utensils on countertops and burns from cigarettes or cigars are not covered under any warranty. Separation or swelling of the seams in laminate countertops is not covered by any warranty: therefore, it is strongly recommended that spills on or near seams be wiped up immediately.

Scratches, chips and cracks that were not noted on the pre-delivery inspection report are not covered under any warranty. We will rectify delaminating of the laminate due to a defect in material or workmanship for one year following the date of occupancy.

Cabinet doors, boxes, drawers and hardware such as knobs, hinges and drawer slides are warranted against defects in material and workmanship for one year. Cabinets constructed of wood are subject to normal variations in grain and colours found in nature and are not considered defects. Likewise, colour and grain of replacement parts may vary from the original installation. We are not responsible for fading of cabinetry materials due to exposure to sunlight. Damage from the use of inappropriate cleaning products, such as naphtha spray waxes and lemon oil is not covered by any warranty.

9

PRE-FINISHED ENGINEERED HARDWOOD FLOORS CARE AND MAINTENANCE

Cleaning and Maintenance:

1. Dust mop or vacuum daily using appropriate soft bristle attachment to remove loose dirt and grit before it can scratch the surface of the floor
2. Thoroughly clean the kitchen area more often than other areas
3. While most food spills will not harm the surface it is advisable to promptly wipe up with a dry cloth or paper towels. The spill should then be cleaned with a recommended cleaner such as **SQUEAKY CLEAN**
4. Never clean your laminate with water. **Never** use products such as soaps, detergents and oil soaps to clean your floor
5. Only use products recommended by the manufacturer. If the manufacturer is not known, a general hardwood floor cleaner **(SQUEAKY CLEAN)** can be used
6. Place area rugs or mats at doorways and in front of the kitchen sink to help catch dirt, grit and water. **Never** use rubber or plastic backed as it may damage the floor. Solid cotton is highly recommended
7. Never use sheet vinyl or tile floor care products on wood floors
8. Spike heels, cleats and work shoes can be damaging to wood floors
9. Humidity control is highly recommended. To reduce excessive shrinkage in the winter a humidifier is recommended and air conditioning or a dehumidifier for the summer
10. To move furniture properly across a wood floor it should be picked up. Do not drag it under a carpet. This creates small scratches across the finish.
11. Narrow guides and certain types of casters can damage hardwood floors. It is recommended to change to the wide type guides to help prevent damage
12. Fabric protectors are a must for all furniture legs; this will help prevent scratching

CONDENSATION

Condensation and moisture on windows has become one of the most common complaints from today's homeowners.

Fortunately, the homeowner can control most condensation problems. The key to controlling excess condensation lies in understanding today's building standards and how relative humidity impacts on today's airtight homes.

Stained ceilings, water streaming from windows, mold on walls and windowsills are often indications of excessive vapor in the air.

Condensation problems arise because air can only hold a limited amount of water vapor, an amount that varies with temperature. For example, cold air is able to hold less water vapor than warm air.

Air cooled by contact with cooler surfaces such as windows will therefore deposit water vapor on the glass or the sash because as the air is cooled it loses some of its ability to hold water vapor. This surface condensation can therefore be seen as an indication of excessive water vapor in the air.

The first step in solving condensation problems in your home is a willingness to reduce humidity levels. While some humidity is recognized as necessary for comfort and health, any increase in moisture levels must be monitored to alleviate excess condensation. When using humidifiers, the homeowner should check that the level of moisture being added to the air does not cause surface condensation problems.

Windows have a limited heat loss resistance and are often the coolest component of the home's enclosure. Because of this characteristic, windows are the most common areas where condensation is most visible. As condensation occurs on the inside window surface, it may be a warning signal to reduce the humidity in your home.

Listed below are practical suggestions in controlling humidity and related surface condensation on your windows.

