



KINGSWAY BY THE RIVER  
CONDOMINIUMS & TOWNS

# HOMEOWNERS GUIDE



# WELCOME TO YOUR NEW KINGSWAY BY THE RIVER CONDOMINIUM



Included in this **on-line Guide** is information on the Kingsway by the River development in general, and your Kingsway by the River suite in particular. Answers to frequently-asked questions about condominiums, **including your condominium purchase and living in a condominium, can be found in the “Condo Primer” section of our website, at [urbancapital.ca/condo-primer](http://urbancapital.ca/condo-primer).**

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# A. IMPORTANT CONTACTS

## A.1 PROPERTY MANAGER

You should contact the Property Manager to deal with such issues as:

- Noise issues with neighbors, where they cannot be settled privately
- Collection of monthly common element fees
- Budget questions
- Correspondence with board members

<b>MELBOURNE PROPERTY MANAGEMENT</b>
<b>T: 416.546.2126 EXT. 110</b>
<b>E: <a href="mailto:contact@melbournepm.ca">contact@melbournepm.ca</a></b>

## A.2 EMERGENCIES

In the event of an emergency, such as a loss of heating, water leakage or any urgent deficiency that could cause damage or harm, please contact Property Management immediately.

**For all medical emergencies, call 911.**

<b>MELBOURNE PROPERTY MANAGEMENT</b>
<b>T: 416.546.2126 EXT. 110</b>
<b>E: <a href="mailto:contact@melbournepm.ca">contact@melbournepm.ca</a></b>

This number will connect to a 24/7 after hours answering service, who will take care of all calls in accordance with procedures and protocols provided to them by the property manager.

## A.3 CUSTOMER SERVICE

Please address all in-suite deficiency claims and warranty items to our Customer Service Representative. All deficiencies must be reported to Tarion through their builderlink homeowners portal <https://myhome.tarion.com/hop/>

You will be provided all the login information at the time of your PDI.

<b>CUSTOMER SERVICE</b>
<b>T: 647.204.3079</b>
<b>E: <a href="mailto:kingswayservice@urbancapital.ca">kingswayservice@urbancapital.ca</a></b>

## A.4 DEVELOPER

Urban Capital is Kingsway by the River developer and has sold your condominium unit to you.

If you have any questions with respect to the purchase of your unit or the terms of your purchase agreement, please contact Customer Service at Urban Capital.

<b>URBAN CAPITAL</b>
<b>T: 416.304.0431 EXT. 282</b>
<b>E: <a href="mailto:customerservice@urbancapital.ca">customerservice@urbancapital.ca</a></b>

## A.5 BOARD OF DIRECTORS

The condominium's Board of Directors is responsible for enforcing the Declaration, By-laws and Rules of the condominium as well as general affairs and owner concerns in the building. The Board will consist of owners who volunteer and are elected during the turnover meeting, which will be held approximately two months after the building is registered.

To contact the Board of Directors, please send all correspondence through the Property Manager.

<b>BOARD OF DIRECTORS</b>
<b>Contact the Board of Directors via the Property Manager</b>

# B. KINGSWAY BY THE RIVER INFORMATION

## B.1 GENERAL BUILDING INFORMATION

With an emphasis on modern designs, contemporary architecture and refined lifestyle amenities, Kingsway by the River will play host to distinctive condominiums and contemporary urban townhomes in a multi-phased community. The community of buildings are referred to as:

- **Block 1 – North block of stack townhouses**
- **Block 2 – South block of stack townhouses**
- **Block 3 – 21 story tower**
- **Block 4 – 8 story midrise**

Perfectly situated in the heart of Toronto’s prestigious Kingsway neighborhood, development partners Urban Capital and Northam Realty Advisors have created a classic internationally styled community on the bank of The Humber River, designed by Wallman Architects.

- **The following are key elements in the buildings:**
- **Double height lobby with a full glass entranceway at block 3**
- **Fully equipped exercise room in blocks 3 and 4**
- **Ground floor social space and amenity terrace on ground floor and level 7 in block 3**
- **Amenity space with exterior terrace on block 4**

## B.2 THE DETAILS

### B.2.1 BUILDING ADDRESS

Your municipal address is:

BUILDING ADDRESS
<b>Block 1 – 10 Brin Avenue, Etobicoke</b>
<b>Block 2 – 15 Brin Avenue, Etobicoke</b>
<b>Block 3 – 20 Brin Avenue, Etobicoke</b>
<b>Block 4 – 4208 Dundas St, Etobicoke</b>

### B.2.3 VEHICLE PARKING

#### Resident Parking

Resident vehicle parking is located in the buildings underground parking and you will be advised as to your parking spot # at the time of occupancy.

