

CONTACT INFORMATION

CATEGORY	CONTACT INFORMATION
CONCIERGE DESK (LOBBY - 24/7 SERVICE)	416-901-0174
PROPERTY MANAGEMENT OFFICE (GROUND FLOOR) FARHAD SARWARY - COMMUNITY MANAGER STANLEY TSANG - SENIOR CONDOMINIUM MANAGER	360 COMMUNITY MANAGEMENT 416-901-0671 TSCC2711@360CM.CA TSCC2711PM@360CM.CA
CUSTOMER CARE OFFICE (GROUND FLOOR RETAIL SPACE) NIRUSHAN MURU - PROJECT MANAGER SARAH GEORGE - VP, CUSTOMER CARE	CENTRECOURT 416-386-0087 411CHURCH@CENTRECOURT.COM
ELEVATOR BOOKING (ONLINE)	HTTPS://TSCCT2711ELEVATOR.BOOKAFY.COM

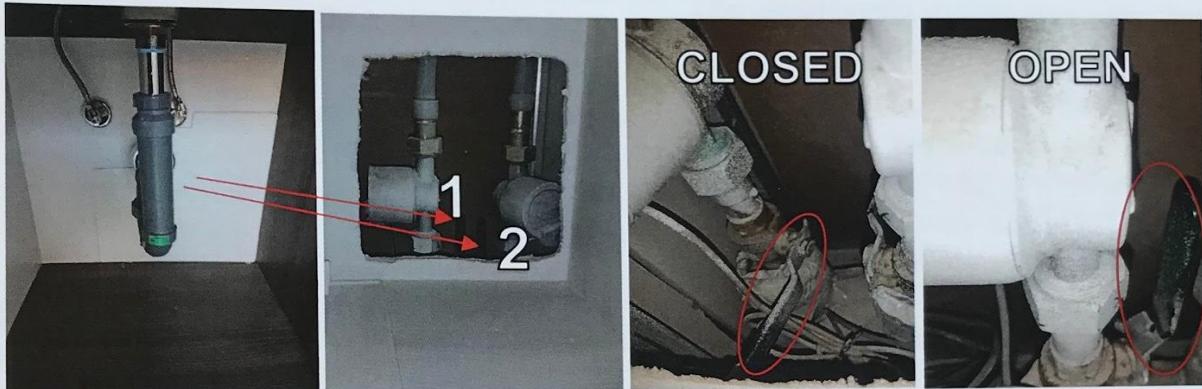
For any life-threatening situation, call 911. For other emergency situations, use the following guidelines.

Problem	Guideline	Location
Fire	Call 911	TBD
Water leak or flood	1. Turn off main water shut off valve 2. Contact the concierge immediately	Main water shut off is typically located under bathroom vanity
No electricity (within your suite only)	1. Reset tripped breaker 2. If it does not work, contact Property Management or Customer Care	Breaker panel is located in bedroom or hallway
No electricity (entire building)	Contact Property Management	TBD
No heat	1. In the winter months, ensure thermostat is on "heat" mode and turn up the temperature 2. If it does not work, contact Property Management	Thermostat is located in the living room or hallway
No water	Contact Property Management	Main water supply is typically located under bathroom vanity

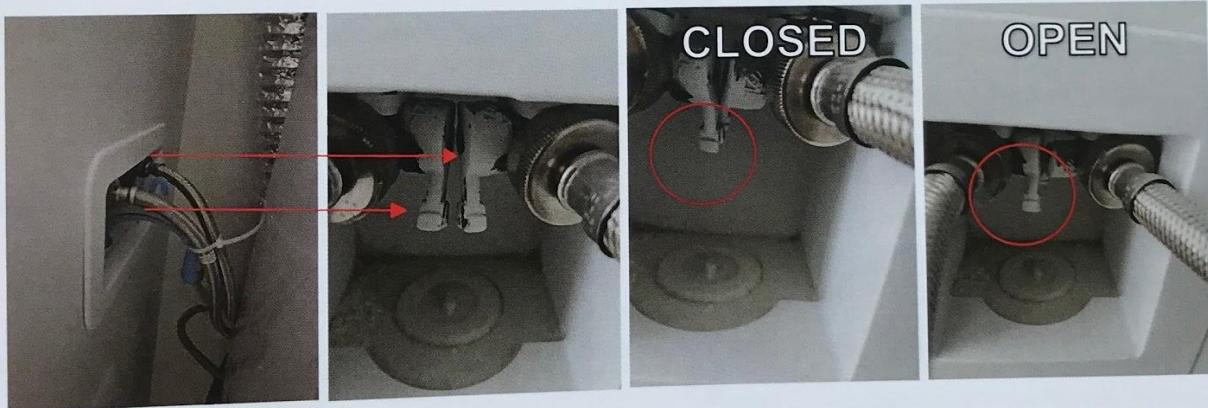
SUITE WATER SUPPLY VALVES

Please ensure the hot and cold water supply valves are in the OPEN position.
Parallel to the valve or pipe = **OPEN**; **Perpendicular** to the valve or pipe = **CLOSED**

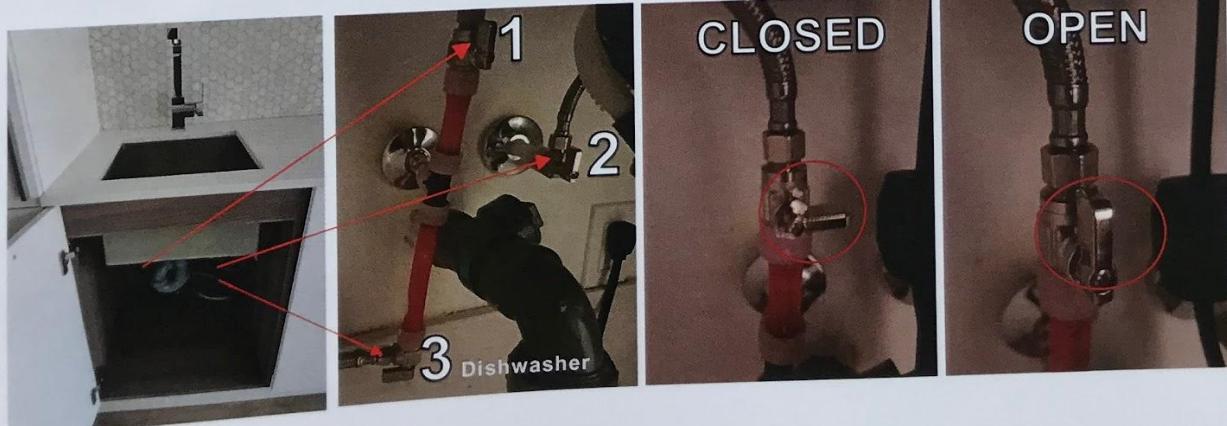
MAIN WATER SUPPLY VALVES (BEHIND ACCESS PANEL UNDER BATHROOM VANITY)

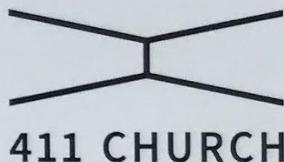


WASHING MACHINE WATER SUPPLY VALVES (LAUNDRY ROOM)



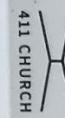
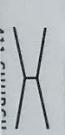
DISHWASHER WATER SUPPLY VALVES (KITCHEN SINK)





SUITE MAINTENANCE INFORMATION

Item	Location	Owner Maintenance Requirement
Fan Coil Unit	Large white metal panel on the wall with a thermostat	Keep your fan coil unit operational all year long for heating and cooling your unit. Set to the desired temperature. Do not block this panel.
Fan Coil Filter	Located inside your Fan Coil Unit	Replace every 3-months; the corporation will have annual maintenance and additional filters can be purchased for a nominal fee
Energy Recovery Ventilator (ERV)	Bathroom or bedroom closet	<ol style="list-style-type: none">1. Designed to stay "ON" 24/72. Turn on the timer switch every time you use the bathroom3. Clean two filter located inside the unit every 3-months4. Clean core and assembly once a year; the corporation will have annual maintenance
Clothes Dryer	Laundry closet / room	<ol style="list-style-type: none">1. Clean built-in lint filter after each use2. Clean ceiling mounted lint filter every month
Laminate Floor	Flooring	<ol style="list-style-type: none">1. Maintain Relative Humidity between 30-45% by using your fan coil unit and humidifier/dehumidifier dependent on seasonal needs2. Wipe up spills quickly. Avoid using water and damp mops to prevent damage
Range Hood Filter	Located under the range hood	Clean every 6-months
Appliances	Kitchen	Refer to appliance manuals for proper use
Clothes Washer	Laundry closet / room	<ol style="list-style-type: none">1. Use HE detergent2. Keep door ajar after use to dry it out
Cabinets	Kitchen and bathroom	Do not use abrasive cleaner
Countertop	Kitchen and bathroom	Wipe spills immediately
Smoke Alarm	Ceiling	Do not tamper
Speaker	Living and bedroom ceiling	Do not tamper
Sprinkler	Throughout suite	Do not tamper





MANAGED BY 360 COMMUNITY MANAGEMENT LTD.
85 WOOD STREET, TORONTO, ONTARIO M4Y 0E8
TELEPHONE: (416) 901-0671 FAX: (416) 901-0673 EMAIL: tscc2711@360cm.ca

RESIDENT INFORMATION FORM

SUITE INFORMATION:

Suite #:	Parking Space #:	Locker #:
FOB/Card #:	Parking Space #:	Locker #:
FOB/Card #:	Enterphone Code:	Bike Rack #:

