

THE RIVER
TERRACES II
AT GREYSTONE

Welcome Home Package





Table of Contents

INTRODUCTION.....	5
Welcome to the River Terraces II at Greystone.....	5
The River Terraces II Team.....	5
IMPORTANT CONTACT INFORMATION.....	7
eQ Homes Customer Service Contacts	7
Regional Group Contacts	7
Fire Safety	8
Emergency - Common Elements: Elevators, Garage Door, Amenities, etc.	9
Enbridge Gas - Natural Gas Leak/ Rotten Egg Smell	9
Hydro Ottawa - Power Outages	9
Water Leaks	9
WELCOME TO YOUR NEW HOME!.....	10
Welcome Package Contents	10
Board of Directors.....	10
Property Manager.....	10
Superintendent	10
Lobby Intercom	11
Deliveries.....	11
Parking	11
Pets	11
IMPORTANT REMINDERS.....	12
Telephone & Cable.....	12
Utilities & Metering.....	12
Suite Security	12
Building Access & Security	12
BUILDING EQUIPMENT & SERVICES.....	13

Heating, Ventilation & Cooling (HVAC) System	13
Hot Water	13
Gas & Water Shut-offs	13
Utility Meters	13
WASTE DISPOSAL	14
Garbage.....	14
Large Items.....	14
Recycling	14
ETIQUETTE.....	15
BUILDING AMENITIES.....	16
The River Terraces II is a Non-Smoking Property.....	16
Lockers	16
Bike Parking.....	16
Kayak Storage.....	16
Guest Suite – 1 st Floor	17
Dining Room – 1 st Floor.....	17
Lounge and Terrace – 2 nd Floor.....	17
Fitness Room – 2 nd Floor	17
Pet Wash	17
Carwash Station	18
APPLIANCES.....	18
eQ SMARTHOME SETUP INSTRUCTIONS	19
Welcome to Your eQ Smarthome.....	19
Step One: Set Up Your Wireless Network.....	19
Step Two: Contact Our Lutron Expert.....	19
TARION WARRANTY INFORMATION	20
Tarion’s Homeowner Information Package	20
Tarion’s Construction Performance Guidelines	20
TARION WARRANTY INFORMATION	21
Your 30-Day Form	21
Website	21
Your One-Year Form	22
Your Two-Year Form	22



CARE & MAINTENANCE..... 23

 Dryer Booster Fan Lint Trap..... 23

 Humidity and Moisture Levels 23

CARE & MAINTENANCE: SHERWIN WILLIAMS PAINT 24

 Care and Cleaning of Interior and Exterior Coatings 24

CARE & MAINTENANCE: CABINETS & COUNTERTOP 25

 Wood & MDF Cabinetry..... 25

 Cabinet Exteriors..... 25

 Thermo Foil Cabinets 25

 Granite Countertops 26

 Quartz Countertops (Brand names: Silestone, Cambria, Zodiac, Caesar Stone) 26

CARE & MAINTENANCE: TORLYS SMART FLOORS 27

 Protection and Maintenance for all TORLYS Smart Floors Maintenance Tips – see brochure supplied 27

 Regular Maintenance Procedures..... 27

FREQUENTLY ASKED QUESTIONS (FAQ)..... 29

 ARCHITECTURAL..... 29

 COMMON ELEMENTS 29

 ELECTRICAL..... 31

 HARDWOOD..... 31

 MECHANICAL 32

 APPLIANCES..... 32



INTRODUCTION

Welcome

Welcome to the River Terraces II at Greystone

We are excited about seeing The River Terraces II come to life, and we look forward to helping our buyers move in and adjust to their new home here in Greystone Village. Our excitement, no doubt, is paired with yours. Together we will get through the next busy stage of our relationship. There will be a few hurdles during these first few weeks together, but we want the same thing – excellence for your new home.

This welcome package highlights some important information for you.

The River Terraces II Team

eQ Homes

Our work continues until the project is completed, and beyond, as we have our warranties to honor. In addition, as you may know, we are working with The Regional Group to finish developing Greystone Village around you. eQ Homes will assist Regional and will be the homebuilder for the entirety of the Community. We will keep you up to date on the planning and development of Greystone and we are excited for you to settle into your new home.

Condominium Management Group

Condominium Management Group has been hired as a property manager for the benefit of all the owners to handle the day-to-day running of the condominium - managing the common property, looking after repairs and main tenance, collecting maintenance (condo) fees, implementing direction from the Board of Directors. The property manager is under contract to the Condominium Corporation.

The Board of Directors

The River Terraces II condominium will have a five (5) person Board of Directors that is elected by, and generally made up of, the suite owners. The Directors will be appointed at the Turnover Meeting. The Board is responsible for administration and management of the condominium corporation, including policy and finances, as well as decisions about maintenance and repair of the common property. The River Terraces II will be its own Condominium Corporation once it is formed. All Common Element amenities, including but not limited to the guest suites, laundry room, yoga room, lounge, gym and dining room, will be jointly managed with the River Terraces I condominium corporation.

The Rules for the use and management of the Shared Common Elements are outlined in a Joint Use, Management and Cost Sharing Agreement that will be provided to the Board at Turnover.

The River Terraces II Owners

As owners, you own your own suite with an undivided interest in the common elements of the building and the property it sits on. These common elements include, without limitation, lobbies, hallways, amenity rooms and features, structural elements, and the mechanical and electrical equipment servicing the entire building.

