

Homeowners Guide



Welcome to your new Cité Midtown home.

We have put together this guide as a quick reference complete with information that will answer questions you may have about living in a condominium and your particular unit at Cité Midtown.

CONTENTS

A. IMPORTANT CONTACTS	3
Concierge	3
Property manager	3
Building emergencies	3
Customer service	3
Developer	4
Board of directors	4
B. CONDOMINIUM 101	5
B.1 What is a condominium and how is it set up at Cite Midtown?	5
B.2 What is the process to “close” my condominium purchase?	6
B.3 What do i own when I buy a condominium?	7
B.4 What rules and restrictions might I encounter in a condominium?	8
B.5 What's included in my condo fees?	8
B.6 What's my vs. the property manager's responsibility to maintain?	9
B.7 How do I get a copy of the declaration and by-laws?	10
B.8 Are there any restriction on renting out my unit?	10
C. CITÉ MIDTOWN	11
C.1 The big picture	11
C.2 The details	13
D. THINGS TO KNOW ABOUT YOUR UNIT	18
D.1 Mechanical and electrical systems	19
D.2 Appliances	22
D.3 Components and finishes	22
D.4 General	25
E. CUSTOMER SERVICE OVERVIEW	27
E.1 Customer service overview	27
E.2 Inspections	28
E.3 Procedure for service work after move-in	28
F. GENERAL WARRANTY INFORMATION	30
G. STAYING IN TOUCH / FEEDBACK	33

A. IMPORTANT CONTACTS

CONCIERGE

The primary function of the Concierge is to:

- Control the flow of pedestrian traffic into the building
- Monitor the cameras located throughout the parking areas and other common areas
- Attend to emergencies
- Respond to resident requests for information and assistance
- Assist with elevator bookings and move-ins/outs
- Assist with deliveries, visitor parking, booking amenities, and accepting small parcel deliveries (only non-perishable items).

More information on Cité Midtown's Concierge service is set out in Section C.2.8.

Please note that the Concierge in Phase 1 is shared between the Phase 1 condominiums and townhouses and may be shared with subsequent phases.

PROPERTY MANAGER

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

- Cleanliness and maintenance of the common areas
- Malfunctioning of such things as the garage doors or garbage chute
- Building security and access issues
- Concierge issues
- Fire alarm malfunctioning
- Broken pipes or plumbing problems
- Noise issues with neighbours, where they cannot be settled privately
- Collection of monthly common element fees.

Cité Midtown Property Manager

Wilkar Property Management
Head Office
T 514.871.0100 ext 209

BUILDING EMERGENCIES

In the event of an emergency, such as water leakage or any urgent deficiency that could cause damage or harm, please contact the Property Manager immediately. During off-hours you should contact the emergency service department of the appropriate utility and/or the Property Manager by way of this emergency number. Charges may apply for all non-urgent calls or calls where information is already readily available to each owner.

For all medical emergencies, call 911.

Wilkar Property Management

24 Hour Customer Care Line
T 514.871.0100 ext 9

CUSTOMER SERVICE

Please address all in-suite deficiency claims and warranty items, as well as any questions with respect to the purchase of your unit or the terms of your purchase agreement to our Customer Service Representative.

More information on Customer Service is set out in Part E.

Customer Service Office

Kim Ho Nguyen
T 438.458.4070
E sc@citemidtown.com

DEVELOPER

Urban Capital is the developer of Cité Midtown and has sold your unit to you. If you have any issues that are not being addressed by on-site Customer Service, please contact our head office Customer Service.

Urban Capital Head Office Customer Service

T 416.304.0431 Ext. 282

E customerservice@urbancapital.ca

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 website. Your login registration key will be sent to you by email.

B. CONDOMINIUM 101

B.1 WHAT IS A CONDOMINIUM AND HOW IS IT SET UP AT CITE MIDTOWN?

The term “condominium” typically refers to a form of legal ownership, rather than a particular type of building. Condominiums are most often thought of as high-rise residential buildings, but they can also be townhouse complexes, low-rise residential buildings and even commercial complexes.

Condominium ownership consists of two parts. The first part is a collection of private dwellings called “units”. Each unit is owned by and registered in the name of the purchaser of the unit. The second part consists of the “**common elements**” of the building that may include lobbies, hallways, elevators, recreational facilities, walkways, gardens, etc. Common elements may also include structural elements and mechanical and electrical services. The ownership of these common elements is shared amongst all the individual unit owners, as is the cost of their operation, maintenance and ongoing replacement.