In the interest of fairness, parking spaces have been allocated randomly; if not provided to you already, your parking space will be provided to you at occupancy.

### B.2.4 BIKE PARKING

A bicycle storage room equipped with bicycle racks, for general usage by Kingsway by the River residents, is located in the underground garage on P1 and P2. To access this room you need to use your fob.

Your board of directors may establish rules and regulations for the use of this room, including possibly reserved bicycle storage racks for a monthly fee.

### B.2.5 AMENITIES

The Kingsway Club offers residents of the Phase 1 tower an array of lifestyle amenities. The ground floor is home to an elegant lounge, ideal for enjoying the big game on the big screen or simply sharing stories with friends over a bottle of fine wine. Adjacent to the lounge is an outdoor terrace overlooking the Humber River Valley. On the second floor is a fully-equipped fitness centre with cardio, free weights, spinning bikes, and yoga.

The seventh floor features a multi-purpose party room, spacious outdoor sundeck with lounge areas and bbq station. Designed for socializing and networking, these well appointed spaces create the perfect mood for any occasion.

Club K2 is the perfect setting to enjoy quality time inside and out. Host a dinner party in the private dining room with service kitchen. Relax in the lounge with multiple sitting areas and a bar. Enjoy the outdoors on the landscaped terrace. Celebrate with friends in the private party room with lounge seating, firepit, barbecue stations, and dining tables. Trim the body and tone the muscles in the private, fully-equipped, fitness centre with cardio, free weights and exercise machines. Club K2, designed specifically for you.

# B. KINGSWAY BY THE RIVER INFORMATION

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## B.2.6 BUILDING SECURITY

With your safety in mind, we have included the following security features at Kingsway by the River:

- **Recorded as well as visible on camera at the Property Manager desk.**
- **The building's access points and the building's amenity rooms are all equipped with proximity fobs. To unlock a door you simply hold your fob within 1 inch of the reader. The benefit of this system is its ease-of-use as well as its security features, which among other things allow the Property Manager to add and delete entrants, and control who can and cannot enter the building and the amenity spaces.**
- **Each unit will receive two (2) fobs. Additional fobs may be purchased through the Property Manager.**
- **An enter phone is located in the building's main entry vestibule.**
- **Access to the underground garage requires a transponder (which opens the garage door).**
- **Visitors must be escorted into the elevator and up to the visiting floor by the occupant.**

Notwithstanding the security features above, building security ultimately relies on resident vigilance. Always watch whether someone is entering the building behind you, and remain at the garage door entrance until the door is closed to ensure no one gains unauthorized access. Finally, do not let in unidentified persons by way of the telephone-entry system.

## B.2.7 GARBAGE/RECYCLING

Kingsway by the River is equipped with a "trisorter" recycling system that allows easy separation at each floor of garbage, recyclables and organics. With the push of a button at your floor's garbage chute door, the system directs itself to the proper container in the ground floor garbage room.

It is imperative that you use this system properly, in order not to contaminate the separated bins and defeat the purpose of this recycling facility. Instructions on how the system works are posted in the garbage/recycling room on each floor.

# C. THINGS TO KNOW ABOUT YOUR UNIT

This section addresses typical questions from new condominium owners, and provides tips on maintaining your unit and its components. The information is by no means exhaustive. Should you have more detailed questions about any of the items listed, or questions about other aspects of your unit, please contact your Property Manager directly.