Owners have one (1) vote for each suite they own (parking units do not get a vote). All matters which are to be voted on, including voting for representatives to the Board of Directors, are outlined under the provisions of the Condominium Act of Ontario.

Over the coming months we ask all owners to:

- participate in the Turnover Meeting,
- take an interest in the governance of The River Terraces II condominium,
- stay in touch with us about outstanding matters and deficiencies,
- allow us access to your home to deal with these items, and
- keep track of your Tarion Warranty deadlines.

Welcome to your new home!

IMPORTANT CONTACT INFORMATION

eQ Homes Customer Service Contacts

Shawna Crawford	Customer Care Admin	343.996.9604	scrawford@eqhomes.ca
Zory Lagimodiere	Customer Care Warranty Advisor	343.999.7644	zlagimodiere@eqhomes.ca
Fran Jacobs	Customer Care Manager	613.288.0412 ext. 8009	fjacobs@eqhomes.ca
After Hours Emergency Contact		613.288.0412	

Property Management Contacts

Eileen Boles	Condominium Manager	613.237.9519 ext. 313	eboles@condogroup.ca
Superintendent	On-Site Operator Monday- Fri 7am-3pm		

COMMON ELEMENTS AFTER HOURS EMERGENCY PHONE NUMBER: 613.762.5704

IMPORTANT CONTACT INFORMATION

What	Who	Contact
Life-threatening emergency or crime in progress	Ottawa Police, Fire or Ambulance Service	911
Non-emergency police matters, or after-the-fact incident reporting	Ottawa Police Services	(613) 236-1222, ext. 7300
Complaints about bylaw infractions related to excessive noise, illegal parking etc.	Ottawa Bylaw Services	311
General inquiries about the building, e.g. reserving elevators and guest suite or mezzanine meeting room.	Eileen Boles	613.237.9519 ext. 313 eboles@condogroup.ca
General inquiries regarding administrative and financial issues, e.g. condo fee withdrawals, building repairs or maintenance inquiries	Eileen Boles	613.237.9519 ext. 313 eboles@condogroup.ca
24 hours building emergencies, e.g. elevator repair, flood or other major property damage.	Property Management 24 hours emergency line	613.762.5704

Fire Safety

- Upon hearing an alarm, tell everyone in your suite to leave and close all doors behind you.
- If no alarm has been activated but you suspect a fire, you should activate the Fire Alarm by one of the pull stations located near each stairwell on each floor.
- Leave the building immediately using the closest stairway and always go down, never up.
- If you are unable to exit your suite safely, protect yourself from smoke and wait for help to arrive.
- Call 9-1-1 when it is safe to do so.
- Do NOT use the elevators and Do NOT return to your suite until it is declared safe by Fire Officials.

IMPORTANT CONTACT INFORMATION

Emergency - Common Elements: Elevators, Garage Door, Amenities, etc.

If you require After Hours Emergency Service for the common elements of the building (i.e. affecting the garage door, elevators, amenities etc.) contact the answering service at 613.762.5704

Enbridge Gas - Natural Gas Leak/ Rotten Egg Smell

If you detect a natural gas leak, or a rotten egg smell, IMMEDIATELY:

- Turn off the gas at the main shut-off in your utility room. Location dependent on floor plan. Customer Care Concierge will review location in each suite during Orientation.
- Leave the area where the leak was detected.
- Contact Enbridge Gas' emergency line at 1-866-763-5427

Do not use a cell phone, camera, or electricity near the gas leak. Leave all electrical switches, appliances, and computers as they are.

Hydro Ottawa - Power Outages

If you experience a power outage affecting the whole building, contact Hydro Ottawa at 613-738-0188 to check whether there currently is a problem in your neighbourhood.

If the power is out only in your suite, please check the circuit breaker panel to ensure that all the switches are in the ON position.

Water Leaks

If you detect a water leak inside your suite, immediately turn off the hot and cold water at the main water shut-offs in your utility closet. Location dependent on floor plan. Customer Care Concierge will review location in each suite during Orientation. There are also shut off valves at each plumbing fixture.

If possible, place a container underneath the leak after cleaning up the water to minimize damage.

- If the leak **cannot** wait until the next business day:
 - Contact eQ Homes After-Hours Emergency Service: 613-288-0412
- If the leak **can** wait and is during eQ's warranty period:
 - Please Contact Shawna Crawford at eQ Customer Care

WELCOME TO YOUR NEW HOME!

Whether you are an owner or a tenant at The River Terraces II, you are now a member of the River Terraces II Community!

Welcome Package Contents

In this Welcome Package, you will find a contact list and some handy information for new owners/residents. We hope you feel at home at the River Terraces II from your first day and look forward to meeting you!

You will find the River Terraces II will be a friendly place, with neighbors always willing to help neighbors!

If you own your suite at the River Terraces II, you will have received a copy of the Corporation's Declaration, Rules and Regulations at the time of purchase – please reach out to the property manager for further clarification on the Rules and Regulations during the Interim Occupancy stage.

Board of Directors

A detailed description of the Board of Directors is provided on page 5 of this package.

