

WELCOME PACKAGE



WELCOME TO THE U.C. TOWNS

INFORMATION FOR NEW RESIDENTS



We want to welcome you to your new home. The U.C. Towns is a complex of 162 homes and is a Durham Standard Condominium Corporation. DSCCs comprise of the "common elements" which include roads, parking facilities, etc. The owners of the D.S.C.C. #293 are responsible for their share of the common expenses relating to the Corporation... Please refer to your registered declaration and by-laws for further details. These documents should have been provided by your lawyer at closing.

We are privileged that Tribute Communities Developer has chosen **FirstService Residential** to manage the community affairs of The U.C. Towns. We are North America's residential property management leader. We offer a True Full-Service Approach to Property Management combining industry-leading expertise and best-in-class service with a local touch. Our company takes pride in being up to date and we continually take advantage of the latest effective management processes, technologies and software, allowing us the time to deal with our clients and residents promptly. Our services are centralized to ensure that our clients receive the experience of the FirstService Residential team. At the U.C. Towns, you have a property manager available during business hours. Should you have an emergency after hours we have a live call in service to assist you. If you have a question, just ask us.

Both new and experienced condominium homeowners can get overwhelmed by the documentation that they receive when they purchase their unit and the documents they receive from their lawyer at closing. We urge you to take the time to read those documents, as they are extremely important to your success as a condominium owner.

This welcome package has been designed to provide you with helpful information to get you more acquainted with the complex, better understand how things run and work, and the do's and don'ts within The Towns of Nichol Green community. For your convenience, the next page contains a list of telephone numbers for easy reference. Please take some time now to read this package and get familiar with what property management will do on your behalf, details regarding the amenities, common area rules, policies and procedures, and taking care of some of the equipment in your suite. While we all hope, they never occur we have provided you with information on how to deal with fire emergencies. Also attached are a number of forms for you to complete and return to Property Management.

The warranty section provides a comprehensive explanation of the Tarion Warranty Corporation and outlines the roles of customer service and property management with respect to the various warranties provided. All warranty and service requests must be made in writing in accordance with the Tarion Statutory Warranty submission process.

If you are an owner and leasing your unit, please pass along this information to your tenant along with a copy of the bylaws and rules to assist your tenant with living in their new accommodations. If you are a tenant, please ask your landlord for a copy of the bylaws and rules.

We hope that the information enclosed will provide helpful, useful and enjoyable reading for you and we welcome you to your new home and community. If you have a question, just ask us, as we are here to assist you in making The Towns of Nichol Green an enjoyable place to live.

As Agents for and on behalf of U.C. **Towns.**

Commented [FS1]:



Ferid Sabotic
Property Manager



Fred Mucci, B.A., LL.B.
Regional Director

CONTACT INFORMATION:

FirstService Residential Management

Property Manager: Ferid Sabotic
 Tel. No. 647.258.3453 Ext: 72 048
 Email: ferid.sabotic@fsresidential.com

Head office:
 1.855.244.8854
 89 Skyway Avenue, Suite 200
 Toronto ON M9W 6R4

24/7 Resident Care line:
 Fax: 416.293.5904
 Website: www.fsresidential.com

Address: U.C. Towns
 2240 – 2593 Bromus Path,
 24-100 Aquatic Ballet Path,
 81 – 101 Sarita Path
 Oshawa, ON L1H 7K4

Tribute Communities: Steve Hubbard
416 991 4407

Oshawa Power and Utilities Corporation 100 Simcoe St S, Oshawa, ON L1H 7M7
 (905) 723-4623

Emergencies – ambulance, fire & police: Tel: 911

City of Oshawa: Website: www.oshawa.ca

Canada Post: Website: www.canadapost.ca

Telus: Tel: 416.883.3550 Web: www.telus.ca
(as applicable)

Bell: Tel: 416.310.2355 Web: www.bell.ca
(as applicable)

Rogers: Tel: 1.888.764.3771 Web: www.rogers.com
(as applicable)

Go Transit: Website: www.gotransit.com

1. PROPERTY MANAGEMENT

FIRSTSERVICE RESIDENTIAL has been retained to manage the complex. The Property Manager will deal with the day-to-day operations and condominium related concerns of the residents. Property Management is accountable to and takes direction from the Condominium Corporation's Board of Directors and is directly responsible for the maintenance, appearance and upkeep of all the Common Elements throughout the complex. The Property Manager also carries out the supervision of any on-site cleaning/maintenance personnel and trade suppliers. If you experience any problems with the property or on-site personnel, please contact the Property Manager.

