PSCC 1008

Important Building Information for all Owners & Residents

Building Address: 2560 Eglinton Ave. West Mississauga, Ontario L5M 0Y3

Web Portal: www.ernmillscondo.ca

Management Office Location: 2nd floor

Concierge & Mailboxes: Main Lobby – ground floor

Party room, Multi-purpose room, lounge, terrace, BBQs: 4th floor

Fitness room: 5th floor

We have digital notice boards to keep you up-to-date located on the P1, P2, P3 and Ground Floor near the mailboxes.

Important Contact Information & Contractor Information

Service Type	Contact Name	Contact Information
Emergency Services	Police	905-453-3311 **Non-Emergency** or 911 for emergencies
Local Hospital	Credit Valley Hospital	905-813-2200
Site: Concierge	Security/Concierge/Lobby	905-997-2166 or conciergeerinmills@outlook.com
Site: Management	Brenda Rudnicki, Condominium Manager	905-997-2116 or pscc1008manager@erinmillscondo.ca
Head Office Management	GPM Property Management Inc	905-669-0222 (also afterhours emergency #) or info@gpmmanagement.com (email for non-emergency items only)
BUILDER Customer Care	Daniels Head Office	Tel: 416-598-2129
Plumbing	Mainline Plumbing or Hi-Rise Mechanical	Mainline: 905-761-0073 Hi-Rise: 905-660-3444
HVAC (fan coil units)	GreenAir	416-845-9502
Locksmith	Century Hardware	416-990-3958
Electrical	Speedy Electrical 114A Caster Avenue, Woodbridge, ON L4L 5Y9	Tel: 905-264-2344 Fax: 905-264-1158
Appliance Service	The Brick	Tel: 416-635-4846

Cabinetry	Normac Kitchens 59 Glen Cameron Road, Thornhill, ON L3T 5W2	Tel: 905-889-1342 Fax: 905-889-7917
Cultured Marble Countertops (Bathroom Countertops)	Aurivia 80 Marycroft Avenue, Woodbridge, ON L4L 5Y5	Tel: 905-264-2829 Fax: 905-264-2830
Drywall	4 Star Drywall Ltd. 115 Sharer Rd., Unit 1 Woodbridge ON L4L 8Z3	Tel: 905-660-9676 Fax: 905-660-5194
Interior Stairs (Townhouses Only)	Torre DCC Carpentry 30 Cariboo Avenue, Toronto, ON M6P 3T6	Tel: 416-766-8544 Fax: 416-766-9577
Laminate and Wood Flooring	Barwood Flooring Ltd. 860 Progress Avenue, Scarborough, ON M1H 2X5	Tel: 416-431-4800 Fax: 416-431-2393
Mirrors, Shower Doors, Closet Doors & Shelving	Mirror Interior Inc. 2504 Bristol Cir, Oakville, ON L6H 5S1	Tel: 905-829-2111 Fax: 905-829-2112
Paint	Dulux Paints 5315 Tomken Road, Unit 3-4, Mississauga, ON L4W 1P5 or 2025 Dundas Street East, Units 7-8, Mississauga, ON L4X 1M2	Tel: 905-361-0801 Tel: 905-625-3970
Stone Countertops (Kitchen and Upgraded Bathroom Counters)	Moscone Marble 8830 Jane Street, Vaughan, ON L4K 2M9	Tel: 905-761-5194 Fax: 905-761-9522
Tile	Rockford Tile 1087 Alness Street, North York, ON M3J 2J1	Tel: 416-663-6317 Fax: 416-663-4158
Telecommunications	Bell Canada	Tel: 1-866-301-1942 www.bell.ca
Telecommunications	Rogers	Purchasing Services Tel: 1-866-210-4059 Moving Services Tel: 1-855-759-5857 www.rogers.com
Hydro	Enersource Corporation	Tel: 905-273-9050 www.enersource.com
Public Library	Erin Meadows Library	Tel: 905-615-4750
Municipal Government	City Hall	Tel: 905-615-4311 Within City Limits Tel: 311 www.mississauga.ca

School Board	Dufferin-Peel Catholic District	Tel: 905-890-1221 www.dpcdsb.org
School Board	Peel District School Board	Tel: 905-890-1010 www.peelschools.org
Transit	Mi Way Transit	Tel: 905-615-4636 www.mississauga.ca/portal/miway
Transit	GO Transit	www.gotransit.com
Mail	Canada Post	www.canadapost.ca

Other helpful building info:

First of all, let's tackle one big question: Who owns this building?