- Make it a habit to use your bathroom fan when showering and your kitchen exhaust fan when cooking. This procedure will help remove the moist air from your home
- Refrain from the use of humidifiers unless the relative humidity level is below the levels suggested in the chart on the previous page
- Refrain from over watering household plants
- Leave the fan running on the heating/ air conditioning unit during extremely cold weather to help the air circulation throughout the home
- Avoid hanging wet clothes inside the home. Ensure the clothes dryer is vented to the exterior and the exhaust fan is operation during the use of the dryer
- Free circulation of air is important. Keep drapes open as much as possible so the air can circulate freely over the windows. If necessary you may open windows to reduce localized condensation
- Do not worry about the small amount of heat you will lose by providing enough ventilation in cold weather to control the humidity. It will cost a great deal less than the damage condensation can do to your windows, walls and woodwork. Remember that it is the homeowner's responsibility to use the ventilation system properly to protect the home from stale air and moisture damage

AIR MOVEMENT

- Within suites, air movement is often confused with air leakage, particularly in areas where windows and balcony door assemblies are installed.
- Glazing units are naturally less thermally efficient than adjacent walls, therefore they prompt air to convect along the glass surface down toward the floor. This air motion is often mistaken as a draft from the window because it produces a similar sensation as air filtrations through a window.

330 Richmond Resident Manual

GREENPARK CONDOMINIUMS

LIST OF WARRANTY EXCLUSIONS

- Excess window condensation and frost from failure to ventilate.
- Minor drafts at doors, window or electrical outlets.
- Plumbing fixture damage due to abrasive cleaners or careless use.
- Countertop damaged by excess water at joints/seams.
- Natural wood colour variation in cabinetry.
- Colour and texture variation in natural marble, slate, porcelain and ceramic.
- Natural materials in kitchen countertops.
- All missing and damaged items not reported on your Pre- Delivery Inspection Form.
- Alterations, deletions or additions made by the homeowner.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. Typically, your homeowners insurance covers secondary damage.
- Defects in materials, design and work supplied by the homeowner.
- Normal wear and tear
- Normal shrinkage of materials caused by drying after construction

For a more detailed list of warranty exclusions please refer to the Tarion (formerly the Ontario New Home Warranty Program) website at www.tarion.com

ERV MAINTENANCE

1. **Clean Air Filters – Twice a Year**
   The standard filters equipped with your ERV are removable and washable.
   a. Disconnect power before servicing.
   b. Simply open access door and slide core out.
   c. Remove filters.
   d. Rinse with water or a combination of mild soap and water. Rinse thoroughly and shake filters to remove water and let dry. Do not clean in the dishwasher.
   e. To re-assemble, place clean filter(s) back into their positions against the core and return clips to their original position.

2. **Clean Core – Please see manufacturer's recommendations for maintenance and cleaning**

3. **Motors – maintenance free**

4. **Drain (condensate) Line – Clean Once a Year**
   Inspect drain line, drain spout and "P" trap for blockage, mold or kinks. Flush with warm soapy water and replace if worn, bent or unable to clean.

5. **Clean Duct System if Required**
   The duct system running to and from the ERV may accumulate dirt. Wipe and vacuum the duct once every year. You may wish to contact a Heating/Ventilation company to do this.

6. **General Maintenance – As per manufacturer's recommendations**
   Wipe down the inside of the cabinet with a damp cloth to remove dirt, bugs and debris that may be present. Pay special attention to the drain pan and ensure water flow path is not blocked.

Before attempting these tasks, thought should be given to having a qualified service technician complete the service work.

Energy Recovery Ventilators (ERVs)
The building has been engineered to have fresh air provided to each individual unit directly through the use of an ERV. This system is directly connected to the Fan coil system to continuously provide fresh air into the suite. The ERV is continuously running at low speed. For odour or moisture control, run on Maximum Speed Ventilation (Red) or in bathroom press Wall Control button once, this will operate ERV on high speed for 20 minutes.