Your Property Manager is Ferid Sabotic and may be reached by phone at 6472583450 Ext:72 048 or **by fax** 416.293.5904 or by email: ferid.sabotic@fsresidential.com.

If you have an emergency after regular business hours and require Management personnel, please contact the FirstService Residential Resident Care line at **1.855.244.8854** and follow the instructions. The operator will know how to contact the on-call manager. For all general emergencies, please contact 911 directly.

2. RESIDENT INFORMATION

It is imperative for your safety and security that anyone who has not yet done so completes a **Resident Information Form**, which supplies pertinent information to your Property Manager. It is also important that this information be kept current. For your convenience, we have attached a form to this handout. We respectfully request that you complete it and return it to Management at your earliest convenience. **Please rest assured that all Resident Information is held in the strictest confidence.**

3. TENANT INFORMATION - SUMMARY OF LEASE OR RENEWAL

It is also important that you fill out a Summary of Lease or Renewal form for every tenant that resides in your home. This information is imperative for the safety and security of your home in the event we need to contact your tenant for emergency purposes. For your convenience, we have attached a form to this handout

4. TELEPHONE NUMBERS

Whom to call:

Property Management Monday to Friday from 9:00 a.m. to 4:30 p.m. (except public holidays) for questions, problems, clarification, etc. please contact the Property Manager at phone: 647 258 3450

Emergencies after business hours, call the Resident Care number **1.855.244.8854** and the operator will contact Property Management or the appropriate party.

Your own repair person: Following Registration, for anything within your suite that is not covered under the Tarion warranty or part of the common areas or connected to a shared system – if unclear, please speak to the Property Manager.

TARION: Please contact TARION, the Ontario new home warranty program at website: www.tarion.com
Tel: 1.877. Tarion Fax: 1.877.664.9710

5. **BOARD OF DIRECTORS**

The Board of Directors is responsible for looking after the affairs of the Corporation and enforcing the Declaration, By-laws and Rules (the governing documents, along with the Condominium Act). The Board will be elected at the Turnover Meeting held about two months after the building is registered.

To contact the Board of Directors, please send all communication via Property Management.

6. **VISITORS AND VISITORS' PARKING**

There are visitor parking spaces located throughout the community. Owners/Residents are not permitted to park in the designated visitor parking spaces.

Nightly parking violation patrols may be in effect to ensure compliance with rules. Non-compliance will result in vehicles being tagged with parking tickets or towed at the owner's expense. These parking tickets are issued under authority of the (Parking Authority of Markham).

7. **COMMON ELEMENT ASSESSMENT PAYMENTS (CEA)**

Upon registration of the Condominium Corporation and final closing of your unit, you will be advised by your lawyer to make arrangements for payment of the Common Element Assessment Fees. Common Expense Fees are due and payable by the owner to the Corporation on the first (1st) day of each month. Owners should complete the **pre-authorized debit** form supplied by your lawyer and submit to the FirstService Residential office. Instructions for use are on the form.

The Corporation will charge an owner an administration fee of \$25.00 for any returned cheques or pre-authorized debits. Pre-authorized debits are cancelled if an owner's payment is returned twice in a row. The owner is then responsible for providing guaranteed funds (certified cheque or money order) for the next six-month period to re-establish a good credit rating. At that time, the pre-authorized debit will be reinstated. Two weeks notice, prior to the first of the month, is required to start or stop a pre-authorized debit from a bank account.

When an owner fails to make their CEA payment, the Corporation must take steps to enforce their lien rights as per the Condominium Act, 1998. A lien is a claim or charge against property for the payment of a debt or obligation. A lien for Common Element Assessment fees may be enforced in the same manner as a mortgage. The lien covers

not only the unpaid common expenses and interest, but also “all reasonable costs, charges and expenses incurred by the Corporation in connection with the collection or attempted collection of the unpaid amount”. The Corporation is obligated to send a “Notice of Lien” known as a Form 14 to all owners prior to registration of the lien. The cost to send this notice, currently \$150 plus HST is charged to the defaulting owner. There is also an Administration fee of \$ 250/- to transfer the file to the lawyer. To avoid any charges please make your payments as required.

8. METERS FOR HYDRO-ELECTRICITY

Hydro-electricity will be provided to each suite on a separate meter directly from Oshawa PUK Networks Inc. Hydro.