OWNER OCCUPIED

TENANT OCCUPIED

REGISTERED OWNER INFORMATION:

Surname:	Given Name:	Email:
Home #:	Business #:	Cell #:

Surname:	Given Name:	Email:
Home #:	Business #:	Cell #:

Surname:	Given Name:	Email:
Home #:	Business #:	Cell #:

NON-RESIDENT OWNER INFORMATION: *Provide address if different than Suite address*

Address:

TENANT INFORMATION:

Surname:	Given Name:	Email:
Home #:	Business #:	Cell #:

Surname:	Given Name:	Email:
Home #:	Business #:	Cell #:



360 Community Management Ltd.

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IF UNIT IS MANAGED BY A THIRD PARTY:

Managed By:	Email:
Phone #:	Copy of Lease/Lease Summary Provided: <input type="checkbox"/> YES <input type="checkbox"/> NO

POWER OF ATTORNEY/DESIGNATE INFORMATION: *If applicable*

Name:	Email:	
Home #:	Business #:	Cell #:
Copy of Power of Attorney / Designate Agreement / Letter accompanies this form:		<input type="checkbox"/> YES <input type="checkbox"/> NO

RESIDENT'S CHILDREN INFORMATION:

Surname:	Given Name:	Year of Birth:
Surname:	Given Name:	Year of Birth:
Surname:	Given Name:	Year of Birth:

VEHICLE INFORMATION:

Make/Model:	Colour:	Licence Number:
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PET INFORMATION:

Type:	Breed:	Colour:	Name:
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EMERGENCY CONTACT INFORMATION:

Surname:	Given Name:	Relationship:	
Email:	Cell #:	Home #:	Work #:

DOES ANYONE IN YOUR SUITE REQUIRE ASSISTANCE NOW OR IN AN EMERGENCY: YES NO

NAME OF DISABLED PERSON: _____ NATURE OF DISABILITY: _____

SIGNATURE: _____ DATE: _____

EMAIL, MAIL OR FAX THIS FORM TO 360 COMMUNITY MANAGEMENT LTD. (SEE TOP RIGHT CORNER) OR DROP OFF AT CONDO SITE OFFICE



TSCC 2711

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SUMMARY OF LEASE OR RENEWAL – Form 5

(Clause 83 (1) (b) of the Condominium Act, 1998)

1. This is to notify you that:

Select one: ORIGINAL RENEWAL

Select one: WRITTEN ORAL

Select one: LEASE SUBLEASE ASSIGNMENT OF LEASE
 RENEWAL OF A WRITTEN OR ORAL LEASE/SUBLEASE/ASSIGNMENT OF LEASE

has been entered into for:

Dwelling: _____ Unit(s): _____ Level: _____

On the following terms:

Name of lessee(s)/sublessee(s)/assignee(s): _____

Telephone #: _____ Fax #: _____ Email: _____

Commencement Date: _____ Termination Date: _____

Option(s) to renew (set out details, e.g. first option commencement date):

Rental Payments (set out amount and when due):

Other Information (at the option of the Owner):

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

Dated this _____ day of _____, 20 _____

(Print Name of Owner) _____

(Signature of Owner) _____

(Print Name of Owner) _____

(Signature of Owner) _____

In the case of a corporation, affix corporate seal or add a statement that the persons signing have the authority to bind the corporation.

Address: _____

Telephone #: _____ Fax #: _____

TO BE COMPLETED ONLY BY OWNERS WHO HAVE LEASED THEIR UNITS. EMAIL, MAIL OR FAX THIS FORM
TO 360 COMMUNITY MANAGEMENT LTD. (SEE TOP RIGHT CORNER) OR DROP OFF AT CONDO SITE OFFICE



360 Community Management Ltd.

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TELEPHONE: (416) 901-0671 FAX: (416) 901-0673 EMAIL: tscc2711@360cm.ca

PRE-AUTHORIZED PAYMENT FOR COMMON ELEMENT ASSESSMENT FEES

TERMS AND CONDITIONS:

I/We the undersigned hereby authorize **TSCC 2711** hereinafter referred to as the Corporation, to debit my/our account as indicated on the attached "void" cheques for payment of common element assessment fees or any other monies owing to the corporation until such time as written notice to contrary is given.

I/We will notify **TSCC 2711** in writing of any changes in banking information fifteen (15) business days prior to the next date of the pre-authorized debits. You, the Payor may revoke your authorization at any time, subject to providing notice of 30 days. To obtain a sample cancellation form, or for more information on your right to cancel a PAP Agreement, contact your financial institution or visit www.cdnpay.ca.

I/We certify that all persons authorized on this account have signed this agreement.

These services are for: Personal: Business Use:

I/We authorize the **TSCC 2711** to process, on the first day of each month, a debit in paper, electronic or other form in the amount of the monthly common element fees for my/ our unit as approved by the Board of Directors from time to time and as set out by the Condominium Act 1998 and the Corporation's Declaration.

You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAP Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca.

I/We acknowledge that I/we have read and understood all provisions contained in the terms and conditions of the pre-authorization payment authorization and that I/we have kept a copy of same for our records.

UNIT OWNER/RESIDENT INFORMATION:

Name: _____ Unit #: _____ Phone #: _____

BANK ACCOUNT INFORMATION:

Name of Bank: _____ Chequing Account: Savings Account:

Branch Transit #: _____ Account #: _____

Signature of Account Holder:

Signature of Joint Account Holder (if applicable):

Print Name: _____

Print Name: _____

Signed At: _____

Date: _____

EMAIL, MAIL OR FAX THIS FORM TO 360 COMMUNITY MANAGEMENT LTD. (SEE TOP RIGHT CORNER) OR DROP OFF AT CONDO SITE OFFICE. ALL FORMS MUST BE RECEIVED BY THE 18TH DAY OF THE MONTH PRIOR TO STARTING.
30 DAYS ADVANCE NOTICE IS REQUIRED TO CANCEL THIS PRE-AUTHORIZED PAYMENT PLAN

Please Attach "VOID" Cheque



TORONTO STANDARD CONDOMINIUM CORPORATION NO. 2711

AUTHORIZATION WAIVER TO RECEIVE PARCELS, REGISTERED MAIL, COURIER MAIL

The following waiver MUST be signed by all individual occupant(s) residing in the unit in addition to completing a Resident Information Form

As a courtesy service to registered residents of 411 Church Condos, the Concierge staff will accept deliveries of small parcels, registered mail, and courier mail for the undersigned occupants of the suite. With regards to larger parcels, the Corporation reserves the right to refuse any mail/deliveries as set below:

**Parcels/envelopes weighing more than 25 lbs.
or larger than 15" x 20" x 25" will not be accepted**

In addition, security staff cannot accept cash or keys under any circumstances, either for service or as incoming/outgoing mail. Perishable goods such as, but not limited to fruit, flowers and balloons must be picked up the same day, otherwise will be subject to disposal or return to sender.

I/we, occupants of Suite _____, 85 Wood Street, Toronto, ON M4Y 0E8 hereby indemnify and save harmless 411 Church Condos, its staff, employees, directors, management, agents and the security contractor, from any loss, costs, damage, injury or liability which I/we may suffer by reason of the signing for and/or accepting of incoming and outgoing deliveries such as but not limited to registered mail, non-registered mail, couriers, and parcels regardless of contents.

Accepted mail/parcels will be held for a period of five (5) days from the date of receipt, and if it remains uncollected, it will be returned to sender without further notice.

I/We the undersigned acknowledge that I have read, understood, and agree to the above stated waiver.

SUITE: _____

ONSITE OWNER(S)

TENANT(S)

Resident #1 (Print Name Clearly)

Signature

Phone

Resident #2 (Print Name Clearly)

Signature

Phone

Resident #3 (Print Name Clearly)

Signature

Phone

Resident #4 (Print Name Clearly)

Signature

Phone

DATED at Toronto, Ontario this _____ day of _____, 20____.

TSCC 2711 - 85 Wood Street, Toronto, ON M4Y 0E8

Tel: 416-901-0671 Fax: 416-901-0173 Email: tscc2711@360cm.ca



Provident™

A CRICKET ENERGY COMPANY

To the Residents of **411 Church Condos**,

We are excited to be a part of your beautiful new community and look forward to being your utility provider. Provident is a member of the Cricket Energy group of companies and has been providing energy services throughout the Greater Toronto Area for over 30 years.

We take pride in providing exceptional customer service to our clients and look forward to providing **hydro, hot water, and cold water sub metering services** to you and your community.

It is important to complete the Customer Service Agreement (CSA) to ensure uninterrupted service to your new home.

Enclosed in this package you will find the following:

1. Customer Service Agreement

- Please complete and send back this form to guarantee suite connection. We encourage you to do this as soon as possible to allow proper processing time.

2. Pre-Authorized Chequing Plan Form

- To sign up for automatic payment, please complete the enclosed form and provide a copy of a void cheque or direct deposit form and sent it to customerservice@pemi.com.

Provident will require a security deposit of \$150.00 for each new utility customer. This rate can be reduced to \$75.00 by signing up for Pre-Authorized Chequing Plan Form (PAFT) or eliminated completely by providing a credit reference letter from a previous utility provider.

Your initial bill will be from your occupancy date and you will receive an invoice each month thereafter. Should you have any questions about your service set-up or wish to speak to one of our dedicated Customer Service Representatives, kindly call us at 416-736-0630 ext.2 or email our team at customerservice@pemi.com

Sincerely,

Provident Energy Management Inc.