AIR CONDITIONING AND HEATING UNITS – FAN COIL UNITS

Fan Coil Functioning – How the System Works:
Hot water or chilled water is supplied to each fan coil unit from a central source, (Boiler in winter and Chiller in Summer). The water circulates through the coil and air is drawn through the return air opening at the bottom of the unit. The air is then blown over the coil and discharged through grilles or ducts at the top of the unit.

The unit can only provide cooling when the Chiller is in operation and heating when the Boiler is fired. An aquastat in the unit senses the water temperature and will only allow the thermostat to function in a mode compatible with the water temperature.
Whether the main system is full of hot or chilled water is a decision made by Property Management and the Board of Directors — it takes about 3 days to switch between heating and cooling and vice versa.

Optional Electric Heaters:
Some fan coil unit models have an upgraded feature known as an auxiliary heater. These heaters have been installed to provide some heat during the spring and fall seasons, while the system is in the cooling mode.

All units have energy efficient three speed motors. The high and medium speeds are generally used for short periods to provide a rapid change in room temperature. For most of the time the unit will operate at low speed, the constant air motion will help to create an even temperature throughout the space served.

The thermostat controls the room temperature by opening and closing the motorized valve and (in the auto mode) the fan operation. When the switch on the thermostat is in the ON position, the fan will run continuously and only the motorized valve will open and close to control the room temperature.

With the switch in the AUTO position, the fan will start and stop when the thermostat calls for heating or cooling, at the same time the motorized valve will open to allow flow through the coil. The fan stops and the motorized valve closes when the thermostat reaches its' set point.

In late spring, your suite may be kept cooler by closing your blinds or drapes, opening the windows slightly and turning on the bathroom and kitchen fan. Also, turning off lighting not required and minimizing baking, boiling and frying foods can reduce heat build-up. A microwave oven produces less heat than a stove.

Protect Your Investment - Fan Coil Maintenance
The fan coil unit is the owner's responsibility. The owner should hire a technician to change all fan coil air filters, clean the unit inside, check the condensation drip tray and drain hose, check the operation of your compressor and do necessary adjustments. It is absolutely essential that your fan coil unit be maintained properly throughout the year. If not maintained properly, damages can be caused, not only to your suite, but also to adjoining suites, which would be your financial responsibility to repair.

The polyester medium filter (mounted behind the inlet grille) should be checked monthly and replaced if dirty. The clogged filter will restrict airflow and reduce the efficiency of the unit.

The corporation may make provisions in its annual budget (once or twice a year i.e. spring, fall) for maintenance and repair of the heating system, servicing each unit, including the replacement of air filters, whereupon such costs shall be allocated as part of the common expenses. If this change occurs you will be notified by Property Manager. If this does occur please make sure to make the fan coil units accessible when the service is scheduled. This means that any furniture in the way should be moved. Your suite will be entered using the Master Key (consult with the property manager for approved contractor) and security or an agent of the corporation will accompany the contractor performing the service.