The answer to this question is – The Unit Owners.

Once the turnover meeting has taken place (where the builder turns the building over to the Owners), the unit Owners then collectively Own the building (i.e. Corporation). This breaks down to Owners own their individual suite and also a proportionate share of the common elements (as set out in schedule D of the Declaration).

However, since it would be near impossible to get 292 units worth of Owners to all agree to courses of action, a Board is elected by the Owners to represent them in the day-to-day operation of the Corporation (building) matters. The Board Members are volunteers, and do not get paid. The Owners do get a say on certain matters, and those items are typically addressed during the Annual General Meetings, and other matters that the Board may reach out to the Owners on from time to time.

What role does the Management play? Typically, in Condos, a Management Provider is brought in to facilitate work with the Board Members, and to also process accounting functions. Management works closely with the Board, and takes direction from the Board. Often, Management will bring knowledge, suggestions and pricing to the Board for their review/decision. Management is not the same as the builder. Most importantly, the Manager is also here to assist Owners and Residents with questions, concerns, suggestions, complaints, and more!

CAO!

Condo owners now have more resources than ever before! Introducing the Condominium Authority of Ontario (or CAO for short) www.condoauthorityontario.ca

The Condominium Authority of Ontario (CAO) is a recently established organization that aims to improve condominium living by providing services and resources for Condo Owners, Residents and Directors. These include:

- easy-to-use information to help owners and residents understand their rights and responsibilities
- mandatory training for condo directors

- resources to help condo owners and residents resolve common issues
- an online dispute resolution service through the Condominium Authority Tribunal (CAT). Currently, the CAT is only overseeing cases pertaining to record requests, but it is expected in the future that they will facilitate in additional dispute resolutions.

More transparency to the Owners is the key!

- A first quarter and third quarter Periodic Information Certificate (PIC for short) MUST be issued to the Owners under the recent changes to the Condo Act. This information certificate gives Owners a "snap shot" of the Corporation. It will include information on who the Directors are, the balance of the reserve fund, notice of surplus or deficit, any outstanding legal cases that the Corporation is a party too, insurance information, and more.
- Information Certificate Update (ICU) – when there are changes such as Management Provider, Insurance, Directors, etc. an ICU MUST be issued to the Owners. Typically, this certificate must be issued within 30 days of the change, but in matters of major insurance changes or if the Board loses quorum the ICU must be sent out to Owners almost immediately.

Every year Owners should keep an eye out for the following communications:

- PICs (no later than the end of January and the end of July)
- ICUs (no set timelines)
- Insurance Certificates (typically issued in February, and with other communications throughout the year).
- Budgets (typically in January or early February for the start of the next fiscal year March 1st)
- Preliminary Notices of Meeting (35 days prior to the AGM date)
- Notices of Annual General Meeting which will include the audited financials, minutes of the last meeting, and more. (15 days prior to the AGM date).

If you do not receive one or any of these items please check in with Management. These are incredibly important documents you MUST have access to.

What Governs the Management of a Condominium? Here's the breakdown of the general hierarchy of Governing Documents for Condos:

NUMBER ONE:	**The Condo Act**
NUMBER TWO:	**The Declaration**
NUMBER THREE:	**By-Laws**
NUMBER FOUR:	**Rules & Regulations**
NUMBER FIVE:	**Policies**

Building Stuff!

Booking Amenities & Elevator – This can be done via the web portal or with Concierge. Concierge can notify of availability, and accept payments/deposits. All deposits/payments must be made by cheque or money order (on move outs) and payable to PSCC 1008.