All owners must submit a Connection Agreement Form directly to Oshawa PUK Networks Inc. Hydro at the time of their closing date. If you lease out your suite, the invoices will be sent to the unit owner not the tenant, unless written authorization has been given by the owner directly to Oshawa PUK Network Inc. Hydro.

Each unit sale and transfer of ownership must be identified to Oshawa PUK Networks Inc. Hydro to be sure the seller pays for electricity up to the transfer date only and the Purchaser pays for electricity after the transfer date. Please make sure the Enrollment Form is completed by the new Owner and sent to Oshawa PUK Networks Inc. Hydro to identify the transfer date. Please advise the Purchaser that a deposit for electricity will be collected on the initial billing. The Security Deposit will be held for one year of good payment history, and then returned to the account as a credit, at the Owner's request, with interest. An initial hydro standard enrollment fee (a one-time charge) will also be charged on the first invoice.

The cost of all water is bulk-metered and will be billed by Enercare Connections. Each unit sale and transfer of ownership must be identified to Enercare Connections to be sure the seller pays for water usage up to the transfer date only and the Purchaser pays for water usage after the transfer date. Please make sure the Enrollment Form is completed by the new Owner and sent to Enercare Customer Care at 1 866 449-4423 or Connetions.care@EnerCare.ca to identify the transfer date.

Your gas distribution is through Enbridge Gas. Please contact them at 1 866 763-5427.

For ideas on how to conserve energy, visit Hydro's Website: <https://www.opuc.on.ca/>

9. COMMUNICATION

Newsletters and bulletins are issued periodically. We will be looking for ideas for newsletters and will be happy to discuss any contributions that you may have.

10. MAIL DELIVERY

There is a central pick-up box located at the on Nichols Road just east of Magpie Way.

11. **GARBAGE/RECYCLING**

Garbage must be placed at the curb biweekly every other Thursday morning by 7:00am for pick up.

Recycling must be placed at the curb weekly on Thursday mornings by 7:00am for pick up.

12. **PARKING SPACE**

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

13. **ELECTRICAL**

Electrical Failure: Each breaker is identified for its general purpose. In the case of electrical failure, first check this panel for a “tripped” breaker in the “off” position. To reset, push the breaker all the way “off” and then “on”. Please Note: have a qualified Electrician perform any electrical work.



4. **WATER SHUT OFF VALVES**

Your water shut off valves are generally located in the vanity cabinet of your bathroom or kitchen. Please familiarize yourself with the location of these shut off valves. Ensure that these shut off valves are always accessible. If you are doing any plumbing modifications, please remember that PVC piping is not permitted.



15. **INSURANCE**

The Corporation's Insurance does not cover a number of items within your suite or your personal belongings. We recommend all owners obtain insurance as follows: \$1,000,000 liability insurance, content insurance, betterments and improvements insurance, and loss assessment insurance including insurance deductible coverage.

The homeowner may be held responsible for the Corporation's deductible. Should the claim be below the deductible amount, the owner is responsible for the entire cost? Ensure that you are carrying the appropriate coverage.

We suggest that after settling in you take an inventory of all your contents, and if possible, videotape the items. If anything is lost or damaged, it is difficult to convince your insurance company of the value. Pictures say a thousand words.

16. PETS

Pet owners are not allowed to walk their pets unleashed anywhere upon the common elements. We thank all pet owners for cleaning up after their pets.

17. EMERGENCY PROCEDURES

For ambulance, police and fire department: call 911

When calling outside services, use the appropriate address:
Corporation address

18. FIRE HAZARD

In order to avoid hazards in the unit, occupants are advised:

- Do not store propane, gasoline or any other combustible material in your unit or on your balcony.
- Do not put burning materials, such as cigarettes and ashes into garbage chutes.
- Do not dispose of flammable liquids in the garbage chutes.
- Never force cartons, coat hangers, and bundles of paper into chute because it may become blocked.
- Avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loosely hanging sleeves).
- Not use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.
- Avoid careless smoking, use ashtrays, and never smoke in bed.
- Not leave articles, such as shoes, rubbers, mats, etc., in the building halls.
- Disposal of hot items in the garbage may result in fire. Please ensure when depositing items in your garbage pail that they are properly cooled.

Create a Disaster Plan

- Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire, severe weather and earthquakes to children. Plan to share responsibilities and work together as a team.
- Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet:
 1. Right outside your building in case of a sudden emergency, like a fire.

2. Some other known place in case you cannot return to your home. Everyone must know the address and phone number.
- Ask an out-of-province friend to be your *family contact* after a disaster. It's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
 - Discuss what to do in an evacuation. Plan how to care for your pets.