Each unit owner has an undivided interest in the common elements of the building. This undivided interest is usually expressed as a percentage equal to the value of the unit in question compared to the total value of all of the units in the condominium. This percentage determines your ownership percentage in the common

elements as well as the monthly fees that you must pay towards their upkeep and renewal.

The **syndicate of co-ownership** is a legal entity representing the co-owners as a body. The objects of the syndicate are the preservation and the administration of the building. The syndicate is made up of the general meeting of co-owners and the board of directors, and is constituted as soon as the declaration of co-ownership is registered in the land registry.

As Cité Midtown is a multi-phase development containing different types of buildings and elements, the project contains two different types of condominium syndicates, a “horizontal syndicate” and a “vertical syndicate” as follows:

- There is **one horizontal syndicate** for the entire project which contains all of the elements that each co-owner has the right to use, such as: the garage; the common landscaping that is accessible to all; and the various interior amenities such as the gym in Phase 1 and the kid’s playroom in Phase 2.
- There will be **five vertical syndicates** in the project, one for each of the four “Tower” phases (Blocks 1.1 to 1.4) and one for the Townhouse portion (Blocks 2.1 to 2.6). The vertical syndicates generally represent the above ground portion of each building, therefore they are referred to as vertical syndicates.



As discussed below, your condominium fees are made up of a portion of the horizontal syndicate budget and the specific vertical syndicate budget where your unit is located.

Finally, in total Cité Midtown will contain 6 different condominium boards, one horizontal and five vertical.

B.2 WHAT IS THE PROCESS TO “CLOSE” MY CONDOMINIUM PURCHASE?

There are five basic steps to registering your condominium and closing your purchase.

Step 1: Interim Occupancy (Interim Closing) OPTIONAL

If your unit is ready to be occupied prior to registration of the condominium declaration (more on this next), you can (at your option) first take possession or “occupancy” of your unit even though we cannot yet transfer legal title of your unit to you (as the title has not yet been created). The period of time between the date you take occupancy and your subsequent Closing Date (the date you pay us the balance of the Purchase Price and we transfer title to you) is called the **“Interim Occupancy” or “Pre-Occupation” Period**.

During this period, instead of paying us the balance of your purchase price, you are required to pay a monthly Occupancy Fee (similar to rent), which consists of three elements:

1. Monthly Condominium Fees
2. Estimated Monthly Realty Taxes
3. Monthly Interest Component on the balance of your purchase price (i.e. just the interest component, not any principal repayment).

Approximately ten days prior to your Interim Occupancy Date, we will provide you with the specific calculation of the above amounts, and you will provide us with a series of post- dated cheques.

Please note that your “Occupancy Date” is not the same as your move-in date. Your Occupancy Date is the date on which your Interim Closing takes place, while your move-in date is the date you actually move in to your unit (arranged through the Property Manager).

Step 2: Condominium Registration

A condominium is formally created when it is “registered” with the provincial government. Once all the units and common elements within the building are “substantially completed” (a technical term certified by our architects), the condominium registration process begins. This process is initiated when we submit plans and paperwork to the proper governmental authorities.

The condominium’s Declaration and Description are ultimately registered in the Land Titles Office, following approval of these documents by the authorities.

At the time the condominium is “registered” the original property that existed before registration is legally divided into individual condominium units plus the common elements. Because no title has yet transferred to any individual purchaser, at this point the developer still owns the property, although now in the form of individual condominium units (together with the common elements), rather than one undivided parcel of land.

It is the developer’s responsibility to manage the condominium registration process, and we will notify you (or did notify you) within 30 days of the building’s registration.

Step 3: Unit Closing Date

The Closing Date is the date upon which you receive title to your unit and occurs only once the condominium has been registered. We will (or did) give you approximately 30 days notice of the actual Closing Date. Units will close in a logical sequence moving up the building as the specific floors and units are available for occupancy.

On the Unit Closing Date, your purchase and sale transaction with us is “closed”. The closing is based

on a statement of adjustments that we prepare with our notary. This Statement of Adjustments accounts for outstanding customization and upgrade fees, realty taxes, and any other adjustments as provided for in your Preliminary Contract. At this time, you will receive a deed/transfer of title to your home (for ultimate registration), in exchange for your payment of the outstanding balance of the purchase price. This outstanding balance can either come from a final cash payment or from a bank that is providing you with your mortgage.