Property Manager

As described on page 5, the River Terraces II employs a property manager to oversee the condominium's operations, including financial and maintenance matters. The property management company is responsible for the day-to-day operations of the building. The Property Manager works closely with the Developer/Board of Directors in an advisory and operational role and is responsible for supervising staff, contractors and trades people; scheduling and overseeing maintenance and repair projects; preparing and maintaining financial records for the corporation; as well as collecting common expense fees. The Property Manager is the first point of contact for owners and tenants with any questions or concerns about the condominium.

Superintendent

The River Terraces II employs a superintendent (full-time contractor) who is on site during business hours: Monday-Friday 7:00am-3:00pm. The superintendent keeps an eye on all aspects of the building's operations. Responsibilities include, but are not limited to, carrying out minor repairs and maintenance around the property (but not in individual suites) and common element inspections of the building's mechanical and fire safety systems. The superintendent is also responsible for preparing the elevators for resident moves.

If you have any questions or concerns regarding the operation of the building, please contact Property Management.

WELCOME TO YOUR NEW HOME!

Lobby Intercom

- Contact Eileen Boles at eboles@condogroup.ca to have your name added to the lobby intercom system. This will allow you to open the front door for your visitors using your telephone.
- To refuse entry, simply hang up. **DO NOT** unlock the main door unless you know who is calling your unit.

Deliveries

- Do not let strangers into the building even if they are a delivery person. Inform them of the River Terraces II policy that their host/recipient must buzz them in. We all benefit from this safe behavior.
- Contact the Property Manager who will advise the superintendent about the delivery of any item bigger than a small parcel, so that protective pads can be installed in the elevator.
- Please be present during these deliveries. For small deliveries, including food, go down to the lobby.
- Never allow someone access to the building when you are not home.

Parking

Resident Underground Parking

- You must advise the Property Manager of the make, model and license plate number of the vehicle in your parking space.
- Only River Terraces I & II residents may park in the underground garage. You may only rent your parking space to other River Terraces I & II residents.
- You may NOT store anything in your parking space.

Visitor Parking Lot

- Visitor Parking areas will be monitored by the building on-site Superintendent – please advise your visitor to provide the Superintendent with the make, model and license plate number of the vehicle being parked in the visitor parking area.

Pets

- Household pets are permitted, but they:
 - Must be leashed or carried at all times when in common areas;
 - Must not make excessive noise or disturb other residents;
 - Pets should never be left unattended or to defecate or urinate anywhere on the property.
- Residents are responsible for any damage to the common areas that their pets may cause.
- Residents are encouraged to respect our neighborhood and abide by the City of Ottawa stoop and scoop bylaw.

IMPORTANT REMINDERS

Telephone & Cable

Contact your telephone/television/internet cable provider before move-in to make arrangements to set up your accounts. You will have to contact Condominium Management Group (your property manager) to arrange for your service provider to gain access to the locked utility closet that contains the demarcation connection points for telephone and cable (see the following section).

Utilities & Metering

All utility consumption (hydro, gas & water) is recorded & collected by PRIORITY on a monthly basis & then billed accordingly. Registration is required prior to occupancy. Please make sure all provided forms have been filled out and submitted to Priority Submetering Solutions.

Suite Security

The suites are not pre-wired for security and we recommend wireless security systems to minimize disruptions to common elements at the suite level.

Building Access & Security

Access to the building is controlled by the residents and the property management company. There is access for foot traffic off De Mazenod Ave. and from the side entrance off Deschatelets Ave. Visitors may be buzzed in through the main entrance on De Mazenod only. Homeowner underground parking is accessible under the covered portico from De Mazenod.

Security cameras have been installed and cover all the entrances/exits to the building, including the underground garage access and the elevators. There is FOB and/or key entry at all exterior doors. The Front entry keypad system is equipped with a camera. The Main lobby vestibule is equipped with Rogers lobby watch (a designated channel that monitors the lobby and is on your TV if you are a Rogers subscriber).

BUILDING EQUIPMENT & SERVICES

Heating, Ventilation & Cooling (HVAC) System

Your suite is equipped with a high efficiency heat pump. It is your responsibility to ensure that the air return at the bottom of the heat pump is never blocked. While you own the heat pump in your suite, the Condominium Corporation is responsible for the changing of your air filter, maintenance, and ultimately the replacement of the heat pump when required.

The HVAC System is sealed and balanced to provide you with an efficient system that will deliver tempered air evenly throughout your suite. The fluid for your heat pump is heated and cooled from equipment located in the building's mechanical room. Your heat pump simply takes this tempered fluid and adjusts it, based on your thermostat settings, then the heat pump fan distributes the heating/cooling throughout your suite.

Hot Water

Your hot water is supplied from boilers located in the building's mechanical room. The cost to supply this is paid by you in your sub-metered billings.

Gas & Water Shut-Offs

Your emergency gas and water shut-offs are conveniently located inside your suite. The Customer Care Concierge will show you where these services are during your Orientation.

Utility Meters

Your hydro meter is located in locked closets in the main corridors of each floor and accessible to the property management company only. Your gas meter is located in the ceiling above the entry closet of your suite. It is the responsibility of both the suite owners and property managers to provide the utility companies with access as required. Common area gas usage is paid by the condominium board through your monthly condo fees.

WASTE DISPOSAL

Garbage

- The waste disposal is located on P1 level in the parking garage.
- There is a garbage chute on each level.
- There are garbage bins for the disposal of regular or residual garbage.
- This garbage is collected weekly - further details will come prior to move in.