Complete This Checklist

- Post emergency telephone numbers by your phones (fire, police, ambulance, etc.)
- Teach children how and when to call 9.1.1.
- Teach each family member how to use the fire extinguisher (ABC type) and show them where it's kept.
- Show responsible family member how to turn off water, gas and electricity at the main switches.
- Conduct a home hazard hunt. During a disaster, ordinary objects in your home can cause injury or damage. Anything that can move, fall, break or cause a fire is a home hazard. For example, a lamp or a bookshelf can fall. Inspect your home at least once a year and fix potential hazards. *Contact your local fire department to learn about home fire hazards.*
- Stock emergency supplies and assemble a Disaster Supplies Kit.
- Take a Red Cross first aid and CPR class.
- Find the safe spots in your suite for each type of disaster.
- Check if you have adequate insurance coverage.

TARION (O.N.H.W.P.) Warranty Information

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

One Year Warranty Protection

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

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

- Walls/Ceilings Repairs to shrinkage cracks due to settling and corner bead splits will be done as a courtesy only once within the one-year period. Repair will not include repainting or replacing upgrades.
- Electrical Defects in materials or installation to wiring, light switches, duplex outlets, electrical panel and breakers are covered by this warranty. The addition of breakers or circuits or any alterations to the electrical system by the Homeowner voids this warranty item.
- Plumbing Defects due to materials or improper installation for all copper piping, drains, soldered joints and shut-off valves. Finishes on plumbing fixtures or faucets are covered by the manufacturer's warranty where applicable. Plumbing blockages caused by Homeowners are not applicable under this warranty. The satisfactory operation of the faucets is covered under the manufacturer's warranty where an extended warranty applies.
- Doors Warped or ill-fitting interior doors (except closet sliders and cabinet doors). Normal shrinkage and expansion due to humidity levels will occur and will usually correct itself in the first year.
- Ventilation Fans Performance of kitchen/stove hood fan and bathroom fan(s), provided the fans/filters have been kept free of grease and dirt build-up.
- Appliances Manufacturer's warranty. Deal with the manufacturer directly.

Common Elements and Exclusive Use Common Elements

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

Two Year Warranty Protection

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

- Water seepage through the basement or foundation walls (in condominiums, this protection includes all below-ground areas such as parking garages).
- Defects in materials and work including, caulking windows and doors so that the building envelope prevents water penetration.
- Defects in materials and workmanship in the distribution systems (plumbing, electrical, heating).

- Defects in materials and work, which result in the detachment, displacement or deterioration of exterior cladding leading to detachment or serious deterioration.
- Violations of the Ontario Building Code's health and safety provisions.

Seven Year Warranty Protection

Major Structural Defects

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

Transferability

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

Limitations

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

What's Not Covered

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

- Defects in materials, design and work supplied or installed by the Homeowner/Purchaser, e.g., cabinets, flooring, and painting.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. Often, Homeowner's insurance covers secondary damage.
- Normal wear and tear.
- Normal shrinkage of materials that dry out after construction.
- Damage resulting from improper maintenance or Homeowner negligence. For example, dampness or condensation caused by Homeowners failing to maintain proper ventilation levels.
- Alterations or additions made by the Homeowner.
- Settling soil around the building or along utility lines.

- Damage caused by Homeowners, tenants and guests.
- Damage from insects or rodents, unless construction does not meet the Ontario Building Code.
- Damage beyond the Homeowner's control, e.g., floods, acts of God, wars, riots and vandalism.
- Damage caused by municipal services and other utilities.
- Surface defects in work and materials noted in writing and accepted by the Homeowner at the time of possession.
- Homes that have been lived in or rented prior to sale.
- Homes purchased from a receiver or trustee may not have warranty coverage.

Customer Service by the Developer

Tribute Communities is committed to providing you, the Homeowner, with the best product and service. The role of Customer Care is to assist and coordinate any outstanding service issues and concerns you may have pertaining to workmanship and materials.

Procedures for Warranty Service:

This step details when the Homeowner is allowed to make a warranty service request. At any time during the first 30 days after the date of possession, the Homeowner must use Trion's 30-Day Form in which they can request the repair of any item, which appeared on the PDI Form, as well as any new items. Any time during the last 30 days of the first year of possession, the Homeowner is entitled to submit a single Year-End Form outlining any additional defects. If you submit more than one form, the items listed on the Year-End Form will replace all of the items on any previous Year-End Form.

Common Element Issues

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