THE BARE MINIMUM
Read and understand your appliance warranty
Arrange for your own contents and upgrades insurance from the date of occupancy (this is not covered in the condominium building insurance that is part of your condo fees)
Set up your Provident Account - see C.1.5 below. This is to be done prior to occupancy and must be confirmed prior to your key release.
Your heat pump has a filter. This filter should be replaced every three months. The heat pump also has a condensate drain which should be checked for any blockage each time the filter is changed. Please contact your Property Manager to purchase filters – see C.1.1 below.
Do NOT use soap, ammonia-based cleaners, vinegar or detergents on your engineered hardwood flooring and never pour water (or allow it to pool) on the floor. To clean engineered hardwood floors use a lightly damp cloth and/or a proper wood cleaner – see C.2.3 below.
Use only liquid non-abrasive cleaners on stove tops, bathtubs, countertops and stainless steel sinks.
Shut-off valves control water flow to individual plumbing fixtures and appliances. In the event of leak from a fixture or appliance, immediately shut off the valve to it – see C.1.3 below.

## C.1 MECHANICAL AND ELECTRICAL SYSTEMS

### C.1.1 HEATING AND COOLING

The heating and cooling for your unit is supplied by an energy efficient heat pump system located in the suite. Heating and cooling are controlled by setting the desired temperature on your wall mounted thermostat(s).

If your heating or air conditioning is not working, check the circuit breaker in your electrical panel (see C.1.4 below). If the breaker is off or “tripped”, switch it on. If it is on, switch it off for 30 seconds and then switch it back on.

Your heating and cooling system will work most effectively if you keep the following points in mind:

- **The system is a “closed” one in that it recycles air within your unit. Warm or humid air from outside disrupts this process, so you must keep all windows and balcony doors closed in order for the air conditioning system to be effective.**
- **Your A/C will not overcome heat gain from direct sunlight. Please ensure that your drapes or blinds are drawn during direct sunlight hours.**
- **It is far easier for the system to keep a suite cool or hot than to cool or heat it. Therefore, even if you are away during the day, keep the temperature in your suite moderate during that time by running the air conditioning or heating at moderate levels.**
- **When outdoor temperatures are low, it is generally recommended that blinds be left in an open position to allow airflow over the windows to help reduce the amount of condensation that may form on windows.**
- **In order to keep the air flow strong, you need to replace your fan coil filter every three months. The fan coil filter is accessed by opening the large panel below your main air vent. Please contact your Property Manager for information on purchasing the appropriate filter for your unit. Note that the condominium corporation may put in place a filter replacement program, in which case the Property Manager will take responsibility for this task.**
- **The air conditioning system in the building is designed to provide internal unit temperatures of 24°C to a minimum of 18°C. For optimal conditions, the temperature should be set at approximately 20°C and should not exceed 24°C, especially during colder months.**
- **Air registers can be adjusted to control the flow of air into individual rooms. Simply close or open the registers in each room to your own desired preference. This helps to balance the system. Never close a register completely.**

# C. THINGS TO KNOW ABOUT YOUR UNIT

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## C.1.2 VENTILATION

The ventilation for your unit is supplied by way of an energy recovery ventilator (ERV) located in the heat pump, which brings fresh air directly into your unit from the outside and exhausts air from the washroom.

Quarterly maintenance should be done on the unit by the occupant, including cleaning the interior walls of the unit and cleaning the two washable foam filters with a mild soap water mix.

## C.1.3 PLUMBING

Individual shut-off valves control the flow of water to the sinks, dishwasher, washing machine and toilet(s) in your unit. In the event of a leak with any of these, the first step you should take is to interrupt the water supply by turning off the appropriate shut-off valve. We strongly recommend testing all shut-off valves upon occupancy. It is good practice to shut off the water supply to the washing machine when it is not in use.

The supply of water to your unit generally is controlled by a main shut-off valve located either at your laundry or in your bathroom. Any leaks beyond the individual fixtures or appliances as discussed above should be immediately stopped by turning off this valve.

Low-flush and low-flow plumbing fixtures have been installed in your unit as part of the building's sustainability features.

## C.1.4 ELECTRICAL SYSTEM, LIGHTING, SWITCHED RECEPTACLES AND OUTLETS

Your electrical panel contains individual breakers that control separate circuits. These breakers are marked to help you identify which breaker controls which appliances, outlets or other services. If any electrical service in your suite is not working, you should first check your electrical panel. If you do not know the location of your panel, or do not feel comfortable with how breakers function, please ask the Property Manager to give you a demonstration.

Your unit is equipped with wall fixtures in the bath-room, ceiling light fixtures in your entrance way and/ or hallways, and track lighting over the kitchen. We do not supply dining room fixtures as this is a personal decor decision.