Large Items

- Check the City of Ottawa “Waste Explorer” website for information on the disposal of specific items.
- Consider donating items to organizations—information and contact information is on the City of Ottawa “Waste Explorer” website.

Recycling

- The recycling bins are located in the Garbage Room on parking level P1.
- The large Recycling Bins **are for paper and cardboard**. Cartons, such as for pizza, packing, etc. must be flattened.
- There will also be a large Recycling Bin for **metal and glass**. This material must **NOT** be wrapped in plastic bags and should be rinsed.
- Recycling is collected weekly - further details will come prior to move in.

ETIQUETTE

As a new resident at The River Terraces II you may be asking - what is expected of me and what can I expect from my neighbours to ensure there is shared enjoyment of living in the River Terraces II community? Most residents at River Terraces II will be respectful of the rules and policies, but in extreme cases where there is a disregard for the River Terraces II etiquette, there is a requirement for enforcement under the City of Ottawa Bylaws, and/or the Corporations Declarations, Rules and Policies and the Condominium Act of Ontario.

If you have any issues with the building, or require any clarification on the information below, your first call or email is to Property Management.

Area of Concern	Proper Etiquette	Required to be Enforced under
Cleanliness	Be respectful of common areas and do not dirty or damage the building.	Condominium Declaration Condominium Act of Ontario (CAO)
Smoking	NO SMOKING of any substance is permitted anywhere inside or outside, no exceptions!	Condominium Declaration,
Elevators	Be sure not to hold open or block the elevator doors. This could lead to an expensive repair.	Condominium Declaration
Visitor Parking	Exterior & Interior Visitor Parking is exclusively reserved for visitors.	Condominium Visitor Parking Policy, City of Ottawa Bylaw
Pets	Ensure your pet is well behaved, on a leash and please clean up after any accidents.	CAO, City of Ottawa Bylaw
Noise	Be respectful of neighbours and noise bylaws.	CAO, City of Ottawa Bylaw
Building Moves	All moves big or small must be scheduled with the Property Manager.	Condominium Residential Moving Rule
Renovations in Suites	Ensure to check and abide with the Declaration.	Condominium Declaration
Short Term Rentals	No rental less than 3 months is permitted.	Condominium Declaration
Entering/Leaving the Building	Respect the "No Key" "No Entry" building policy.	Condominium Security Policy
Entering and Leaving the Parking Garage	STOP ... ensure the door closes before proceeding.	Condominium Security Policy

BUILDING AMENITIES

The River Terraces II is a Non-Smoking Property

The River Terraces II is a non-smoking property, this means that smoking any substance is not permitted in the building or anywhere on the property – including all common areas and residential suites. Violation of the Corporation’s Declaration and Rule with respect to smoking will result in financial penalties.

Lockers

General Lockers

Every owner in the River Terraces II has at least one storage locker. These lockers will be shown to you at your orientation. A hook to hang a bicycle will be provided in each locker at the time of occupancy. You will have to supply your own padlock for these lockers. These lockers are assigned by by-law and are an exclusive use common element.

Premium Ground Floor Storage Lockers

If you have purchased a premium ground floor storage locker, it will also be shown to you at your orientation. Again, you will need to provide your own padlock for this space. These lockers are accessible off the main floor lobby and they are condominium suites that are owned and transferrable. There are 19 premium storage lockers in total.

Bike Parking

Option 1 - Your Storage Locker or your Premium Ground Floor Storage Locker

Storage of your bicycles may take place inside your locker or in a designated bicycle storage area, and not on balconies or terraces. We have provided one hook per locker to allow a bike to be hung in these spaces.

Option 2 – Purchase of a Bike specific storage locker

There are bike specific storage lockers located on P1. These lockers are condominium units and they are transferrable. As of the move-in, these lockers are sold out. If you have purchased one of these spaces, they will be shown to you at your orientation.

Option 3 – There is first come, first serve general bike parking that is located on the garage levels. You will be able to store your bike in this area if there is room.

Kayak Storage

Kayak storage is located on the ground floor and the space is shared with the storage lockers. Your **Condominium Board** will establish a process to equitably assign use of these spaces.

BUILDING AMENITIES

Guest Suites – Tower I and Tower II 1st Floor

- A resident of River Terraces II has the option of booking either guest suite for the purpose of accommodating their guests for a maximum of 7 nights (unless otherwise approved by Property Management).
- There will be WIFI in each guest suite.
- The cost is \$125.00 for the first night and \$75.00 for subsequent nights.
- A refundable damage deposit of \$250.00 is also required at the time of booking.
- A Guest Suite reservation form must be sent with payment to the Property Manager for approval.
- Residents of River Terraces II can reserve the guest suite in River Terraces I and vice versa.
- Guests with a vehicle have access to the River Terraces I Visitor Parking Lot (if space is available) and must register their vehicle - further details will come prior to move in.

Dining Room – 1st Floor

- The common dining room is available to residents for their personal enjoyment for parties, family events, etc.
- The dining room reservation form must be filled out and sent to the Property Manager for approval, who will arrange for you to receive a key/fob to the room.
- A cheque of \$250.00 in advance is required as a damage/security deposit to cover any expenses that might be incurred due to damage, repair or cleaning of the room.

Lounge and Terrace – 2nd Floor

- The 2nd floor lounge and terraces are for the enjoyment of all River Terraces I and River Terraces II residents. The Lounge and Terraces cannot be booked or reserved for private events.
- Your FOB is required to enter the Lounge.
- The lounge is WIFI enabled.