Residential Parking

- All residential parking is underground. The underground is 3 levels.
- The Corporation does not have any additional spots to rent.
- If you rent your spot to another resident please notify Management in writing.
- NO STORAGE in parking spots as per the Fire Code.
- For monthly rentals please contact Precise ParkLink. Monday- Friday 9:00a.m- 5:00p.m EST (416) 243-6990
- Condo visitor parking is located on P1 within the paid commercial parking garage and is separated from resident parking by overhead doors.
- There are a number of spaces designated as Energized Parking Spaces in the P1 commercial parking garage.

Storage Lockers

- All storage units are located on P2 and P3.
- Storage units were assigned/sold by the Builder.

P2	Lockers 1-40	Located in Room 8
P2	Lockers 41-57	Located in Room 9
P2	Lockers 58-92	Located in Room 10
P2	Lockers 93-104	Located in Room 7
P2	Lockers 105-148	Located in Room 12
P2	Lockers 149-156	Located in Room 11
P3	Lockers 157-196	Located in Room 2
P3	Lockers 197-213	Located in Room 3
P3	Lockers 214-248	Located in Room 4
P3	Lockers 249-260	Located in Room 1
P3	Lockers 261-304	Located in Room 6
P3	Lockers 305-315	Located in Room 5

- ✓ Contents stored in the lockers falls under Owner/Resident content insurance: Please note from Section 35 of the Declaration: *Section 35 (a) Insurance for anything that is not part of the Standard Unit, including any additions or improvements made by an Owners to his Residential Unit, including but not limited to, furnishings, fixtures, equipment, decorating and personal property, chattels and inventory of the Owner contained within his Residential Unit, and his personal property and chattels stored elsewhere on the property, including his automobile or automobiles and for the loss of use and occupancy of his Residential Unit in the event of*

damage. Such policy or policies of insurance shall contain waivers of subrogation against the Corporation, its manager, agents, employees and servants, and against the other Owners and any tenants, invitees or licensees of such other Residential Units, except for any damage arising from vehicle impact, arson and fraud caused or contributed by any of the above.

- ✓ Lockers are not heated or cooled, and may at times have high humidity levels and may not be conducive to storing items that may be sensitive to heat, cold or humidity.
- ✓ Lockers are see-through cages, which could contribute to theft due to the ease with which contents can be viewed. Please consider covering your belongings, and do not store items of high value or irreplaceable.
- ✓ The Corroboration WILL NOT cut locks or remove any contents. Lockers are Owner responsibility.
- ✓ Check your locker number carefully, and ensure you're using the correct locker to avoid losses.
- ✓ NEVER use someone else's locker without permission.
- ✓ NOTHING is to be stored outside the confines of the lockers – on top or in the walkway. Items are subject to removal with or without warning – as per the Ontario Fire Code.

Pets:

Pets are welcome members of the community here at 2560, but for everyone's comfort there are some rules/policies that should be observed:

From the Declaration:

"(h) No animal, livestock or fowl of any kind other than those pets defined as being the following: 2 dogs or 2 cats or 1 of each and/or not more than 2 canaries, budgies or other small birds, or an aquarium of goldfish or tropical fish; or 1 small caged animal usually considered to be a pet shall be kept or allowed in any Unit. No animal, which is deemed to by the board or the property manager, in their absolute discretion, to be a nuisance shall be kept by any Owner or tenant in any unit. Such Owner or tenant shall within 2 weeks of receipt of written notice from the board or property manager requesting the removal of such animal, permanently remove such animal from the Property. Notwithstanding the generality of the foregoing, no attack dogs shall be allowed in any Unit, and no breeding of animals for sale shall be carried on, in or around any Unit."