David A. Hamilton

President

20 Floral Parkway, Concord Ontario, L4K 4R1

Telephone: 416.736.0630 Fax: 416.736.4923 info@pemi.com www.pemi.com



Provident
A CRICKET ENERGY COMPANY

CUSTOMER SERVICES AGREEMENT

Please complete and return all pages of this Provident Energy Management to customerservice@pemi.com or fax to 416-736-4923

CUSTOMER INFORMATION (PLEASE PRINT)

Customer Status*:	Occupancy Date*: (mm/dd/yyyy)
<input type="checkbox"/> Owner <input type="checkbox"/> Tenant	

Service Address*: (Number, Street Name)	Suite Number*:	City*:	Postal Code*:	Electrical Vehicle Parking Unit No.
Primary Account Holder:		First Name*:	Middle Name*:	Last Name*:
Mr Mrs Miss Ms (Please Circle)				
Primary Phone*:		Secondary Phone*:	Email:	
Mailing Address*: (Number, Street Name, Unit Number)		City*:	Postal Code*:	
Secondary Account Holder:		First Name*:	Middle Name*:	Last Name*:
Mr Mrs Miss Ms (Please Circle)				
Primary Phone*:		Secondary Phone*:	Email:	
Deposit: Please be aware there is a security deposit on all residential and commercial accounts.				
Landlords (optional) By signing this agreement you agree to be the interim account holder for the services to the Rental property. You understand that whenever a tenant calls to close their Provident account, you will automatically assume responsibility for the utility account and continued services starting on the Tenant's termination date and until such time as a new tenant establishes an account with Provident. No reconnection or new account charges will apply to you under this option. Landlord Signature x _____ Date: _____				
PAPERLESS E-BILLING REGISTRATION & TO VIEW YOUR CONSUMPTION Sign up directly on our website, www.pemi.com . To sign up, please wait for your first Provident Energy Bill.				

Provident Energy Management Inc. ("Provident") has been retained by the developer, the owner, the condominium corporation and/or the authorized agent, as applicable (the "Owner/Condominium"), of the premises in which the above-noted Service Address is located (the "Premises") to supply the Services (as defined below) including meter reading, billing and collection services. The terms and conditions set out in this agreement comprise the legally binding agreement between the individual(s) named as Primary Account Holder and Secondary Account Holder (if any) ("Customer") and Provident governing the Customer's use of the Services (as defined below). Where the Services include the monitoring and recording of electricity usage within the Premises, this Agreement will be subject as well to reference. In consideration of Provident providing the Services, and for other good and valuable consideration, the receipt of which is acknowledged by the Customer, the Customer acknowledges and agrees as follows:

1. The Customer confirms that he is the purchaser/owner, occupant and/or tenant of the Service Address noted above (the "Unit"), located in the Premises, with Provident's Schedule of Charges for the Premises, available on request by contacting Provident.
2. The Customer acknowledges that Provident will provide the following services (the "Services") to the Unit for the term contracted with the Owner/Condominium:
 - a. Provident shall measure and record actual electricity, gas, hot water, cold water and/or thermal energy use for the Unit, as per its contract with the Owner/Condominium (such contracted utilities referred to as the "Metered Utilities");
 - b. Provident shall ensure the subject sub-metering system is operating properly;
 - c. Provident shall, monthly, prepare invoices showing the amount of Metered Utilities consumed at the Unit, as applicable, and the amount payable by the Customer for the Metered Utilities consumed and the Services;
 - d. Provident shall issue monthly invoices by mail or email. Unless otherwise specified by the Customer, Provident shall mail the monthly invoices to the Customer at the Service Address or the mailing address, in the event a mailing address is provided by the Customer; and
 - e. Provident shall provide customer service in respect of general inquiries and records retrieval. Specific services will be provided on a fee-for-service basis in accordance
3. The Customer consents to the provision of the Services and agrees to pay for the Services (the "Service Fees") provided by Provident under this agreement as set forth in invoices delivered by Provident pursuant to this agreement and in accordance with Provident's agreement with the Owner/Condominium, being in accordance with Provident's Schedule of Charges for the Premises (the "Schedule of Charges"), available on request by contacting Provident. Such Service Fees are subject to change from time to time. The Customer understands that the charges for Metered Utilities will be based on measurements by the submetering system for the Unit (which, all or a portion of such consumption charges are being collected by Provident on behalf of the Owner/Condominium).
4. The Customer agrees to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit as of the effective date (which is the earlier of the interim occupancy date, closing date, or occupancy date, as applicable in respect of the Unit). In the event that the Customer does not have an account with Provident, the Customer agrees to contact Provident by telephone at 1-416-736-0630 to set-up an account on or before such effective date.

5. In the event the Customer rents/sublets the Unit to a third party and the costs and expenses relating to the supply of Metered Utilities are not included in the rent, the Customer will arrange for such third party to enter into a Customer Services Agreement with Provident prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees for the term of such lease/occupancy. Such Customer Services Agreement entered into with such third party will not relieve the Customer of its obligations to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit for so long as it is an owner/tenant/occupant of the Unit. In the event the Customer sells the Unit to a third party, the Customer will arrange for such third party to enter into a Customer Services Agreement with Provident prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees.
6. The Customer shall provide written notice to Provident of his/her intent to sell, rent, vacate and/or assign the Unit and of his/her forwarding address. This notice must be provided to Provident at least 10 days prior to the Customer vacating the Unit and must also specify the date upon which the Customer intends to vacate. Upon the Customer vacating the Unit, Provident will complete a final reading for billing purposes. The Customer will be mailed a final invoice within fifteen (15) days of the final reading and any deposit held by Provident to the credit of the Customer shall be applied toward payment of the invoice and any amount thereafter owing shall be paid forthwith by the Customer. Where there is a balance left to the credit of the Customer after payment of the invoice, the balance of the deposit shall be forwarded by Provident to the Customer. Where the Customer fails to comply with this clause, the Customer's obligation to pay Provident for the Services shall continue until Provident has made a final reading and the final invoice is paid.
7. The Customer acknowledges that Provident is not the owner of, nor is it responsible for the operation or condition of the electrical, gas, water and mechanical infrastructure at the Premises (other than the sub-metering system) including, but not limited to, all wires, switches, valves, piping, regulators, outlets, electrical panels or fixtures; furthermore, Provident is not in any way in control of or responsible for the supply of Metered Utilities to the Premises and/or to the Unit.
8. The Customer shall not change or modify, or permit any other person to change or modify, any of the downstream piping or appliances from the sub-metering system unless it has provided Provident with at least 30 days' prior written notice of such change or modification, including any applicable drawings, and should the Customer become aware of any such change or modification by any person, other than Provident and its affiliates and their respective officers, directors, trustees, employees and agents, the Customer shall notify Provident forthwith of such change or modification. In the event that, in connection with any such actual or proposed changes or modifications, Provident determines that such change or modification affects the operation of its sub-metering system, the Customer shall be responsible for all costs and expenses, on a time and materials basis, incurred by Provident to complete all related repairs or other work or improvements to such submetering system. Furthermore, any and all such changes shall only be undertaken in accordance with applicable laws.
9. In the event that if in response to a request by the Customer for an inspection of the meters in respect of the Unit, Provident determines, acting reasonably, that the meters did not require any maintenance or repair, the Customer agrees to pay for the cost of such inspection performed by Provident in the Unit, in accordance with the Schedule of Charges. The Customer will not, directly or indirectly, interfere with the operation of, or remove, relocate, suspend, disconnect, alter, terminate or damage the sub-metering system and agrees to indemnify Provident in respect of any losses, costs, expenses or damages caused thereby.
10. The Customer agrees to provide Provident with access to the sub-metering system whenever reasonably required for purposes of inspection, maintenance, repair or removal of the submetering system and the provision of the Services and in connection therewith will authorize site personnel at the Premises to grant Provident access to the Unit.
11. Customer will pay each invoice issued by Provident in respect of the Metered Utilities together with the Service Fees on or before the due date and in the manner specified on each invoice and in accordance with the Schedule of Charges. Late payments will be subject to a late payment surcharge of 1.5% per month and the Customer will be responsible for any collection costs.
12. If the Customer fails to pay any charges due to Provident under this agreement, then Provident, after lawful demand and notice to the Customer, shall be entitled, in addition to any other remedies available to it at common law or pursuant to any statute, to disconnect, or limit the delivery of Metered Utilities to the Unit until such time as such charges are paid in full. Provident shall have no liability whatsoever for the consequences flowing from the disconnection of
Metered Utilities due to the Customer's failure to pay invoices or otherwise
13. Provident shall not be in default of the performance of any of its obligations or covenants contained in this agreement during any period when Provident is prevented from such performance by reason of any condition or occurrence which is beyond the control of Provident and any period stipulated for the performance of any such obligation or covenant shall be extended accordingly.
14. Provident shall not be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption loss, loss of contract or loss of goodwill, loss of data or for any direct, indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liabilities, losses or damages arise in contract, tort or otherwise.
15. No director, officer, shareholder, employee, agent or other representative of Provident shall be liable at law to the Customer, an occupier of the Unit or a visitor to the Premises or Unit for any claim whatsoever arising out of or pertaining to the provision of the Services.
16. The Customer hereby consents to Provident providing consumption and payment information in respect of the Unit to the Owner/Condominium and/or the subject property manager, and otherwise as may be permitted by law.