Lighting in living room, bedroom and den areas is achieved by floor or table lamps that you plug into switched receptacles, i.e. outlets that are activated by wall switches. If you notice a light switch that does not appear to turn on any light, its likely function is to activate one of the plugs in that room.

## C.1.5 ELECTRICAL METERING

Your unit comes with individual electricity meters. Provident will be reading your meters and billing you directly for the electricity consumed in your unit. At occupancy you must call to set up your account. For more information on metering in your unit, please contact:

<b>PROVIDENT</b>
<b>T: 416.736.0630 EXT. 2</b>
<b>E: <a href="mailto:customerservice@pemi.com">customerservice@pemi.com</a></b>



# C. THINGS TO KNOW ABOUT YOUR UNIT

## C.1.6 TELEPHONE/CABLE/HIGH SPEED INTERNET

Please note that you are responsible to initiate telephone, cable, and internet services. Rogers Communication and Bell Canada offer a range of bundled services for you to choose from.

Promotional deals exclusive to Kingsway by the River purchasers from both providers will be made available prior to occupancy.

## C.2 COMPONENTS AND FINISHES

### C.2.1 APPLIANCES

As part of your Kingsway by the River purchase you have received several brand name appliances, depending on whether you chose the base appliance package or one of the upgraded packages. User guides and warranty information for these appliances are located in the units.

If there is a problem with one of your appliances when you move in, it may be because it has not been properly hooked up. Please contact the distributor, Midnorthern Appliances to arrange for the matter to be investigated.

If a problem arises with an appliance after it has been functional and it appears that the problem is with the appliance itself (as opposed to its hook-up), or if you need additional parts or want more information on how to use an appliance, you should contact M Customer Service. Please note that they may request an invoice number, which was not issued as appliances were delivered in bulk to the building. Reference the builder name Urban Capital and the project name "Kingsway by the River" and have your possession date ready to disclose. Please note that your warranty begins on your date of legal occupancy.

For all appliance sales and service information, please contact:

MIDNORTHERN APPLIANCES
<b>Customer Service 902.893.8771</b>
<b>GE 1 year parts &amp; labour</b> <b>Transglobal Service 905.696.3462</b>
<b>CYCLONE 1 year parts &amp; labour</b> <b>Cyclone Service 416.293.0933</b>
<b>FISHER &amp; PAYKEL 2 years parts &amp; labour</b> <b>Elite Appliance 416.848.0670</b>
<b>MIELE 1 years parts &amp; labour</b> <b>Miele Canada 905.660.9936</b>
<b>CAVAVIN 1 years parts &amp; labour</b> <b>Distinctive Services 1.800.561.7265</b>

### C.2.2 WALLS

Some slight cracking, nail 'pops' and/or seams may become visible on drywall walls and ceilings. These occurrences are considered normal, and are a part of a homeowner's normal maintenance and repair. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

The following wall colour has been used in your unit:

WALL PAINT COLOURS – DULUX PAINT
<b>STANDARD WHITE WALLS</b> <b>Super White - Flat</b>
<b>BATHROOM WALLS / DOORS / TRIM / BASEBOARDS</b> <b>Super White - Semi Gloss</b>

# C. THINGS TO KNOW ABOUT YOUR UNIT

## C.2.3 WOOD FLOORING

We have installed an engineered hardwood floor in your unit, depending on your selection. This product will maintain its excellent appearance provided that it is properly cared for and maintained. In this regard you should ensure the following:

- **Be careful of scratching. Never drag furniture or heavy appliances along the floor. Be sure to support these with casters or glides.**
- **Never pour water or allow it to pool on the floor, and immediately blot up spills or spots using a lightly damp cloth.**
- **Sweep or vacuum your floor on a regular basis to prevent dirt and grit from harming it.**
- **Use mats or area carpets in high traffic areas**
- **Maintain normal interior humidity levels (45-60% in the summer; 35% to 50% in the winter).**
- **Do not use wet mops, wax conditioners, acrylic wax, steel wool, soap, detergents, ammonia-based cleaners or vinegar on the floor.**

Wood floors will respond noticeably to changes in humidity levels in the home, especially in winter. When a floor is new, small splinters of wood may appear; dimples or scratches can be caused by moving furniture, or dropping heavy or sharp objects. Minor bubbles, scratches, and/or dirt and debris appearing in the finish of a wood floor are typical and within normal construction standards. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances.