General Policies:

- ❖ Pets should always be on leash when in the common elements, or otherwise safely contained if they're not exactly a leash type of pet.
- ❖ Please clean-up after your pet whether it be outside the building, or an accident within the building. If you can't clean-up the mess within the building for some reason, please notify security so we can have it cleaned up before it creates a bigger problem.
- ❖ Pet owners should take all steps possible to avoid their pet creating a noise issue for their neighbours. We realize this is tough, but your pet's distress or loneliness could become very disruptive or upsetting to your neighbours.
- ❖ Pets should never be left unattended on balconies.
- ❖ Please be considerate in the elevators. We know you love your pet, and we know they're probably the sweetest thing on Earth – but some people are frightened all the same. If someone

prefers that you do not get on the elevator with your pet please respect their kind request. They don't mean badly – they likely have allergies or a fear.

Washer/Dryer

Daniels (the builder) provided with the appliances a braided steel hose, instead of the often-used rubber hoses. Rubber hoses must be inspected regularly for any defects/cracks. Rubber hoses are prone to drying out and bursting potentially resulting in costly damages. It is recommended that braided steel hoses are used if you choose to replace the appliances in the future.

The water supply valve should be turned off after each use. This valve looks like a lever and is located beneath the braided hose. For added protection, it is recommended that the washer supply lines be turned off if you are leaving the suite for more than 48 hours. This is located above the braided hoses, behind an access door. In the trap you will find two valves, one for hot water and one for cold water.

The dryer is equipped with a lint trap inside the machine that needs to be cleaned after each use. There is also an exterior lint vent on the ceiling above the machine. The panel can be removed by pulling down the handle to allow cleaning out the lint from the screen surface. Both lint screen must be cleaned frequently as they are fire hazards.

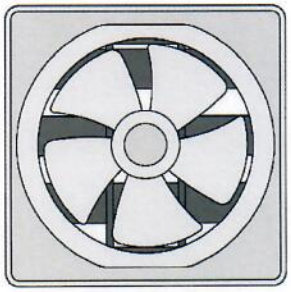
Fan Coil Heating System Operation

Heating and cooling in your suite is operated by a vertical fan coil system. The temperature is set via your thermostat. At certain times of the year, your thermostat will be set either to heating or cooling, and the seasonal timeframes for the change-over from heat to air-conditioning is controlled by your Building Management/Board. It is recommended to replace the filter approximately every three months, or as needed – units with pets, more residents, or smokers may need to change filters more often.

How It Works

The heating and air-conditioning system in your suite operates by water circulating through a coil. Air passes through the coil and it takes on whatever temperature the water is. The heating and air-conditioning for the suites is operated by a central location in the building where it heats or cools the water depending on the season. The portion of electricity that the homeowner is responsible for is the operation of the fan, and any electricity that the fan coil and thermostat may use.

Ventilation



Exhaust fans expel moisture to the exterior. The exhaust fans are located in the kitchen, bathrooms and laundry dryer.

The kitchen exhaust fan must be switched on when you are cooking. This fan has a removable filter, which should be removed once a month and soaked in detergent and rinsed. New filters can be purchased at your local hardware store.

The bathroom fan should be used whenever using the bath or shower. The switch to operate the fan is located on the same switch plate as the light. Certain model types may have a dual fan system that operates with one motor controlled by one switch as per building plans and specifications. The fan can be turned on in either location but must be turned off from the location where it was initially turned on. The exhaust fan has been interconnected with the dryer to exhaust the hot air outside and eliminate moisture from the suite.

Condensation

All recently constructed homes will experience some level of condensation. This condition happens at various times of the year and could occur throughout the home. This is usually due to insufficient exhausting of the humid air in the home. Lifestyles, cooking habits, pets and plant life are also contributing factors to the humidity level in the home, sometimes relating to condensation.

Condensation is a temperature and humidity related problem. It usually occurs in the winter when the air outside is very cold and the inside air is warm. In extreme cold weather, ice may form on the windows, which is not unusual.

It is the responsibility of the Homeowner to maintain the humidity levels in their home and any damaged caused by dampness or condensation.