17. The Customer consents to the collection, use, disclosure and maintenance of personal information and to receiving commercial electronic messages from Provident, its affiliates or authorized service providers in accordance with the terms of Provident's Privacy Policy which is available at www.permi.com. Provident agrees that any personal information provided by the Customer (or by the Owner/Condominium) shall be subject to applicable laws and Provident's Privacy Policy. The Customer agrees that Provident may undertake a credit reference check of the Customer and Provident agrees that the results thereof shall be handled by Provident in accordance with the Privacy Policy and applicable laws. The Customer may contact Provident's Privacy Officer to discuss any question or concerns related to Provident's Privacy Policy or how the Customer's information is being handled by contacting Provident's Privacy Officer by: email at info@permil.com, telephone at 416-736-0630, or mail at:

Provident Energy Management
20 Floral Parkway
Concord, Ontario
L4K 4R1
Attention: Privacy Officer

18. The Customer hereby consents to Provident, its affiliates, related parties and/or authorized service providers contacting him/her in respect of, and/or providing notices from time to time of, other services or wares that may be of interest to the Customer. The Customer may withdraw such consent on written notice. Provident may periodically provide the Customer with information concerning Metered Utilities cost savings and conservation measures to assist in reducing consumption and related costs.
19. This agreement may be terminated by Provident by giving the Customer notice thereof, in which case Provident may conduct a final reading on the termination date and render a final invoice in respect of the Services hereunder. Where such a final invoice is rendered the provisions of paragraph 5 hereof apply, with necessary modifications, to payment of the final invoice and the application of any deposit thereto.
20. Any notice required or permitted under this agreement may be given by Provident to the Customer by ordinary mail sent to the Premises (or the mailing address, in the event a mailing address is provided by the Customer), in which case the notice shall be deemed to have been received on the 3rd day following mailing. Where the Customer has selected paperless billing, Provident shall have the right to deliver notices required or permitted under this agreement electronically and such notice shall be deemed to have been received upon completion of such electronic transmission. The Customer shall give any notices to Provident by facsimile transmission to 416-736-4923 or ordinary mail (in which case the notice shall be deemed to have been received on the 3rd day following mailing) to Provident Energy Management Inc. 20 Floral Parkway, Concord Ontario, L4K 4R1
21. If any provision of this agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, said provision shall be severed and the remainder of this agreement shall continue to remain in full force and effect subject to such modifications as may be necessary to carry out the provisions and intent hereof.
22. Everything contained in this agreement shall extend to and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of each party hereto. Provident may assign any of its rights and obligations under this agreement and upon such assignment; Provident is released from any further obligations to the Customer under this agreement. The provisions hereof shall be read with all grammatical and gender changes necessary and any singular reference to the Customer shall be deemed to include all Customers to this agreement. All obligations of the Customer under this agreement shall be deemed joint and several obligations and provisions of this agreement relating to payment for Services shall be binding on the Customer after the date the Customer vacates the Unit or terminates this agreement and shall remain binding until such time as all payments required to be made under this agreement have been paid.
23. This agreement, including Provident's Conditions of Service (where monitoring and recording of electricity usage is provided by Provident), constitutes the entire agreement between the parties, and the Customer acknowledges that there are no oral or written agreements, representations or undertakings whatsoever, and no subsequent or concurrent alteration or waiver whatsoever of the terms of this agreement shall be valid unless it be in writing and signed by the parties or their authorized representatives; provided, however, the Customer acknowledges and agrees that Provident may at any time, and from time to time, amend, replace or otherwise change its Conditions of Service and/or Schedule of Charges without notice to the Customer except as may be required by applicable law.

CUSTOMER SIGNATURE*

This agreement is dated as of the _____ Day
of _____, 20____

X _____
Primary Account Holder's Signature

X _____
Secondary Account Holder's Signature



PRE-AUTHORIZED CHEQUING PLAN FORM

With Pre-Authorized Chequing from Provident Energy Management Inc., your Bill is automatically paid from your chequing account. You will continue to receive a regular invoice and we simply deduct the amount owing on the due date of the invoice. Once set up on Pre-Authorized Chequing your invoice will state "Pre-Authorized Payment Plan Do Not Pay".

Please note the following to ensure proper set up:

- include a "voided" cheque
- DO NOT USE A LINE OF CREDIT ACCOUNT
- Any outstanding amounts must be paid in full before the pre-authorized payment plan can be applied to your account

Fill in **ALL** sections to ensure proper set up on Pre-Authorized Payment Plan.

Service Location: 85 Wood St. Unit 3616, Toronto, M4Y 0E8.

Customer Number # _____

(If this form is completed before your first invoice, you will not have a customer number.)

Day Time Telephone # _____

Yes I have enclosed a "Voided" Cheque and hereby authorize my financial institution to debit my account in the name of Provident Energy Management Inc.

Dated this _____ day of _____, 20____

For joint accounts, all account holders must sign if more than one signature is required on cheques issued or drawn against the account.

Print Name of Account Holder

Print Name of Account Holder

Signature of Account Holder

Signature of Account Holder

- Please note if a payment is dishonored by your bank for any reason, we have the right to terminate your participation in the Plan. A service fee will be applied to your account in response to the dishonored payment.
- Upon termination, ANY AMOUNT DUE shall be paid directly to Provident Energy Management Inc. Cancellation of pre-authorized debit does not constitute cancellation of service by Provident Energy Management Inc. and the customer shall be liable for any past, present or future amounts owing.
- You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this pre-authorized debit agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca

Please email, fax or mail this form to: Provident Energy Management Inc.
customerservice@pemi.com, 416-736-4923

20 Floral Parkway, Concord, Ontario L4K 4R1

Telephone: 416.736.0630 Fax: 416.736.4923 info@pemi.com www.pemi.com



Provident
A CRICKET ENERGY COMPANY

Landlord Agreement-Continued Utility Service

Rental Premise: Service address information		
Street Number	Street Name	Suite/Unit
City	Postal Code	
Landlord Contact Information		
Name of Landlord (Legal owner of Rental unit)		
Name of Landlord's agent if applicable		
Street Number	Street Name	Suite/Unit
City	Province, Country	Postal Code
Home Phone	Cell Phone	
Landlord Agreement		
Landlords: By signing this agreement you agree to be the interim account holder for the services to the Rental property. You understand that whenever a tenant calls to close their Provident account, you will automatically assume responsibility for the utility account and continued services starting on the Tenant's termination date and until such time as a new tenant establishes an account with Provident. No reconnection or new account charges will apply to you under this option.		
This agreement is dates as of the X Landlord (Legal Owner) Signature	Day of X Landlord (Legal Owner)Please Print	, 20

20 Floral Parkway, Concord, Ontario L4K 4R1
Telephone: 416.736.0630 • Fax: 416.736.4923 • info@pemi.com • www.pemi.com



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Your Internet service is part of a bulk agreement between Rogers and your condo developer. For further details regarding your Internet offer terms and conditions please refer to your occupancy condo documentation.**



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to download 250 photos²

2 minutes
to download a HD movie²

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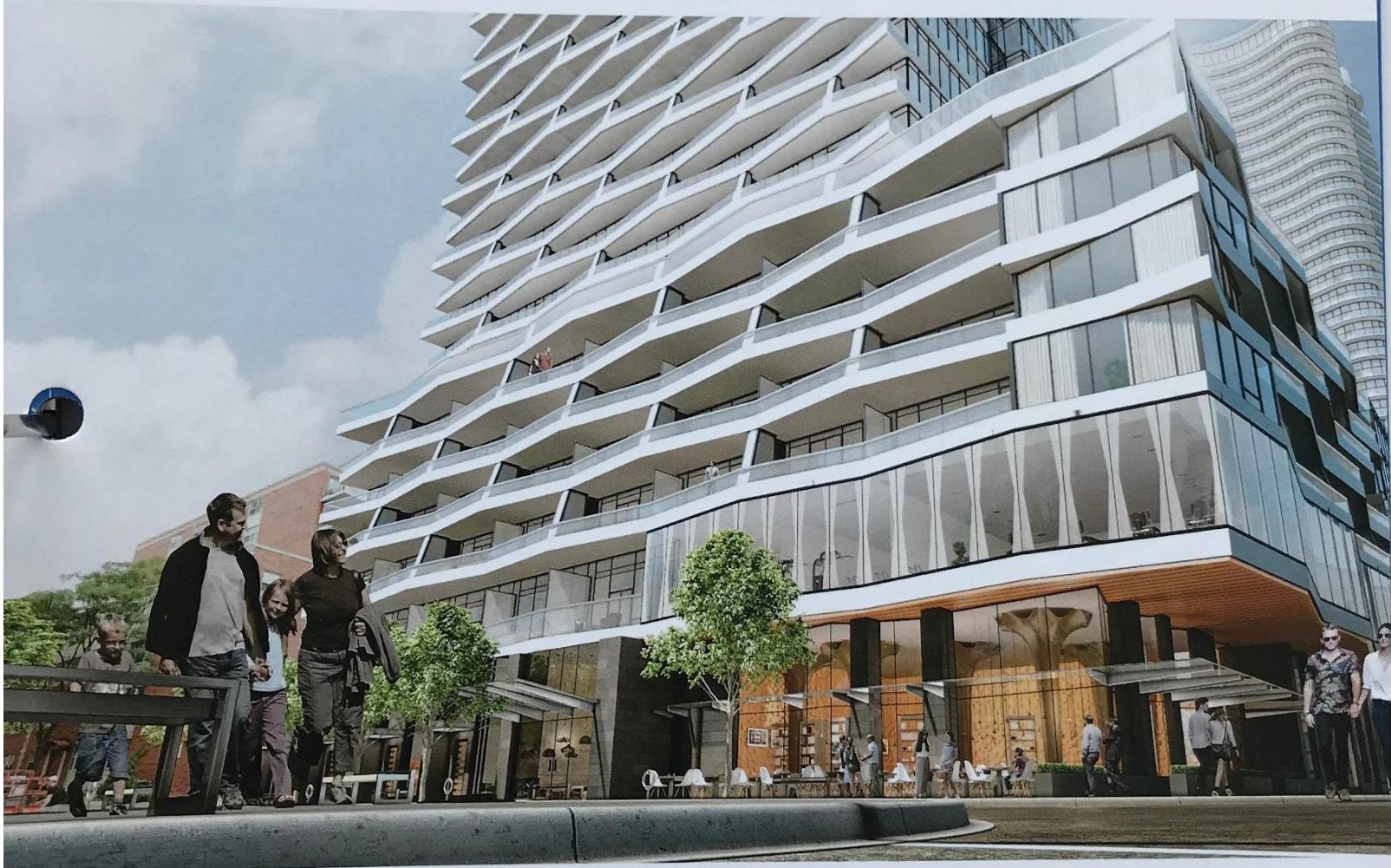
1-877-319-4320 or e-mail
isrppb@rci.rogers.com