Fitness Room – Tower I 2nd Floor

- Your FOB is required to enter the fitness room.
- The fitness room is WIFI enabled.
- There is fully accessible washroom directly outside the fitness room.
- The fitness room is equipped with a water fountain.

Yoga Studio – Tower II 2nd Floor

- Your FOB is required to enter the yoga studio.
- The yoga studio is WIFI enabled.

Laundry Room – Tower II 2nd Floor

- Equipped with a large capacity washer and dryer, and a folding station.

Carwash Station – Tower I

- The car wash is located on the P1 level to the right of the ramp, adjacent to the pet wash.

Pet Wash – Tower I

- Located on the P1 level to the right of the ramp, adjacent to the car wash.

APPLIANCES

All appliances come with a **One Year** manufacturer warranty. Any operational issues with appliances, homeowners are to contact the supplier directly to book service appointments:

JC Perreault

1-450-588-0886
ext . 2226

Sophie.lebire@jcperreault.com

NOTE: When you place a service call, you will need to provide the model AND serial number for the appliance. Also, you will have to provide the Date of Possession for your suite, which is the commencement date for the manufacturer's one-year warranty period.

eQ SMARTHOME SETUP INSTRUCTIONS

Welcome to Your eQ Smarthome

Congratulations on moving into your new eQ Home. The next step is setting up your smart home features. This guide will walk you through the next steps.

Step One: Set Up Your Wireless Network

Make sure you have the following before continuing onto to Step 2:

- Working internet and wireless connections.
- Your Wi-Fi login and password.
- A smart phone or tablet.

Step Two: Contact Our Lutron Expert

Set up an appointment with our expert, who will setup your system and walk you through the different options.

Please ensure that you have all the requirements listed in Step One before booking your appointment.

Contact **TEKTAM** at eghomes@tektam.ca or 613-837-6536 ext. 3 to book an appointment.



TARION WARRANTY INFORMATION

Tarion's Homeowner Information Package

Tarion's Homeowner Information Package - An Important Guide to Your New Home Warranty is available to view online:

https://www.tarion.com/sites/default/files/2019-08/Homeowner-Information-Package-For-Condominium-Owners_August20-2019_0.pdf

Please set aside some time to carefully read through Tarion's HIP to familiarize yourself with the following:

- The importance of the role you play in protecting your new home's warranty;
- The things that are covered and not covered by this warranty;
- The purpose of your Pre-Delivery Inspection (PDI);
- The warranty claim processes and deadlines to follow;
- How to create and log on to your MyHome account (Tarion portal).

<https://www.tarion.com/resources/homeowner-information-package>

Tarion's Construction Performance Guidelines

Tarion's Construction Performance Guidelines are intended to be a reference on industry standards for both builders and homeowners. Their purpose is not to set new standards, but to provide advance information on how Tarion would render its decision regarding defects in work and materials in a dispute between the builder and the homeowner.

The Guidelines complement the Ontario Building Code (OBC) which addresses structural integrity, and health and safety matters. In any case where a Tarion Construction Performance Guideline may not be consistent with a provision of the OBC, the OBC will prevail. The Guidelines are supplemented by any applicable guidelines or standards produced by industry associations. They do not replace manufacturers' warranties.

Tarion's Third Edition Construction Performance Guidelines (CPG) is available online:

<https://www.tarion.com/resources/construction-performance-guidelines>

TARION WARRANTY INFORMATION

Your 30-Day Form

Access Tarion's website and ensure you create a **MyHome** Login within the Tarion Portal to fill out your 30-Day, One-Year and, if required, Two-Year forms. This portal provides a convenient access point to ensure all information entered for warranty purposes has been submitted successfully, and to prevent delays. For those without internet access, use the forms included in the insert portion of this package.

List any outstanding items on your 30-Day form, as well as extra items or things you have observed after taking possession of your suite. The form can also be completed on-line using the Tarion **MyHome** portal. Deficiencies from your 30-Day form will be addressed by eQ Homes Customer Care Department. Please advise us by email that you have submitted your form.

Contact eQ Homes Customer Service Representative right away if there is an issue that could cause potential damage (water penetration or leaks), and we will try to address it as soon as possible. Also list it on your 30-Day form so it will be checked/repaired along with other items on your list.

The forms are provided in your Orientation package and/or filled out from the computer from the Tarion website for your convenience, along with further information and details.

Website

You can submit only one (1) 30-Day form, which you can submit by the following methods:

Online: <https://myhome.tarion.com/hop/>

By Mail: Tarion Customer Centre
5150 Yonge Street, Concourse Level, Toronto, Ontario, M2N 6L8

Note: Remember to print a copy of all information submitted and retain it for your records.

TARION WARRANTY INFORMATION

Your One-Year Form

The One-Year form is used to notify Tarion of outstanding warranty items during the last 30 days of the first year of possession of your new home (with submission deadlines being one day prior to the one-year anniversary of your home's date of possession). You can submit only one (1) One-Year form by the methods listed above.

Your Two-Year Form

The Second-Year form is to notify Tarion of outstanding warranty items covered by the two-year warranty, or the major structural defect warranty that occurs during the second year of possession. The Two-Year form can be submitted to Tarion anytime during this period by the methods listed above, and more than one form can be submitted.