It is your responsibility to make all arrangements with your bank and the notary and be prepared to close your purchase on the Unit Closing Date.

Step 4: Occupancy/Move-In

If you haven't already done so because you took "Interim Occupancy" (see Step 1), following the Unit Closing you will be able to move into your unit. We will arrange (or already have arranged) your move-in date with you.

Prior to this time, you will have attended your Pre-Delivery Inspection (PDI) (more on this later).

Step 5: Turnover

Once the unit closings have taken place, a Board of Directors, elected by and generally made up of the individual condominium owners and occupiers, takes responsibility for the management of the corporation's business affairs. A Turnover Meeting is called where this transfer of responsibility (from the developer to the newly elected Board) takes place. This turnover meeting typically happens a couple of months after all or substantially all of the units have closed, and you will be advised of the date by the Property Manager.

B.3 WHAT DO I OWN WHEN I BUY A CONDOMINIUM?

When you purchase a condominium, you own your unit, as well as the specific percentage allocated to the unit of the common elements. The boundaries of each individual unit and the percentage of common elements you own may vary from condominium to condominium, depending on how they are specified in the condominium's governing documents. The boundaries of your condominium unit are an important consideration, particularly if you plan to undertake any alterations or renovations. The unit typically includes any equipment, systems, finishes, etc. that are contained only in the individual unit.

Components of building systems that serve more than one unit, such as structural elements and mechanical and electrical services, are often considered part of the common elements, particularly when they are located outside of the unit boundaries specified in the condominium's governing documents.

There may be some parts of the condominium complex that are called "exclusive use common elements." They are outside the unit boundaries, but for the exclusive use of the owner of a particular unit. Balconies and terraces are common examples of exclusive use common elements. While these spaces are exclusive to your use, there may be restrictions on how and when you can use them. Your condominium documents will spell out your unit boundaries, what are considered common elements, and what are considered exclusive use common elements.

B.4 WHAT RULES AND RESTRICTIONS MIGHT I ENCOUNTER IN A CONDOMINIUM?

Every condominium is governed by its own set of rules, regulations and by-laws. These are necessary to ensure that condominiums are properly operated and maintained, and also to define the rights and obligations of the individual owners. With respect to the latter, condominiums may have restrictions regarding:

- The number of occupants per unit;
- Pets;
- Noise;
- Parking;
- When certain amenities may be used;
- Smoking/vaping (tobacco or marijuana) in common spaces or your unit; and
- The minimum term length of rental contracts should you chose to rent your unit.

Many condominiums also have rules concerning the alteration of the unit space or its appearance. For example, Cité Midtown's rules limit what colour and type of blinds you may install in your unit (grey backed sunshades must be used for consistency), and what you can store on your balcony, in order to maintain a consistent look of the exterior of the building.

The rules of your condominium are outlined in the condominium's governing documents, principally the Declaration and Disclosure Statement. Drafts of these two documents were provided to you upon your original purchase, and the final form will be provided to your solicitor as part of your closing process.

If you have questions or are uncertain of these condominium rules and regulations, contact your notary or the Property Manager. All condominium documents including the declaration and by-laws are required by law to be in French.

B.5 WHAT'S INCLUDED IN MY CONDO FEES?

General

Unit owners pay a monthly condominium fee to cover their portion of the operating expenses of the common elements. A portion of this fee is allocated to the Reserve Fund that is created to ensure that there are sufficient funds available for major repairs and replacements over the life of the building. Condominium fees are typically calculated based on the annual operating cost of the entire condominium, and then multiplied by each unit's percentage ownership.

As mentioned in Section B.1, Cité Midtown contains two different types of condominium syndicates: a horizontal syndicate for the entire project that contains all of the elements that each co-owner has the right to use, and five vertical syndicates, one for each of the four "Tower" phases (Blocks 1.1-1.4) and one for the Townhouse portion (Blocks 2.1-2.6). The vertical syndicates generally represent the above ground portion of each building, therefore they are referred to vertical syndicates.

Your condominium fees are made up of a portion of the horizontal syndicate budget and the specific vertical syndicate budget where your unit is located.

Condominium fees may include:

- Day-to-day care and upkeep of the common elements (e.g. snow removal, landscaping, cleaning of the common elements including carpets and non-accessible exterior windows, heating/cooling system maintenance);
- Contributions to the Reserve Fund, which is used to pay for major repairs to and replacement of common building systems to ensure that the condominium is kept in good repair over the life of the building;
- Property management fees;
- Building repair and maintenance;
- Salaries of condominium employees (if any);

- Costs of operating and maintaining the amenities (e.g. the recreational facilities, gym, lounge);
- Common area utilities; and
- The condominium syndicate's insurance policies.