ROGERS™

Offer available for a limited time to new customers within Rogers cable service area (where technology permits) and is subject to change without notice. Taxes extra. Data usage subject to Rogers Terms of Service and Acceptable Use Policy. See www.rogers.com/terms for full details. * Discounted price per month for the first 12 months on Select, Popular or Premier packages is \$37.50, \$56.24 and \$75.00 respectively. Regular price applies after promotional period and is subject to change. Current regular price per month for Select, Popular or Premier packages \$49.99, \$74.99 and \$99.99 respectively. An early cancellation fee applies. EARLY CANCELLATION FEE: If you live in Ontario or New Brunswick (not applicable if you live in Newfoundland or Québec), the following ECFs apply: if you subscribe to a bundle subject to a Bundle Service Agreement Term (as indicated above) and any one or more Term Services in that bundle are cancelled before your Term ends, then the ECF is \$25/month left in the Term, to a maximum of \$400 if cancelled during the 1st year of the Term and a maximum of \$200 if cancelled during the 2nd year of the Term (plus applicable taxes); or 2) 1 year Term ends, then the ECF is \$25/month left in the Term, to a maximum of \$200 (plus applicable taxes); and if you subscribe to a Term Service subject to an Internet Service Agreement Term or a Cable TV Service Agreement Term (as indicated above) and that Term Service is cancelled before your Term ends, then the ECF is \$10/month left in the Term, to a maximum of \$200 if cancelled during the 1st year of the Term and a maximum of \$100 if cancelled during the 2nd year of the Term (plus applicable taxes). You will no longer be subject to an ECF on your Term Expiry Date. **Applicable up to 6 years from first occupancy. Offer end dates vary by address, occupancy date and are subject to board approval. 1 An Ethernet/wired connection and at least one additional wired or wireless connection are required to reach maximum download speeds of up to 250 Mbps for Rogers Ignite Internet. Speeds may vary with internet traffic, server gateway/router, computer (quality, location in home, software and applications installed), home wiring, home network or other factors. See Acceptable Use Policy at rogers.com/terms. 2 Based on 3GB movie file, 50 MB song file, and 500 MB photo file downloaded with a wired Ethernet connection, assuming optimal network conditions and compatible modem; may vary with your configuration, internet traffic, server, computer, equipment or other factors. ©2018 Rogers & Design and Rogers Ignite Internet are trademarks of or used under license from Rogers Communications Inc. or an affiliate used under license. ©2018



411 CHURCH



HOMEOWNER'S GUIDE



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WELCOME HOME

Thank you for choosing us as your home builder. At CentreCourt, we are committed to being the best condominium developer in the Greater Toronto Area by providing great design, quality and customer service. We take the trust you have placed in us very seriously and now that you will be moving in, we are focused on ensuring the transition into your new home is as easy and enjoyable as possible.

This Homeowner's Guide has been created to provide you with answers to the most commonly asked questions concerning your home on topics ranging from building access to maintenance and repairs. We encourage you to take the time to carefully read and review this Homeowner's Guide to gain a better understanding of your home and the building. Furthermore, there are a number of valuable tips in this Homeowner's Guide that will help you to properly care for your home, thereby allowing it to look and function at its best for many years to come.

Should you have further questions or need additional information beyond what is covered in this guide, please do not hesitate to contact our Customer Care Team. We are happy to answer your questions, no matter how big or small.

We wish you all the best as you make 411 Church Condos your new home!

Sincerely,

A handwritten signature in black ink, appearing to read 'SV'.

Shamez Virani
President
CentreCourt

CONTACT INFORMATION

CUSTOMER CARE

CentreCourt is committed to providing you with the highest level of customer service. The role of Customer Care is to guide and help you through to post occupancy and warranty related service.

For your convenience, the Customer Care team is located on the ground floor of the building and will be there for the duration of suite occupancy. Once the majority of service requests have been addressed, the Customer Care office will operate from the CentreCourt main office located at 134 Peter Street, Suite 200, Toronto, ON M5V 2H2.

Please find below contact information for our Customer Care Team.



CONTACT INFO

Phone:

416-386-0087

E-mail:

411church@centrecourt.com

PROPERTY MANAGEMENT

360 Community Management Ltd. has been retained to manage 411 Church Condos and will deal with the day-to day operations of the building and common elements.

The Property Management Office is located on the Ground Floor of 411 Church Condos. Please find below contact information for the Property Management Team.



HOURS OF OPERATION: Monday to Friday - 9:00 a.m. to 5:00 p.m.

EMAIL: TSCC2711@360CM.CA

TSCC2711PM@360CM.CA

PHONE: 416-901-0671

If you have any emergency **after business hours**, please contact 416-901-0174. For all general emergencies, please call 911.

CONCIERGE

411 Church Condos enjoys a 24/7 professional concierge service. The Concierge is responsible for access control of all guests to the property, acceptance of deliveries for residents and oversight of building safety and security. The concierge is also your first point of contact in case of an emergency.

Please find below contact information for the Concierge at 411 Church Condos:

Phone: 416-901-0174



ACCESS TO THE BUILDING

Your access fob will provide entry to the building and amenity areas. An access fob works by simply placing it close to one of the readers mounted next to the doors and within each elevator. You will be provided with two access fobs at the time that you pick up your keys for occupancy. Only registered residents will be able to purchase additional fobs.

If an access fob is lost or stolen, you must report it immediately to Property Management or the Concierge. The missing fob will be deactivated to avoid unauthorized entry into the building and a replacement access fob can be purchased through Property Management.

Visitors must use the enterphone system located in the lobby vestibule in order to contact the resident that they are visiting. Homeowners should complete the Resident Information form with the landline or cell phone number and provide same to the Property Manager or Concierge in order to program the enterphone system. A buzz code will then be provided.

All visitors will need to register with the Concierge before entering the property.



SECURITY

Reminder that security is everyone's responsibility. In order to ensure the safety of all residents, the following steps should be taken:

- Do not let any strangers in behind you when entering or exiting the building or underground garage
- Do not leave access fobs/keys in your car
- Use your access fob every time you enter the building
- If you lose your access fobs/keys or they are stolen, contact the Concierge immediately to deactivate any missing access fobs
- Inform your guests of your buzz code

ACCESS TO THE PARKING GARAGE

Access to the parking area for residents is gained by using the garage door remote provided to each owner of a parking unit. The garage entrance door is located off of Wood Street in the rear laneway. There is no visitor parking area onsite.

All purchasers of parking spaces will be provided with one garage door remote. Report all lost or stolen remotes for immediate deactivation. If you need to replace the garage remote, please contact Property Management.

COMMON AREAS

AMENITIES

For amenity hours of operation and booking instructions, please check in with Property Management or the Concierge. During the initial occupancy period, amenity procedures are being established. With respect to the use of amenities, please note the following:

- Guests must be accompanied by the resident at all times;
- Children under the age of 12 are not permitted in the amenity areas unless accompanied by an adult resident not under 18 years of age;
- Pets are not permitted in the facilities; and
- Residents or guests are not permitted to smoke in amenity areas

BALCONIES AND WINDOWS

With respect to the use of balconies and windows, please note the following:

- No awnings or shades may be erected over or outside of the windows and balconies
- Nothing may be placed on the outside of the windowsills or projections of any suite
- Nothing may be thrown out of the windows or doors of the building or from any balconies or terraces (including, for example, cigarette butts, bottle caps or garbage)
- No mops or brooms, bedding, etc. shall be shaken from any window or door
- No hanging planters or plants over balcony railings are permitted. Only seasonal furniture is permitted on balconies.
- No lights are permitted to be strung or affixed to the exterior walls or any balcony railing
- Window curtains should be either white or off-white when viewed from the outside to maintain uniformity from the exterior



MOVING + DELIVERIES

BOOKING ELEVATOR

Prior to any move-in or delivery of large furniture, you will be required to book the move-in elevator with Property Management. Please visit <https://tscc2711elevator.bookafy.com> to book your elevator. Elevator reservations are made on a first come, first served basis.

While we will take elevator bookings in advance of closing dates, please note that use of the elevator will be dependent if the suite successfully closed. We recommend **NOT** to book the elevator on the same day as your closing to avoid disappointment in case the closing gets delayed for any reason.

In addition, you will also be required to book the elevator for any large deliveries subsequent to your initial move-in.