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

- Always use the bathroom fan when using the tub or shower,
- Always use the stove hood fan when cooking,
- Always use the fan in the laundry room when operating the dryer. (it is already interconnected when the dryer is on),
- Always run the fan in your heating/air conditioning system to keep the air moving,
- An excessive number of plants will cause extra humidity,
- Do not install weather stripping around the entry door frame, as it prevents the normal circulation of air,

- Humidifiers should be used with caution - ensure the humidity output is the correct quantity for the suite and watch for signs of excessive humidity
- Open a window occasionally, even just a crack, to change the air inside your unit,
- Heavy drapes, or large pieces of furniture placed in front of a window can block proper air circulation, causing condensation to form on windows.

Plumbing

Water Shut-Off Valve Locations

In case of a plumbing emergency, every member of your household should know the location of these shut off valves. You have two main shut-off valves for your suite. One is in the laundry room by the washer and dryer, and the second is either in your kitchen or bathroom. To shut off the water, remove the access panel, where you will see a hot and a cold water valve – turn these off. To turn off, turn the valve perpendicular to the pipes. Water should stop flowing after one or two minutes.

Your suite is also equipped with water shut-off valves in the following areas which can be used to stop water flow to a specific area in the case of a leak:

- Kitchen: Located below the sink. You have shut-offs for both the sink and the dishwasher.
- Bathroom: Located inside the vanity in each bathroom.
- Laundry: Located beside the washer and dryer. The secondary valve must be turned off after each use

Please be advised, location may vary for certain layouts, and we strongly recommend you locate the shut-off valves for your suite. The water should be turned off at all water sources in your suite when you are away for 48 hours or more.

Toilet Plumbing Tips:

- The toilet is clogged. This may mean that you have to flush a few times or need to plunge. Use a plunger to dislodge the obstruction. When the obstruction has cleared and the bowl has emptied, a second flush is in order. The correct way to use a plunger is to put it in the bowl with water in it. Perform a series of short and quick strokes, and then pull up until everything goes down the drain
- The toilet is making a 'burping' noise. The toilets are designed so that an air bubble is released from the jet in the bottom of the toilet bowl. This air bubble is part of the design and it will not hinder the performance of the toilet in any way.

CHUTE USAGE REMINDERS

- **No Oversize Waste -** Blocked chutes cost you money. $500.00 every single time a service call is made to unblock the chute.
- **NO LARGE CARDBOARD BOXES –** even if you fold them.
- Push the appropriate button **BEFORE** you put your waste down.
- Waste left on the floor of the chute room contributes to odours and pest control issues. Pests won't just stay in the chute room.
- No loose waste – always tie your bags
- Double bag cat litter (and similar heavy/messy waste)
- Fully push waste down so the next person doesn't have to touch it

Please be a Good Neighbour & think of the Staff while using the garbage chute/chute room.

Who pays for what when something goes wrong in the suites...?

One of the most confusing parts of Condominium Ownership is who pays for what when something isn't working properly. The following is a general guideline to figure this out.

1. **Always check the Declaration! Section 20 breaks down the use of residential units, and Schedule C is your unit boundaries.**

2. **Plumbing -** the general rule of thumb with plumbing is that any plumbing that services your suite only is Owner responsibility to have serviced and maintained. Residents must use certified plumbers when required, but can use any certified plumber of their choosing.

3. **Light Bulbs** – Residents are responsible to replace burned out light bulbs. Some of the bulbs in the kitchen and bathroom can be a little harder to find. Some Owners have had success searching the bulb type online and purchasing online. Some of the bulbs are very high up and hard to reach. Unfortunately, due to liability reasons the Corporation cannot loan residents ladders, etc.

4. **Electrical** - the general rule of thumb here is exactly like the plumbing. If the electrical component services only your suite it is Owner responsibility to service/maintain. You may use any certified electrician of your choosing.

5. **Fan Coil Units** - as per the Declaration Section 20 - Use of Residential Units (e) the fan coil units are Owner responsibility to service and maintain, including changing filters.

"(e) Each Residential Unit and the Resident Service Director's Unit shall include all pipes, wires, dryer vents, cables, conduits, ducts, fan coils, mechanical or similar apparatus, including the complete heat pump equipment (namely the heat pump, motor, valves, controls, etc.) and the branch piping extending to, but not including, the common pipe risers, which provides services to that particular Unit only."