Should you damage your flooring and need to replace it, or for any other information related to your flooring, please contact:

### WESTON FLOORING

**Customer Service Hardwood 416.746.8492**

**E: [service2@westonfloorcoverings.com](mailto:service2@westonfloorcoverings.com)**

## C.2.4 CABINETS, COUNTERTOPS & BACKSPLASHS

### Cabinets

Should you damage your kitchen or bathroom cabinetry, or need any information about it, please contact:

### LIVING ART

**T: 905.761.9090**

**E: [sales@livingarts.ca](mailto:sales@livingarts.ca)**

### Countertops

The countertops in Kingsway by the River kitchens and bathroom are made of quartz. Always use a cutting board to protect your countertops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish.

Should you damage your kitchen or bathroom countertops, or need any information about them, please contact:

### ADVANCED MARBLE

**T: 416.748.0800 EXT. 5**

### Backsplash

The backsplashes in the kitchen at Kingsway by the River are made of porcelain tile. Should you need to speak to the backsplash supplier, please contact:

### DECORUM

**T: 902.406.0333**

**E: [service@decorumcanada.com](mailto:service@decorumcanada.com)**

## C.2.5 DOORS

### Swing Doors

The doors and frames in your home are typically made of painted wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make any permanent changes.

# C. THINGS TO KNOW ABOUT YOUR UNIT

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## C.2.6 CAULKING

Over time, normal wear-and-tear and the expansion and contraction of materials will loosen caulking or cause some materials to separate. You may notice this where drywall meets concrete, or where tile grout meets a tub. We will ensure that cracks or areas where two materials meet are properly caulked when you take occupancy. Maintenance of caulking after this time is your responsibility.

## C.2.7 CONDENSATION

Condensation may appear in wintertime at your windows or window sills, resulting from high humidity within the unit, low temperatures outside, and poor ventilation at the window area (such as when your blinds are lowered). Condensation tends to be worse in a building during the first few years after completion, as a result of the release of moisture initially trapped in the concrete and the newly finished drywall. You should anticipate that there will be some condensation initially in your unit, due in part to our exposed concrete ceilings.

Please take the following steps if condensation issues appear in your unit:

- **Leave blinds either fully or partially open to allow airflow over the windows;**
- **Vary the ventilation in your unit or make use of a dehumidifier;**
- **Always use your fan hood when cooking; and**
- **If you plan to be away from your unit for an extended period during winter, do not set the temperature in your unit significantly lower than your normal temperature.**

## C.3 NON-PHYSICAL ELEMENTS OF YOUR UNIT

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### C.3.1 PETS

According to the building's declaration, no animal, livestock, fowl, insect, reptile or pet of any kind can be kept in a unit other than common household pets that would be considered normal and acceptable given the type, size of animal and the size of the living space.

The board can also make rules pertaining to pets, including requiring that a disruptive pet be permanently removed from the building. For general or specific questions on the rules in place, please contact Property Management.

### C.3.2 INSURANCE

#### Building Insurance

The condominium corporation will obtain insurance coverage for all units in cases of major perils such as fire, flood and smoke damage. The cost of this coverage is included in your monthly condo fees. The condominium corporation's insurance covers the full replacement value of the units (and common elements), but in respect to the unit only as they were architecturally designed to the builder's specifications. Please be aware that any upgrades you acquired and all of your personal property are excluded from the condominium's policy.

#### Homeowner Insurance

You are responsible for obtaining insurance for appliances, upgrades and personal property, such as furniture, clothing and electronics, which the condominium corporation's insurance does not provide. It is recommended that all owners obtain minimum insurance coverage as follows: \$1,000,000 liability insurance, contents insurance, betterment and improvements insurance, loss assessment and contingency insurance.

If you are renting your suite it is suggested that you obtain coverage to cover liability, appliances, betterment and improvements. A tenant would typically be responsible for obtaining their own tenant content insurance package.

- **You are not allowed to store any materials, including bicycles, on the balconies or terraces;**
- **Only balcony furniture which is white, black, beige or metallic colour may be kept on the balconies or terraces; and**
- **You may not hang items off the balcony or terrace railings, including plantings, holiday decorations or exterior lights.**

# C. THINGS TO KNOW ABOUT YOUR UNIT

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## C.3.3 OUTDOOR FURNITURE RESTRICTIONS

including bicycles, on the balconies or terraces;

- Only balcony furniture which is white, black, beige or metallic colour may be kept on the balconies or terraces; and
- You may not hang items off the balcony or terrace railings, including plantings, holiday decorations or exterior lights.