CARE & MAINTENANCE

Dryer Booster Fan Lint Trap

The dryer booster fan is automatically activated when your clothes dryer is turned on. In addition to the lint trap in the dryer, there is also a lint trap located in the Laundry room. You are responsible for cleaning the lint trap in the clothes dryer after every load AND to clean the lint trap for the dryer booster fan on a routine basis. Depending on how much you use your dryer and the type of laundry being dried, if the lint traps are not regularly maintained, lint will clog the dryer and/or the booster fan which will cause condensation to build up and may result in drywall damage or harm to your dryer and void the manufacturer's warranty. eQ Homes is not responsible for any damage due to lack of proper care and maintenance.

Humidity and Moisture Levels

Tarion recommends that new homeowners always use their home ventilation system to control moisture. Tarion also provides additional insightful tips you can follow to prevent moisture damage in your home. Please visit Tarion's website to view the New Home Warranty Package for Condos: <https://www.tarion.com/hip/homeowner-information-package/homeowner-information-package-condominiums>

Canada Mortgage and Housing Corporation states that in very cold weather, a level of 30% or lower may be needed to prevent window condensation and humidity levels should not exceed 45%.

When Ottawa experiences winter temperatures, you can help decrease the relative humidity (RH)]level inside your home:

- Use your Nest Thermostat to view levels of humidity in your home.
- Set the thermostat fan switch to the "ON" position until the relative humidity is reduced to the appropriate level.
- Continue to run the bathroom exhaust fan(s) for at least 15 minutes after bathing.
- Turn on the kitchen hood fan to exhaust humidity when cooking.
- Ensure window coverings are left open to allow air to circulate onto windows, and do not block air movement at the top or bottom of windows.
- Ensure air supply grilles are at "OPEN" position, and not covered or blocked by furniture.

CARE & MAINTENANCE: SHERWIN WILLIAMS PAINT

Care and Cleaning of Interior and Exterior Coatings

Background:

Establish procedures to maintain and clean interior and exterior painted substrates. To assure maximum Washability and Durability, wait at least two weeks before washing the dry paint film. Exterior coatings typically are very soft and flexible to allow for expansion and contraction of the coating during changes of temperature. Any hard scrubbing of standard exterior coatings is likely to damage the film. To clean and maintain the interior and exterior surfaces, we recommend these procedures.

Concentrated Cleaners, Liquid or Dry:

- Read all the package directions before using. It is always recommended to test any cleaner on a small, inconspicuous area prior to use.
- Mix or dilute the cleaner per package instructions. Solution strength may be adjusted depending on amount and type of soil.
- Remove any heavy debris and contaminants.
- Using a sponge or cloth, wash surface dirt and marks. Do not allow the cleaner to dry on the surface.
- Always clean from the bottom of a wall to the top. Rinse the surface thoroughly.
- Repeat if necessary.

Premixed Spray Cleaners

- Read all the package directions before using. It is always recommended to test any cleaner on a small, inconspicuous area prior to use.
- Turn spray nozzle to desired spray pattern. (Open with nozzle facing away from you.) Remove any heavy debris and containments.
- Apply the cleaner to the dirt and marks; apply just enough to wet the area.
- Using a damp sponge or cloth, wipe to remove the surface dirt and marks and any excess cleaner. For difficult stains, some scrubbing may be necessary.
- Do not allow the cleaner to dry on the surface.
- If recommended on the cleaner package, rinse the surface thoroughly. Repeat if necessary.
- Return spray nozzle to the closed position.

Cautions

Thoroughly read and understand all the label cautions prior to using any cleaner. Be sure that the cleaner is appropriate for the dirt/contamination. Do not mix together any cleaning compounds containing bleach and ammonia. Abrasive cleansers may damage a paint film, use very carefully.

CARE & MAINTENANCE: CABINETS & COUNTERTOP

See Laurysen Warranty Card supplied as separate document.

Wood & MDF Cabinetry

Wood doors are designed for interior residential use in a climate-controlled environment. Colour, grain characteristics, density and porosity variations occur in all genuine hardwood products.

Cabinet Exteriors

Regular cleaning of wood doors should be done with a clean, damp cloth and dried immediately with a soft cloth. A mildly damp microfiber cloth works best for cleaning your cabinetry.

Soaps & Detergents: Do not use detergents, strong soaps, abrasives, or self-polishing waxes on your cabinets. Avoid using cloths that may contain remnants of these cleaners as they may leave streaks and shiny spots in the finish.

Moisture: Excess moisture is the worst enemy of any finish. Dry off any water immediately with a dry, soft cloth. Avoid exposure of doors and drawers to high heat. Avoid water splashing against and settling against the bottom of toe kicks, panels and gables as it will cause the particle core material to swell. This is not covered by warranty.

Humidity: Indoor relative humidity should be between 30% and 50%. As with any wood product, when humidity is too low, cracking and splitting may occur.

Cabinet Interiors: Regular cleaning of cabinet interiors should be done with a clean, damp cloth and dried immediately with a dry, soft cloth.

Thermo Foil Cabinets

Regular cleaning of thermo foil doors should be done with a mild soap and water solution and dried immediately with a dry, soft cloth.

Heat: Exposure of thermo foil doors to heat will result in de-lamination of peeling of the foil. Damage caused by exposure to heat in excess of 80 C (185 F) is not covered under warranty and replacement of the doors or drawer fronts will be at the expense of the customer.