Your Property Manager and Concierge will inform you regarding the requirement to inspect the service elevator and adjacent common elements immediately prior to and following its use. Any damage noted during the pre and post inspection that was not noted on the initial inspection may be deemed the responsibility of the homeowner and charged back accordingly.

Cardboard boxes must be broken down and/or flattened prior to bringing downstairs. See Concierge for access to the designated area.

MAIL DELIVERY

The mailing address of 411 Church Condos is:

85 Wood Street
Toronto, Ontario
M4Y 0E8

When Canada Post commences service to the building, mail can be picked up in the mailroom on the ground floor. Parcels and deliveries will be held by Concierge once a waiver form is signed. There is a restriction in acceptable parcel sizes which is no larger than 2 ft x 2 ft x 2ft. Please ensure that all mail has your name and suite number on the shipping label.

GARBAGE, RECYCLING + ORGANIC DISPOSAL

The garbage, recycling and organic disposal room is located on each residential floor. For the consideration of other residents, the chute room is only to be used between the hours of 8:00 a.m. and 10:00 p.m. to minimize noise disturbances.

411 Church Condos utilizes a dual-chute system, with one chute used for recyclable material and organic waste and the other chute used for garbage. The chute that is used for recyclable material and organic waste can be set to accept either one by pressing the button for the desired selection located above the chute door.

All garbage must be properly drained and double-bagged to prevent any odour, mess or damage during its passage through the garbage chute. All garbage must be firmly pushed through the chute and not left in the access area or on the floor.

The following items must not go down the garbage chute as they may cause blockages or damage to the vertical chute:

- Bulky items
- Large boxes, move-in cartons, pizza boxes, etc.
- Paint
- Furniture
- Kitty litter

The abovementioned items should be taken down to the bulk area located on the ground floor by the loading dock and manually disposed in the appropriate bin. Cardboard boxes must be broken down and/or flattened prior to bringing downstairs.

Ask your Property Manager regarding the proper disposal, if uncertain.

RESIDENT PARKING + STORAGE

When entering or leaving the premises, please drive safely and at a speed of no more than 10 km/h and adhere to all posted signs. When entering the garage, you must use your garage door remote. Please park within the boundary lines of your parking space. Please lock your vehicle at all times and avoid leaving valuables inside.

Property Management will require the licence plate numbers for all vehicles parking in the garage to ensure that vehicles are parking in their appropriate location. Vehicles parked in unauthorized spots will be ticketed and/or towed at the owner's expense. If an unauthorized vehicle parks in your designated spot, please contact the Concierge immediately. The Concierge will provide Toronto Parking Enforcement's phone number as it will be the homeowner's responsibility to arrange for ticketing/towing.

Vehicle repairs, washing, oil changes and storage of items or non-functional vehicles are not permitted in the parking areas. Parking spaces are for vehicles only and are not to be used as storage for any items. Items left in the garage will be removed and may be discarded without notice.

If any oil leaks or spills, please notify Property Management and clean the leaks or spills with soap and water or place an absorbent material on the spot to soak up the spill and clean up at a later date. Leaks left for any lengthy period of time may result in damage to the surface of the parking garage and will be the responsibility of the homeowner to cover all costs incurred.

STORAGE UNITS

If you purchased a locker, access to the storage locker rooms will be through the use of a key which will be provided at the time that you take occupancy. A lock must be placed on your specific storage unit within the locker room at all times to secure your items.

It is your responsibility to ensure that all articles stored in the storage units are kept below any sprinklers, plumbing or other piping located under the ceiling slab and below the level established by applicable codes identified in the locker room.

Storage of gasoline, propane or any other combustible material within a storage unit is prohibited. Any items found outside of locker cages can and will be removed and disposed of without further notice in accordance with the fire code.

UTILITIES

CABLE, TELEPHONE + INTERNET SERVICE PROVIDER

Your suite is pre-wired for cable, telephone and internet service with Rogers and Bell. As an exclusive offer to residents, please note that your internet service is part of the bulk agreement with the building through Rogers. Please refer to the Rogers information brochure for additional details.

It is your responsibility to arrange for your utility services.

COMPANY	PHONE #
 ROGERS	1-866-902-9534
 Bell	1-877-811-6899

HYDRO + WATER

Your suite is directly sub-metered by Provident Energy for hydro and water consumption. You will be provided with a Provident Registration form and it is your responsibility to set up and maintain your account with Provident. Once you establish your account, you will be billed by directly by Provident for the consumption of electricity and hot and cold water use.

Provident Energy Management can be contacted at:

PHONE #	EMAIL	HOURS
416-736-0630	info@pemi.com • www.pemi.com	9:00 a.m. to 5:00 p.m.



ENERGY SAVING TIPS

Here are some helpful tips on how to minimize energy consumption:

- Turn off lights, TVs, etc. and unplug computers and chargers when they are not needed. Some electronic items continue to use small amounts of electricity unless they are unplugged
- Shift electricity use to off-peak times, when electricity rates are lower. Use the washer, dryer and dishwasher before or after peak demand times. On weekdays, high-peak demand is late afternoon or early evening
- Wash clothes in cold water. This does just as good a job, keeps your colours bright and saves energy. Approximately 85-90% of the energy used by washing machines is for heating the water

MAINTENANCE + REPAIR

The following table outlines whether the homeowner or the Condominium Corporation is responsible for the ongoing maintenance and repair of various aspects of your suite and the building.



ITEM	RESPONSIBILITIES	RESPONSIBLE ENTITY
Plumbing and related systems and components	All maintenance, repair and replacement of all or any portion of the system exclusively serving a subject unit and situated within the unit (excluding suite shut off valves).	Homeowner
	All maintenance, repair and replacement of all or any portion of the system serving more than one unit and/or the common elements, or situated outside the unit boundaries, as well as suite shut off valves.	Condominium Corporation
Electrical and related systems and components	All maintenance, repair and replacement of all or any portion of the system exclusively serving a subject unit and situated within the unit (excluding individual suite panel disconnect).	Homeowner
	All maintenance, repair and replacement of all or any portion of the system serving more than one unit and/or the common elements, or situated outside the unit, as well as individual suite panel disconnect.	Condominium Corporation
Heating/Cooling and related systems and components	All maintenance, repair and replacement of all or any portion of the system exclusively serving a subject unit and situated within the unit (including fan coil units, filters, etc.).	Homeowner
	All maintenance, repair and replacement of all or any portion of the system serving more than one unit and/or the common elements or situated outside the unit.	Condominium Corporation
Building, exterior roof, vertical walls, foundations, corridors, lobbies and common areas	Maintenance, repair and/or replacement.	Condominium Corporation
Windows, glass, balcony, railings	Cleaning of interior surfaces serving the units, and the cleaning of all exterior surfaces accessible by patio, terrace or balcony, including railings, plus breakage of any windows through the unit owner's/tenant's negligence.	Homeowner
Windows	All exterior surfaces, except those accessible by patio, terrace or balcony, and other common elements' windows.	Condominium Corporation
All entry doors and door frames to dwelling units	All repairs except those caused by dwelling unit Owner's and/or tenant's negligence. Maintenance of exterior.	Condominium Corporation
	Maintenance of interior.	Homeowner
Doors situated within dwelling units (including all interior surfaces, locks, frames, hinges and hardwares on doors providing access to dwelling units)	Maintenance, repair and replacement.	Homeowner
Parking Garage	Maintenance, repair and replacement.	Condominium Corporation
Parking Spaces	Upkeep and general tidiness of individual parking spaces.	Homeowner
Bicycle/Storage Units	Maintenance, repair and replacement.	Condominium Corporation
	Upkeep and cleaning of individual bicycle/storage units.	Homeowner

1-YEAR APPLIANCE WARRANTY

APPLIANCES

Maintenance and repair of all appliances are the owner's responsibility. Included within your suite at the time of Occupancy are instruction manuals for each of the appliances noted below. For ease of reference, the table below provides you with manufacturer and model information for all of the major appliances within your suite. Please note each appliance comes with a 1-year warranty commencing the date you take possession of the suite (closing date).

We recommend you read and follow the instructions contained in the operating manuals for each appliance.

IMPORTANT NOTE - Prior to first use, please ensure that water supply valves to your dishwasher and washing machine are in the ON position.

ITEM	MANUFACTURER	MODEL	WARRANTY CONTACT
Washer/Dryer	Whirlpool	YWET4024EW	TASCO BUILDER CUSTOMER SERVICE 1-866-848-6767 Email: tascobuildercs@tasco.net
Oven	Whirlpool	WOS52EM4AS	
Refrigerator	Kitchenaid	KBBX104EPA	
Cooktop	Whirlpool	WCE52424AB	
Dishwasher	Whirlpool	UDT555SBDP	
Hood Fan	Broan	PM250	
Microwave	Whirlpool	WMC11009AS	

If you need to request warranty repair for the appliances within the 1-year warranty, please provide the following information when calling in:

- Name of registered owner
- Suite number
- Contact phone number & email
- Detailed description of the problem
- Date of suite occupancy (closing date)

Please find below some best practices to extend the useful life and maximize the performance of your appliances:

Dishwasher

Only use dishwasher soap made specifically for dishwashers. Any substitutions may result in leakage and/or excessive bubbles. To prolong the life of your dishwasher, make sure plastic items are dishwasher safe and rinse food off dishware and tableware before placing them in the dishwasher. Failure to rinse dishes can result in food particles blocking the drain, leading to unnecessary repairs, which are the owner's responsibility.