## C.3.4 SUITE KEYS

In accordance with the Declaration all suite entry doors are on one master key and one Grand Master key. The master key system allows the Property Manager to gain immediate access to your unit in case of emergency, fire, or flood. Prior to changing your lock please contact the Property Manager to ensure that your lock remains on the master system. The cost to have the lock re-keyed to the master will be at your expense.

# D. CUSTOMER SERVICE

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## THE BASICS

To ensure that we can provide a high level of customer service, we have set up a customer service team to address deficiencies in your suite and any other customer service issues for the initial 1 year of occupancy.

All Service requested **MUST** be submitted through Tarion on the homeowner Portal.

When we need to make a service call in your suite we will email you a request for access to your unit, please respond in writing.

After we complete a service call we will leave a service note advising you of the status of the repair. If you are not satisfied with work we believe is completed, please advise our customer service team in writing within seven (7) days, otherwise we will assume that it is fine.

## D.1 CUSTOMER SERVICE OVERVIEW

We are committed to providing you with an excellent new-home product. While our aim is for you to have a deficiency-free experience with us, we know that this will not always be the case. The role of our Customer Service Program is to ensure that we provide you with a timely and thorough response to any issues or concerns you may have pertaining to workmanship or materials in your unit.

Our goal is to address deficiency items noted on your original Pre-Delivery Inspection prior to your move-in. Once you have moved in, it is our policy to deal with urgent items (such as water leaks or electrical issues) immediately. Other warrantable deficiencies will be addressed within the Tarion time frame, once the required materials is available. Items that are of a cosmetic nature only or items not identified during the PDI may not be accepted as warrantable concerns.

## D.2.1 PRE-DELIVERY INSPECTION (PDI)

Before moving in you will have a Pre-Delivery Inspection of your unit. At this inspection one of our Customer Service Representatives will inspect your unit with you to note any deficiencies and go over certain features and functions that you need to know.

## D.2.2 TARION SUBMISSION TIMELINES)

**30 Day Form** within 30 days of occupancy

**Year End Form** within the last 30 days before the year anniversary

In the event that there are deficiencies that cannot wait for the 30-Day Inspection, such as appliances that are not properly functioning or leaking bathroom fixtures, please contact Customer Service immediately.

## D.3.1 CUSTOMER SERVICE REPRESENTATIVE

To ensure that we are able to properly serve you, we have set up a customer service line. The customer service team can be contacted should you require updates on the status of your deficiency repair, or have comments or concerns about the work being done.

# D. CUSTOMER SERVICE

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## D.3.2 ALL CORRESPONDENCE TO BE IN WRITING

For both your benefit and ours, we ask that all correspondence, requests, concerns and submissions regarding service, whether warrantable or not, be in writing. All such correspondence can be sent by email or by written note to the Customer Service Office.

CUSTOMER SERVICE
T: 647.204.3079
E: <a href="mailto:kingswayservice@urbancapital.ca">kingswayservice@urbancapital.ca</a>

## D.3.3 SCHEDULING SERVICE CALLS

On receipt of your PDI Form, or a written request or concern, we will make every effort to schedule a convenient time for service work. However, precise time frames are often difficult to gauge when there are multiple trades involved, and we would appreciate your understanding and co-operation if we are late for an appointment with you. Please be aware that all trades working in your suite will be accompanied by a customer service staff member. This is to ensure that all work is properly recorded and also the security and privacy of your home.

## D.3.4 SERVICE NOTICE

In order to schedule a service appointment, our Customer Service representative will email you in writing to request permission to access your unit and will provide a date and time range for the work to be done in your unit. You must respond in writing granting permission to access your unit during the specified timeframe. This confirms that we have your permission to enter your suite and escort the trade or serviceperson to perform the necessary service work.

If written permission is not received, we will not enter your unit to perform the necessary work. If reasonable access is not provided after 3 requests, the item will no longer be deemed warrantable. An email will be sent to you by our customer service representative to confirm the nature of the service work performed. If you have questions or concerns regarding the service work or you find that the work performed was unsatisfactory, please notify Customer Service in writing within seven (7) days. If notice is not received, the service work performed will be deemed satisfactory and complete and no further action will be taken.