Small Appliances: Kettles, toasters and toaster ovens cannot be placed under cabinetry. Prolonged exposure will cause de-lamination of the thermo foil doors.

Dishwashers: Allow dishwasher to dry the dishes using the dry cycle. The common practice of opening the dishwasher to allow steam to escape forces the steam onto neighboring doors and drawer fronts. Damage caused in this fashion is not covered under warranty and replacement of the doors and drawer fronts will be at the expense of the customer.

CARE & MAINTENANCE: CABINETS & COUNTERTOP

Granite Countertops

Although a highly durable product, granite may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop. Preserving the beauty of your granite is simple and will allow you to enjoy the luxury of its presence for years to come. There is not a warranty on the stone itself. It is a natural product and sometimes will contain fissures and small cracks that do not affect the integrity of the stone. Defects in workmanship are covered for a period of 2 years.

To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care.

Scratches & Stains: Minor scratches and stains are easily removed with a mild abrasive such as automotive polishing compound, or baking soda. If you experience any deep scratches or chips, please contact our local distributor for professional assistance.

Direct Heat: Granite will withstand heat well but certain stones may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that granite is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware, creating a potential for burns. Protective pads are recommended.

Cutting: We recommend you do not cut on your granite surface as it can scratch. It is always advisable to use a cutting board.

**Please note that applying extra weight to your granite top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cut out for sinks, cooktops etc. may result in cracking.*

CARE & MAINTENANCE: CABINETS & COUNTERTOP

Quartz Countertops (Brand names: Silestone, Cambria, Zodiac, Caesar Stone)

Although a highly durable manufactured product, quartz may be damaged if misused. The following instructions will help maintain and prevent damage to your countertop. Preserving the beauty of your quartz top is simple and will allow you to enjoy the luxury of its presence for years to come. There is a 10-year warranty on the stone itself. It is a manufactured product typically made up of 93% Quartz and 7% resin. Defects in workmanship are covered for a period of 2 years.

To remove watermarks, simply wipe with a liquid soap and damp cloth. Do not use any abrasive cleaners or harsh chemicals for day-to-day care.

Scratches & Stains: Minor scratches and stains are easily removed with a mild abrasive such as automotive polishing compound, or baking soda. If you experience any deep scratches or chips, please contact our local distributor for professional assistance.

Direct Heat: Quartz will withstand heat well but may be susceptible to thermal shock and cracking if high heat is suddenly applied to an area. It's important to note that quartz is a poor conductor of heat. This means that an area introduced to heat will hold its temperature long after removal of heated cookware creating a potential for burns. Protective pads are recommended.

Cutting: We recommend you do not cut on your quartz surface as it can scratch. It is always advisable to use a cutting board.

**Please note that applying extra weight to your quartz top is not recommended. Standing on the surface in order to reach higher placed objects, or leaning on areas that have been cutout for sinks, cooktops etc. may result in cracking.*

CARE & MAINTENANCE: TORLYS SMART FLOORS

Protection and Maintenance for all TORLYS Smart Floors Maintenance Tips – see brochure supplied

- Dust-mop (preferably with a non-treated, clean and dry mop), vacuum regularly to remove loose soil and tiny dust particles that can scratch finished floors.
- Wipe up spills quickly with cloth or sponge.
- Clean as required with the TORLYS Natural Glow Floor Cleaning Solution. Do not apply any wax, or other floor care products on TORLYS Laminate.
- Use only TORLYS recommended maintenance products on your TORLYS floor. Never use wet mops, highly acidic or alkaline cleaners, non-recommended commercial cleaners or polishes, or a treated mop that has been used to clean other floors or furniture.
- Place felt floor-protector pads on furniture feet and protect your floor from hard castors on moveable furniture.
- Use caution when wearing high heels and keep pets' nails trimmed. High heels and pet nails can cause permanent indentation in floor surfaces.
- 70-80% of dirt on the floors in your work environment is tracked in from the outside. One square yard of matting can capture one pound of soil. Use non-skid, cotton entryway mats to capture tracked-in dirt and soil, and clean them regularly. Rubber or fibre-backed mats may stain or scratch floor finish.

Regular Maintenance Procedures

Sweep or vacuum floor frequently in order to avoid build-up of abrasive particles. Use only TORLYS Natural Glow Floor Cleaning Solution. **WET MAINTENANCE IS ENTIRELY FORBIDDEN!**

The longevity of the finish is relative to traffic intensity and quality of floor care.

Equipment available for commercial use:

TORLYS Commercial Mop Tool-Product Code - WAU 10022

TORLYS Commercial Micro-Fibre Mop Pad -5 pads per package -WAU 1 00 1

Again:

- Maintain a humidity level of 30 - 50% in the room.
- Periodically check floor for signs of wear.
- Weight distribution of furniture is a key factor in preventing indentation.

FREQUENTLY ASKED QUESTIONS (FAQ)

ARCHITECTURAL

-How is the square footage of my Suite calculated?

-Square footage is calculated from the face of the corridor wall, through the centre of the party wall and on the exterior face of the exterior wall

-What is my interior wall assembly?

-38 x 64 mm steel stud construction (typical)

-38 x 92 mm steel studs at bathroom sink walls and Kitchen walls

-What does the term 'party wall' mean?

-A party wall is one that divides occupied spaces between Suites. This wall consists of two layers of drywall on each Suite side, steel stud construction and an air gap and batt insulation installed between the studs

-What are my windows and exterior doors made out of?