What is, and is not, included in a condominium's monthly fees is clearly outlined in the operating budget.

For the first year of the condominium's operation, you should refer to the Budget contained in the Disclosure Documents that we provide to you and your notary at closing. This budget formed the basis of the condominium fees that your Property Manager will be collecting from you for the first year. The first-year fees may vary slightly from those that were provided to you at the initial sale of your unit to reflect, for example, inflation; market forces; and governmental regulatory changes.

For subsequent years your Board of Directors, working with your Property Manager, will determine the annual condominium budget. As an owner you get to approve this budget at the Annual General Meeting of the condominium.

Condominium fees are neither optional nor negotiable. For example, unit owners are required to pay a share toward the care and upkeep of amenities such as a gym or lounge, regardless of whether they plan to actually use such amenities. Also, unit owners cannot withhold payment of their condominium fees if they are displeased with the Board of Directors, the Property Manager or other unit owners. In Quebec, the condominium corporation can register a lien on your unit if you do not pay your share of the common expenses. At a minimum, all the costs that the corporation has incurred to collect your fees will be charged back to you, with interest.

Parking Spaces

Unit owners who have purchased parking spaces will be charged additional condo fees that pertain to the maintenance and operations of the parking garage. Unit owners that have not purchased a parking space

are still charged a portion of the garage maintenance and operational fees through the horizontal syndicate. These fees that are applicable to all owners cover common items such as all the mechanical spaces that serve the garage and the vertical syndicates above, the locker rooms, the garbage room and other shared elements.

Gas Connections

For Tower unit owners (Blocks 1.1-1.4) that have a direct gas BBQ connection (ground floor terrace or roof terrace), you will be billed separately for gas consumption. The BBQ gas consumption for all Block 1.1 to 1.4 units is on a single meter, which is divided up amongst those units receiving direct gas connections on a per unit basis.

For Townhome units (Blocks 2.1-2.6), your gas consumption is already measured individually as your heating system is fueled by gas as well.

B.6 WHAT'S MY VS. THE PROPERTY MANAGER'S RESPONSIBILITY TO MAINTAIN?

Most condominium corporations contract out the day-to-day operations of the condominium to a property management company ("Property Manager") under the direction of the condominium's Board of Directors. Arranging for the cleaning of common areas; payment of common element utility bills; operation and maintenance of the domestic hot water and heating and air-conditioning systems; snow and garbage removal; and the collection of monthly maintenance fees typically fall under the jurisdiction of the Property Manager.

There are usually limits on the Property Manager's authority. For example, anything that requires a major expenditure, or an expenditure not accounted for in the annual budget, may have to be approved by the Board of Directors. The Property Manager is not responsible for items or operational problems within individual units, unless they are related to the common

elements (e.g. heating systems, roofs, windows, exterior walls).

You as the condominium unit owner are responsible for some maintenance duties, and the condominium corporation is responsible for others.

Maintenance duties for the unit owner typically include:

- Internal unit plumbing, appliances, heating, air conditioning or electrical systems that are contained in and serve only that unit;
- Cleaning window surfaces that are accessible from outside the unit (i.e. where there is a balcony or terrace); and
- Cleaning some parts of the common elements like balconies and patios that are assigned to or for the exclusive use of the unit holder.

Maintenance duties for the condominium syndicate typically include:

- Common area plumbing, electrical and heating and air-conditioning systems;
- Plumbing, electrical and heating and air-conditioning systems that may serve all individual units;
- Roof repairs;
- Window and door repair and replacement;
- Landscaping;
- Upkeep of recreational amenities and parking areas; and
- Any other common area of the property.

Sometimes the responsibility for maintenance and repair can be shared. For example, a heating and air conditioning (HVAC) system may be part of the common elements, but the unit owner may be responsible for the portion of the HVAC system within the unit and other tasks such as changing filters.

Please contact the Property Manager if you have any questions about your maintenance responsibilities.

B.7 HOW DO I GET A COPY OF THE DECLARATION AND BY-LAWS?

Your condominium's Declaration and By-laws will be provided to your notary following the Unit Closing and will be updated by your Property Manager going forward.

B.8 ARE THERE ANY RESTRICTION ON RENTING OUT MY UNIT?