## D.3.5 COMMON ELEMENT ISSUES

If you experience or see a common element problem or deficiency you should notify your Board of Directors via the Property Manager with a copy to us. This will ensure a coordinated approach to resolve these issues.

# E. YOUR WARRANTIES

## E.1 MINIMUM SERVICE REQUIREMENTS

Pursuant to Section E of your purchase and sale agreement, your Kingsway by the River Condominium comes with a limited one year & two year warranties from the developer. These warranty begin on your date of legal occupancy or final closing, whichever occurs first. The warranty is in place to provide you with peace of mind that we are available to assist with deficiencies within your first year of residence.

In order to request warrantable work to be completed, you must notify Kingsway by the River Customer Service in writing,

following the Customer Service procedures set out in Section B above. Your warranty covers defects in workmanship and materials. Normal wear or tear or ongoing maintenance is your responsibility and is outside of the warranty.

Should a dispute arise as to whether an item is deficiency under our warranty, our policy is to refer to the detailed Tarion Performance Guidelines used in Ontario for their one year & second year warranty. The guide can be downloaded here:

<http://www.tarion.com/homeowners/yourwarrantycoverage/Pages/Construction-Performance-Guidelines.aspx>

## E.2 YOUR WARRANTY

### FIRST YEAR WARRANTY – WHAT’S COVERED AND NOT COVERED

	COVERED	NOT COVERED
<b>Walls/Ceilings</b>		Shrinkage cracks due to settlement, and nail pops. As a courtesy, we will repair any shrinkage cracks and nail pops once within the one-year period. Repairs do not include repainting or replacing upgrades.
<b>Doors</b>	Warped or ill-fitting interior doors. Note that normal shrinkage and expansion due to humidity levels will occur and will usually correct itself in the first year.	
<b>Electrical</b>	Defects in materials or installation of wiring, light switches, duplex outlets, electrical panel and breakers.	The addition of breakers or circuits or any alterations to the electrical system by the homeowner voids this warranty item.
<b>Plumbing</b>	Defects due to materials or improper installation for all copper piping, drains, soldered joints and shut-off valves.	Plumbing blockages caused by homeowners
<b>Ventilation</b>	Performance of the kitchen hood fan and bathroom fan(s), provided the fans/filters have been kept free of grease and dirt build-up.	
<b>Appliances</b>	Appliances are directly warranted by the manufacturers’ warranty. Homeowners must deal with the manufacturer directly.	
<b>Common Areas</b>		Common elements and exclusive use common elements (as defined by the Declarations) are not covered under your individual suite warranty. Common area deficiencies should be addressed to the Board of Directors via the Property Manager.

# E. YOUR WARRANTIES

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## E.3 EXCLUSIONS FROM YOUR WARRANTY

The following is excluded from warranties:

- Damage resulting from improper maintenance, such as dampness or condensation caused by failure of the homeowner to maintain proper ventilation levels, or improper operation of a humidifier, hot tub or any other moisture-producing device.
- Defects in materials, design and work that the homeowner supplied or installed.
- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. However, homeowner insurance may cover secondary damage.
- Normal wear and tear, such as scuffs and scratches to floor and wall surfaces caused by homeowners moving, decorating, and/or day-to-day use of the home.
- Normal shrinkage of materials that dry out after construction.
- Damage from floods, "acts of God", wars, riots, or vandalism.
- Damage from insects or rodents, unless it is the result of construction that does not meet the Building Code.
- Damage caused by municipal services or other utilities.
- Surface defects in work and materials noted and accepted in writing by the homeowner at the time of possession.
- Damage caused by the homeowners or their visitors.
- Alterations or additions made by the homeowner.



## F. STAYING IN TOUCH

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Please be sure to keep your contact information current with us. Once your building is registered the Property Manager will not notify us of any address changes on your part, so in order to ensure that you remain on our list, please notify us directly of any contact changes. Once again, thank you and welcome.

### **URBAN CAPITAL**

17 Nelson Street. Toronto.  
ON M5V 0G2

T: 416.304.0431  
E: [info@urbancapital.ca](mailto:info@urbancapital.ca)

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