-Extruded aluminum

-Are bathroom walls insulated?

-Yes

-How is my concrete ceiling finished?

-Skim coat plaster and painted. It will resemble drywall when finished

-Why do I have to have bulkheads?

-Because of the concrete slab composition of the building, we require bulkheads to run all mechanical components through your Suite (including, but not limited to, dryer vent, hood fan vent and sprinklers)

-Can I wall-mount my television?

-Televisions should only be mounted where plywood backing has been added behind the drywall

What is the seal around my entry door?

Suite entry weather strip is black as specified by the Architect

COMMON ELEMENTS

-What are Common Elements?

-Common elements are those parts of a condo complex that belong to all owners. With a few exceptions, they constitute everything except the units in which people live.

Corridors, garbage rooms, lobbies, locker areas, garages, technical rooms,

the roof, and grounds, are all common elements. Other common elements include heating and air conditioning systems, hot water system, pipes, electrical systems, all light fixtures in **corridors**, and the security system. Common elements generally are the responsibility of the condo corporation in terms of maintenance, repairs, and replacement.

-What are Exclusive Use Common Elements?

-Exclusive-use common elements are those parts of a building to which **only** the owners of a unit or owners whose units are adjacent to them have access. The most obvious are balconies **and** terraces. Also falling into this category are parking spaces **and purchased bike lockers (as is applicable)**.

-What are Restricted-Use Common Elements?

-They are those parts of the building occupied by staff, such as the **Building Operations Manager's** office as well as electrical and technical rooms where only staff and contractors are allowed for obvious safety and security reasons.

-Who is responsible for maintenance and repairs?

-Owners should consult the declaration to know who is responsible for the maintenance, repairs, and replacement of their exclusive-use common elements. Generally, owners are responsible for the maintenance of all the common elements that are their exclusive use. Rarely are they responsible for their repair or replacement. There are, however, exceptions and these exceptions will be specified in the declaration.

-Am I responsible for the maintenance of my heat pump?

-Maintenance of filters is the responsibility of the Condo Corporation.

-Can I add a doorbell to my suite door frame?

-Often adding doorbells, hanging wreaths etc. are not permitted as suite doors and frames are considered Common Element – owned by the Corporation and not by the individual. Please check with Property Management.

-Can I put a mat outside of my suite door?

-Mats are considered hazards by the Fire Department and are often not permitted. Property Management to have final say.

-Do I own my balcony/terrace?

-No. The balconies and terraces are considered Common Element. Homeowners do not own but have exclusive use of them. Because balconies and terraces are considered Common Element, any modifications to such must first be approved by the Property Manager and Board of Directors.

-Can I put a mat or composite decking on my balcony/terrace?

-Adding mats or composite decking on the floor of balconies or terraces is generally not permitted because these contribute to the deterioration of the cement and of any water proofing membrane that may exist.

-Can I make alterations to my Suite?

-Often, changes are permitted but only after receiving written approval from the board of directors and fulfilling the requirements stated in an agreement between you and the corporation. Alterations should not compromise the external appearance of the property, the safety of residents, the assets of the condo, nor should they result in any cost to the corporation. This applies to anything, from installing flooring other than carpets to adding an electrical outlet to an outside wall. Adding or eliminating a wall is a particularly contentious issue because of the potential for structural problems.

ELECTRICAL

-Can I install pot lights in my concrete ceiling?

-No, pot lights cannot be cast into a concrete ceiling.

-Can I install a garburator?

-No. It is against City of Ottawa bylaw regulations to install a garburator.

-Is suite automation included?

-Yes. Basic package includes:
3 Lutron dimmer switches
1 switched outlet
Nest Pro 3rd Generation thermostat

HARDWOOD

-Is Engineered hardwood real hardwood?

-Engineered hardwood is a versatile alternative to solid hardwood. Unlike solid hardwood, which is one piece of wood milled from a tree, engineered wood flooring is actually made of several wood plies (layers) that are fused together under heat and pressure.

-What is the underlay under my hardwood floor?

-6mm poly vapour barrier and anti-microbial cork backing

-How thick is my hardwood floor?

-7/16"

-Is Engineered wood susceptible to damage if exposed to humidity?

-Yes. It is highly recommended to run a dehumidifier in the summer months.

-Is my hardwood glued and nailed?

-No. It is a floating floor installation. This type of installation allows for expansion and contraction on the concrete slab.

-Can my hardwood be refinished?

-Most contractors will not refinish floating Engineered hardwood floors as there is too much risk in board separation and subsequent damage.

-Will water damage my Engineered hardwood?

-Yes. Water spills must be cleaned up immediately as water will cause the wood to swell.

MECHANICAL

-How are exhaust and ductwork locations determined?

-Locations of exhaust/ductwork are per mechanical consultant's design.

-Will I hear my heat pump running?

-Heat pumps are expected to make some noise. An acoustical Engineer tests each and every heat pump to ensure that, when running, they meet the acceptable decibel levels.

APPLIANCES

-Why is there water left in the washing machine after a load?

-A front load washer will leave water residue in this rubber gasket. The rubber gasket seal should be cleaned once a month.

-Will my dryer be noisy when running?

-Vibrations from the dryer are to be expected. Rubber pegs are installed between the machines to reduce noise.





THE
RIVER

TERRACES

AT GREYSTONE



HOMES