Dryer

Your dryer exhaust system contains two lint trap doors – one inside the dryer and the other on the ceiling just above the dryer. In order to maintain dryer efficiency and avoid potential fire hazard, you should clean both lint traps on a regular basis. It is highly recommended to clean the lint from the dryer door after each load. In addition, clean the lint from the ceiling lint trap on a bi-weekly basis or as needed. If lint is not cleared from the drum, clothes may take longer to dry and lint build up presents a fire hazard. During lint screen cleaning, some of the lint may become airborne and travel to the surrounding area. Keep the area around the dryer and the exhaust opening clutter free, and do not block the flow of ventilating air. Have the interior dryer, lint screen and exhaust duct cleaned by a professional service technician periodically. Follow the manufacturer's instructions on using fabric softeners.

Washing Machine

An ON/OFF valve for water supply to the clothes washer is located on the wall next to it. When switching the valve from the OFF position to the ON position, it is important to move the lever very slowly. Switching the lever too quickly could result in a surge of water pressure to the washer, which could activate the flood-stop safety mechanism inside the washer hose. This would stop water flow to the washer temporarily, until the flood-stop mechanism slowly resets itself. After each load, leave the lid open so moisture can evaporate, preventing rust from forming. Avoid overloading the washer and try to load the drum evenly. When not using the washer, always keep the shut off valve in the off position.

Microwave

Do not use metal or metal trimmed pots or glasses or metal foil in the microwave. Any metal placed in a microwave could damage the appliance, and presents a fire hazard.

Hood Fan

Periodic maintenance is recommended for efficient operation of the hood fan. The grease filter should be cleaned periodically with a mild detergent water solution and dried thoroughly. Potential fire hazards are created by grease accumulation on filters.

Refrigerator

For the freezer section, do not remove the compartment trays as they ensure alignment to allow the door to fully close and seal.

ELECTRICAL

BREAKER PANEL

Your suite is equipped with a single electrical panel, the location of which varies by suite. The panel provides power to your suite and several circuit breakers, which in turn provides power to a specific area. If you overload one of the electrical outlets, the breaker will trip. To restore power, please follow these steps:

- Make sure your hands are dry to avoid electric shocks
- Turn off all lights and unplug everything in the affected area
- Locate the tripped breaker. A tripped breaker will be set in the off or middle position
- If the tripped breaker is in the middle position. Turn it "Off" first
- Push the breaker to the "On" position to restore power. A properly reset breaker should "snap" into place when restored to the "On" position

If the breaker still trips:

- You could check for a short by turning on lights individually and plugging devices into plug outlets one at a time, to determine which light or power outlet is causing the malfunction. Then you can determine if the malfunction is due to a melted power cord or other device issue.
- Sometimes having too many devices plugged into the same circuit will trip the breaker, and plugging some of them into a different circuit will fix the issue. A single circuit will contain several plug outlets and light fixtures, so when redistributing devices make sure you are moving them to a plug outlet on a different circuit. A vacuum cleaner is an example of a device that will commonly overload a circuit that is already near its capacity – if this is the case, try plugging it in to a plug outlet in a different area of your unit.

If after taking these steps a breaker does not stay "On" after attempting to restore it, there may be a wiring problem in which case an electrician should be called. Never attempt to fix electrical wiring or dismantle an outlet or light fixture yourself, due to risk of electric shock.

GFI OUTLETS

Plug outlets in the washrooms or kitchen are protected by a Ground Fault Interrupter (GFI) located above the washroom sink. This plug outlet has two buttons on it, "RESET" and "TEST". Press the RESET button to reset and the TEST button to test the GFI. A GFI protects other plug outlets as well. If you do not have power at an outlet, try pushing the GFI reset button.

If you have more than one bathroom, your GFI outlets may be linked. This means that only one bathroom will have GFI test and reset button and the other bathroom outlet will be linked to it.

ELECTRICAL SAFETY

General Tips:

- Avoid using any electrical devices near a bathtub, shower or sink
- Stand in a dry place when operating any electrical appliance
- If a device that is plugged in falls into a sink or other water container, unplug it before retrieving it
- Never touch a tap or grounded metal while in contact with an electronic device
- Unplug appliances prior to cleaning
- Unplug a toaster before you pry out bits and pieces with a fork or knife. You may get a shock from some models, even if they are turned off
- Have Ground Fault Circuit Interrupters installed, particularly near the sink or other water sources
- Do not use multiple plug adapters on single plug outlets, as they could present a fire hazard
- Never leave an extension cord under a carpet – it could cause electric shock or fire

Tips to help ensure your children are safe around electricity:

- Use plug outlet covers on unused plug outlets, so that your child cannot stick their fingers or metal objects into exposed plug outlets.
- Make sure cords are pushed well back on counters and away from children and pets.
- Extension cords that are plugged into an outlet but not to an appliance are still energized and can be dangerous. A child or pet could chew on the end of a plugged cord.

PLUMBING

PLUMBING

The plumbing in your suite was installed by a professional plumber and maintenance should be minimal with proper care. Any fixture that is not frequently used should be turned on or flushed at regular intervals. Fixtures have water-filled traps to prevent sewer gases and airborne bacteria from entering your suite. By flushing or turning on any fixture, water vapours are replaced with water and odours will be gone.

Minimize the disposal of grease, fat and similar waste through the plumbing system, as they tend to lead to clogging. Consider keeping a jar under the sink to pour liquid grease/fat waste into, which can then be thrown in the garbage once full. If liquid grease/fat waste is accidentally poured down the sink, run hot water for several minutes to avoid the waste cooling and clogging the pipes.

TOILETS

Your suite is equipped with a dual flush - low flow toilet resulting in saving of water. This also means that sometimes you may need to flush more than once to get rid of solid waste.

Toilets should be flushed regularly to avoid leakage and damage due to a dried and brittle rubber gasket. Toilet bowls are installed with a rubber gasket at the floor flange, sealing the toilet bowl and the drainpipe. Infrequent flushing will allow water inside the

toilet bowl to evaporate. The rubber gasket then dries out and becomes brittle which could lead to leakage and damage.

Do not throw unintended items (such as paper towel, female hygiene products, diapers etc) as it may clog the toilet passage resulting in non-warrantable blockage and/or leakage damaging your suite and suite/s below for which you will be responsible.

FIXTURES

The smooth, glossy surfaces on your plumbing fixtures are not indestructible. Abrasive cleaners will wear through surfaces in time, making the finish dull and porous. Most household cleaners are slightly abrasive so it is recommended that they be used in moderation and rinsed with plenty of water. Steel wool and harsh cleaners could do permanent damage.

You can prolong the life of your fixtures by:

- Avoid scraping surfaces with metal utensils
- Never step in the bathtub with your shoes on as they may transfer small particles that could scratch the enamel

WATER SHUTOFF VALVE

Your suite is equipped with main shut off valves generally located in the access panel under the bathroom sink. There are two valves—one each for hot and cold water supplying to all plumbing fixtures in the suite. It is very important to be aware of the location of the main valves as you will need to shut them off in the event of a leak to avoid further damage. It is highly recommended to shut them off in case of extended absences like vacation.

To turn off the entire unit's water flow, turn the valve to face perpendicular to the pipe. To turn on the water flow, turn the valve to face parallel to the pipe. When turning any water valve from the closed position to the open position, it is important to turn the valve very slowly. Turning the lever too quickly could result in a surge of water pressure, which could lead to pipe leaks or in the worst case, a pipe burst.

In addition to main shut off valves, there are numerous water shut-off valves located throughout your unit including: under your washroom sink, under your kitchen sink, near your clothes washer/dryer and near your toilet. They can be turned off prior to servicing individual fixtures or appliances.

INTERIOR FINISHES

CABINETRY

To clean cabinets, we recommend water with mild detergent or soap. It is crucial to wipe dry immediately due to any excess moisture that could damage finishes. Do not use abrasive products. If grease is splattered onto the cabinets, wipe it off immediately.

CAULKING & GROUT

Caulking is a sealant applied to joints between dissimilar materials on finished surface. If at any time you need to apply caulking in a washroom, we recommend silicone caulking as it is mildew resistant. For other interior joints, regular caulking can be used.

Grout is the material used to fill the joints between tiles on floors and walls. Grout between tiles and in the corners should be checked during regular cleanings. Any cavities found should be filled in as soon as possible.

Caulking and grout are prone to shrinkage, drying or cracking over time. It is the responsibility of the homeowner to ensure that caulking and grout is maintained. Thus, proper preventative maintenance or regular cleaning checks will help reduce problems associated with them.



DRYWALL

As your new home begins to settle and dry, you may notice small cracks forming on your walls or the ceiling. These are shrinkage cracks and not a defect in workmanship or material. They may appear near or at the joints of adjacent walls, above or below window/door opening and/or at nail/screw locations. You should not be alarmed upon noticing such cracks. Shrinkage cracks are considered non-warrantable condition according to Tarion's Construction Performance Guidelines.



FLOORING

Your suite is installed with laminate flooring as per your selection during color selection process. The main ingredient of the flooring being wood, it is influenced greatly with temperature and humidity variations. **It is homeowners' responsibility to maintain proper temperature and humidity levels so that permanent damage to your floor is avoided.** It is recommended to keep the humidity between 30% and 45% to keep the floor maintained and last long.

When humidity levels are high, wood will absorb water vapour, which will cause the floors to expand. This may cause buckling of the floor, misalignment, excessive floor noise, cracked boards and edge crushing of boards. When humidity is low, wood releases water vapour, which will cause the floors to shrink and separate. Constant low humidity could cause gaps between boards, cracked boards and excessive floor noise.