TROUBLESHOOTING

SYMPTOM	EXPLANATION	ANSWER
Frosting up of HRV and/or Duct(s).	HRV air flows incorrectly balanced. HRV defrost system is not working.	Balance HRV. Install dampers. Check defrost system. Note minimal frost build up is expected on cores before unit initiates defrost cycle function.
Supply air feels cool.	HRV air flows incorrectly balanced. Improper location of supply grills. Velocity of air is too high. Extremely cold outside temperatures. Heating coil is not working.	Balance HRV. Locate grills high on walls or in ceiling. Adjust diffusers, resize duct. Add a duct heater. Call your service contractor.
Outside duct has ice build-up or condensation.	Improperly installed vapour barrier around insulated duct.	Tape all joints. Ensure the vapour barrier is completely sealed and insulated.
Water in the bottom of HRV.	Drain pans are plugged. Incorrect connections of HRV drain lines. HRV is not level. Drain lines plugged. HRV heat exchange core improperly installed.	Look for kinks in the line. Check water drain connections. Ensure that water drains from pan.
Poor air flow(s).	HRV incorrectly balanced. Filters need to be cleaned. Hoods needs to be cleaned. Grills are closed. Inline dampers are closed. Low power supply. Wrong size ducting. Under-sized HRV. HRV is not working.	Tape all joints. Use proper airflow measuring equipment. Open grills. Remove obstructions in duct(s), hoods(s), and grill(s). Balance airflow. Clean filter. Have a professional look at the system.
Humidity levels too low.	HRV air flows incorrectly balanced. Dehumidistat control set too low.	Balance Air Flow(s). Increase Dehumidistat. Humidifiers may need to be added.
Humidity levels too high.	HRV air flows incorrectly balanced. HRV undersized. High humidity areas not ventilated properly. Dehumidistat is not working.	Balance airflow. Set dehumidistat.
Dehumidistat is not working.	Incorrect connection of outside low voltage wiring between HRV and Dehumidistat.	Check outside wiring for short. Check wall switch for correct connection. Check wires are connected to proper terminals at the HRV.

FIRE SAFETY

Resident Instructions

Greenpark has developed a Fire Safety Plan for 330 Richmond, as required by the Ontario Fire Code.

The Fire Safety Plan basically breaks down into three broad areas:

1. **Resident Information:** What to do if there is an alarm or fire
2. **Staff Responsibilities:** What to do if there is an alarm or fire; training responsibilities; Emergency procedures
3. **Fire Department Information:** Location or type of systems, etc.; Building plans

Key Points

1. Read the attached information now and post it or keep it handy for future reference.
2. If you have any questions regarding the material or other aspects of fire safety, contact your Property Management Office directly.
3. If you are handicapped or disabled or will need extra assistance in an evacuation, call the Property Management Office TODAY and inform them of any special requirements you may have in the event of a building evacuation. If you have a resident in your suite that does not understand English well, please advise us of the resident's name and the language spoken.

The following information is extracted directly from the Official Fire Plan for 330 Richmond. This Fire Plan has been reviewed and approved by the City of Toronto Fire Department. The Occupant Instructions form a part of the overall plan which also includes an inventory of all fire protection equipment, instructions for staff and other information of use to the Fire Department. Each resident is encouraged to review these instructions periodically with all individuals in the suite and to establish their own personal fire plans in the event of an emergency.

EMERGENCY FIRE PROCEDURES

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

- Your first decision in reacting to the sound of the fire alarm is whether to leave your suite and evacuate by the stairway or remain in your suite. Unless you smell smoke or are in immediate danger from the fire, you may decide to remain in your suite and wait for further information.
- If you decide to leave your suite, feel the door and door knob for heat before opening the door. If it is hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly and remain in your suite.
- If you find no fire or smoke in the corridor, take your suite key but
- **DO NOT LOCK YOUR DOOR**, close the door behind you.
- **DO NOT USE THE ELEVATOR** - leave by the nearest stairwell and make certain that you also close the stairwell doors behind you to prevent further spread of smoke or fire.
- If you encounter smoke in the corridor or stairwell, proceed to the opposite side of the building, where you may find that stairwell clear. If neither stairwell is clear, return to your suite.

If you cannot leave your suite or if you have returned to it because of fire or heavy smoke:

- Remain in your suite and make sure your entrance door is unlocked but firmly closed.
- Dial 911 and inform them of your location.
- Seal all cracks, where smoke may enter your suite, by using wet towels or sheets around the door and vent openings.
- If smoke enters the room, crouch low to the floor and proceed to the balcony closing the door behind you. If you are in danger, signal the fire fighters by waving a sheet from your window or balcony.
- Remember to remain calm, do not panic or jump. Listen for further information, which may be given by authorized personnel over loud speakers.

Fire Alarm Speaker – Do not disconnect