Throughout the year, humidity within a home could vary significantly and controls the expansion and shrinking of wood. Natural expansion and shrinkage resulting in gaps between boards is not considered a defect but an inherent quality of wood as a product of nature. In addition, it is best to be mindful not to use a damp mop over the flooring as this could also cause permanent damage not covered under warranty.

FLOORING

Below are some tips in maintaining your laminate floors:

Do:

- Wipe up spills immediately to prevent water marks
- Vacuum, sweep or dust mop as needed. The vacuum head must be brush or felt
- Use interior doormats at entrances to trap dirt and moisture and prevent it from being tracked onto the floor
- Use a recommended hardwood floor cleaner, which is specially formulated to prevent streaking and residue
- Keep pet's nails trimmed to prevent scratches
- When moving heavy furniture or appliances, place a heavy blanket underneath to prevent scratches and dents
- Use furniture pads under furniture and chairs to prevent dents and scratches
- Protect your floor from direct sunlight to avoid discoloration or uneven colour throughout the flooring. Remember to remove/rotate rugs and furniture to allow the wood color to even out

Don't:

- Do not use ammonia based cleaners, acrylic finishes, wax based products, detergents, bleach, polishes and oil soaps, abrasive cleaning soaps or acidic materials (i.e. vinegar)
- Do not wear high heels or anything with sharp object protruding from your shoe on your hardwood floor cause they may cause dents
- Don't allow furniture to rest on the floor on small metal tips or hard domes
- Don't use rubber, foam back or plastic mats as they may trap moisture and possibly discolour your floor
- Don't use vacuums with beater bars or hard heads
- Do not allow humidity levels in the suite to rise and fall beyond recommended Relative Humidity ranges
- Do not use a damp mop over the flooring as this could also cause permanent damage

CLIMATE CONTROL

FAN COIL SYSTEM

The built-in fan coil unit in your suite is your source of heating and cooling, allowing temperature control year round. Heated and cooled air is produced through the circulation of hot and cold water in the coil located within the unit. The fan coil motor blows air across this coil to create warm or cool air. Each unit is equipped with a thermostat to regulate its temperature.

In order to maximize performance of the fan coil system and air quality that it produces, the dust filter mounted behind the inlet grill

should be checked at least once a month and replaced, if dirty. Just prior to the cooling season, the drainage pan located inside the unit should be checked and cleaned of any debris to avoid blockage of the drain pipe and resultant leak.

The Condominium Corporation will have a routine maintenance program in place that will include replacement of the filter and operational maintenance, typically annually in the Spring. Additional filters can be purchased from Property Management at a nominal cost.

ENERGY RECOVERY VENTILATOR (ERV)

All suites are equipped with an ERV unit that can be identified by an access door located in the bathroom or closet ceiling. This unit is designed to run year-round and assists in maintaining indoor air quality by bringing in fresh air. The ERV also assists in controlling condensation in the winter by removing the stale, humid air from the unit and replacing it with fresh, dry air.

Your bathroom exhaust control contains 20-40-60 minute timer, which turns the ERV fan on higher speed for the duration to accelerate the exhaust of stale, humid bathroom air.

INSURANCE

BUILDING INSURANCE

The Condominium Corporation's insurance covers full replacement value of the units and common elements in the event of a fire or other damage as outlined by the policy. Improvements, betterments, items not covered under the Standard Unit By-law and personal property of the owner are excluded from this policy (improvements and/or betterments are upgraded items to a home, at an additional cost - such as carpet, appliances, cabinets, furniture, etc.).

Please check your Condominium documents for Standard Unit By-law items not covered under the Corporation's Insurance.

HOMEOWNER INSURANCE

Homeowners are responsible for insuring personal property, improvements and betterments to the suite, as well as personal liability. We recommend that all owners obtain minimum insurance coverage as follows: \$2,000,000 liability insurance and \$100,000 in coverage for property and contents, betterments and improvements insurance, loss assessment and contingency insurance.

Displacement and deductible insurance are not covered under the building insurance and should be covered under Homeowner's insurance.

If you are renting your suite, it is highly recommended that you and your tenant obtain coverage to cover the contents, liability, appliances, betterments and improvements.

WARRANTY INFORMATION

Condominiums have two sets of warranties: one for the homeowner, covering his or her home, and another for the condominium corporation, covering the common elements of the building. Common elements are covered from the date the Condominium Corporation is registered, however an individual home is covered from the day the homeowner takes occupancy.

At the time of or prior to your Pre-Delivery Inspection, you were provided with a new Homeowner Information Package, which explains your rights and responsibilities under the Tarion Warranties Plan Act in greater detail. We encourage you to read the Homeowner Information Package which was emailed to you in detail to understand the full scope of warranty coverage offered by Tarion.

THE FOLLOWING ITEMS ARE NOT COVERED UNDER WARRANTY:

- Normal wear and tear
- Normal shrinkage of materials that dry out after construction
- Damage resulting from improper maintenance and/or negligence
- Secondary damage caused by defects in the home. While the defects are covered under warranty, the personal or property damage they cause is not.
- Alterations or installations made by the homeowner, including any associated defects
- Damage from floods, natural disasters, wars, riots, vandalism or other extraordinary events
- Damage from insects or rodents, unless it is the result of construction that does not meet the Ontario Building Code
- Damage caused by municipal services or other utilities
- Damage caused by homeowners, tenants and guests
- Surface defects in work and materials noted in writing and accepted by the homeowner at the time of possession

IN ORDER TO MAINTAIN YOUR WARRANTY, YOU ALSO HAVE RESPONSIBILITIES:

- Report defects within the timelines and in the manner specified by Tarion
- Allow access for developers to make repairs during business hours
- Properly maintain your home and mechanical parts to ensure warranty coverage

EMERGENCY + FIRE SAFETY

The Property Manager will arrange for a certified contractor to perform an annual inspection of your in-suite fire equipment. The Property Manager will notify you in advance of the date of the annual inspection. If you are not home, then the Property Manager will arrange for a maintenance person to allow the approved contractor access to your suite to do the inspection.

In the case of a fire emergency, it is important that you remain calm and follow the procedures outlined in this section as quickly as possible. Every fire is different and you must decide quickly when you hear the alarm whether it is safe to leave your suite. It is important to protect yourself from smoke, as smoke often presents the greatest risk rather than the fire itself.

IN PREPARATION FOR A FIRE

- Know where the fire alarm pull station and exits are located
- Know the correct building address and your suite number.
- Familiarize yourself with the building's Fire Plan

IN THE EVENT OF A FIRE

- Pull the fire alarm if it is safe to do so
- Call 911 and ask for the Fire Department immediately. Never assume that this has been done by someone else
- Do not use the elevator. Use the nearest exit stairwell
- Do not re-enter the building for any reason
- Never attempt to extinguish a fire when the flames are higher than a desk
- If the fire is uncontrollable, leave and close all doors behind you
- Keep clear of flames
- Keep clear and stay low to avoid smoke. Smoke is harmful and deadly
- Close all doors behind you
- Feel doors for heat before opening. If it is not hot, brace yourself against the door and open slightly. If there is smoke or hot draft, do not enter and close the door quickly

If you cannot leave your suite because of fire or heavy smoke, remain in your suite.

- Close your suite door but leave it unlocked, to allow fire fighters access
- Dial 911 and ask for the Fire Department. Tell them where you are
- Close the doors behind you
- Seal all cracks where smoke can get in by using wet towels or sheets. Do the same for all vents or air ducts
- If smoke enters your suite, move to the balcony or the most smoke-free room and partially open the window for air. Hang a sheet from the window or balcony to signal to fire fighters where you are. If you are inside, close the window if smoke comes in
- Keep low to the floor if smoke enters the room you are in. Smoke rises, so the air near the ground is cleaner
- Remain calm and wait to be rescued. Do not attempt to leave through a window or over a balcony
- Listen for instructions from authorities

FIRE SAFETY

Each suite has a speaker/strobe smoke alarm located on the ceiling. The alarm will be activated when the smoke alarm detects smoke. The alarm will only be heard within your suite and will not activate the building's fire alarm. Check the smoke alarm at least once a month to ensure the smoke alarm is functioning properly.

Each suite is provided with the sprinkler system as required by the building code . You will notice the sprinkler heads installed throughout the suite. Do not tamper with the sprinkler caps or heads.

Each suite has one or more fire alarm speaker(s) located on the ceiling. The building fire alarm will be heard in each suite through the speaker. When this alarm sounds, follow the evacuation procedures communicated through the speaker.

Any fire safety equipment must not be tampered with in accordance with the fire code as it is a chargeable offence and puts the life safety of yourself and others at risk.

FIRE EQUIPMENT

Fire hose cabinets and extinguishers are located on every floor. Each cabinet has a hose, a nozzle and a fire extinguisher. This equipment is only to be used in the case of an emergency.

SPECIAL EVACUATION PROCEDURES

If there are any disabled residents or residents with special needs living in your home, please advise Property Management. The Fire Department requires the Concierge to keep a list of residents who require special assistance, in order to provide appropriate assistance without delay. Therefore, it is important to keep this list accurate and current.

THANK YOU!

We hope that you have found this Homeowner's Manual to be helpful in better understanding your new home and 411 Church Condos.

If you have any unanswered questions regarding your new home, please do not hesitate to contact our Customer Care team by phone at 416-386-0087 or by e-mail at 411church@centrecourt.com.

Once again, on behalf of our entire team, thank you for choosing CentreCourt as your new home builder. We look forward to providing you with the highest quality of customer service as you make 411 Church Condos your new home.