Many condominium buyers purchase their units as an investment with the intent to rent them out. While most condominium corporations allow owners to rent their units to third parties, there are typically a few steps that you need to take before doing so. Most importantly, the Property Manager must always be aware of who is living in the unit and have their contact information should there be an emergency.

At Cité Midtown, rental terms are limited to a minimum of 12 months and "AirBnB" style short term rentals are not allowed. For the most current information on the rental rules at Cité Midtown please contact your Property Manager.

C. CITÉ MIDTOWN

C.1 THE BIG PICTURE

C.1.1 GENERAL INFORMATION ABOUT CITÉ MIDTOWN

Cité Midtown is a four-phase, LEED ND development that on full build-out will consist of:

1. “Lot 1”: Approximately **700 condominium units in four buildings (Blocks 1.1 to 1.4)**. These are referred to as “**Tower units**” in the official condominium documents (even though they are in “mid-rise” buildings), and therefore sometimes referred to this way here. The four condominium buildings sit on one continuous underground parking garage.

2. “Lot 2”: **Six blocks of townhouses (Blocks 2.1 to 2.6)**, each containing twelve (12) townhouses, so a total of **72 townhouses**. As with the condominiums, the six townhouse blocks sit on one continuous underground parking garage, and are also held in the form of condominium ownership.

3. Extensive **amenities**, as set out in C.1.2 below.

4. A “**Shared Street**” (“Jane Jacobs Street”), designed to be “shared” by vehicles, bicycles and pedestrians, and

5. A 2 acre public **park**, to be designed and delivered by the municipality.



C.1.2 BUILD-OUT PLAN AND SCHEDULE

Based on our current plans, the overall Cité Midtown development will be built out as follows:

	Phase 1	Phase 2	Phase 3	Phase 4
Completion	Starting October 2021	Summer/Fall 2022	Estimated Winter 2024/2025	Estimated Winter 2025/2026
Buildings	Condo Tower 1 (Block 1.1) Townhouses 2.1-2.4	Condo Tower 2 (Block 1.2) Townhouses 2.5-2.6	Condo Tower 3 (Block 1.3)	Condo Tower 4 (Block 1.4)
Amenities	Aisle 24 Grocery Market Gym/Yoga Room Salle Blanche PM/CS Office	Café/Bar Kids Playroom Tween Lounge Hobby Room Salle Noir Pedestrian corridor including Central Plaza and Outdoor Training Zone 1	Work Share Space Outdoor Pool Outdoor Training Zone 2	Outdoor Training Zone 3
Infrastructure	All services First half of Jane Jacobs Street (street finish to be asphalt temporarily)	Second half of Jane Jacobs Street (street finish to be asphalt temporarily)	Public park Final pavers on Jane Jacobs Street	

C.1.3 AMENITIES

Cité Midtown benefits from an extensive indoor and outdoor amenity package. **All amenities will be open to all residents of Cité Midtown, notwithstanding the building in which the amenity is located.**

Residents of the Tower buildings (Blocks 1.1 to 1.4) will

have indoor access to all indoor amenities through the Lot 1 underground parking garage.

The Horizontal Syndicate board will make all rules and regulations governing the use of Cité Midtown's amenities. All amenity areas will be accessible using your key-fob.



C.1.4 LEED ND

Cité Midtown is being designed to be one of the first LEED ND (LEED for Neighbourhood Development) communities in Quebec. For more information on Cité Midtown's LEED ND plan, please consult citemidtown.com/leed-nd.

C.1.5 SOCIAL HOUSING

As shown on the Site Plan in Section C.1.1, a Social Housing building will be constructed between Blocks 1.3 and 1.4. This building is expected to be 6 to 8 stories high and contain approximately 90 units. Its design will ensure that the building blends in seamlessly to the Cité Midtown community.

Urban Capital will be transferring the Social Housing Lot to the City of Montreal (or a designated agency on its behalf) in Fall 2023. We understand that the city intends to construct the Social Housing building within one to two years of that transfer.

Notwithstanding its consistency in design, **the Social Housing building will be functionally independent of the rest of the Cité Midtown community**, including having a completely separate underground garage, and a completely independent property manager. Residents of the Social Housing building will have the right (as with all members of the public) to circulate through the Cité Midtown community, but will not have the right to use the amenities.

From what we are told, the City is intending to develop the Social Housing building with larger units geared towards families.

C.2 THE DETAILS

C.2.1 BUILDING ADDRESS AND MAIL

Your municipal address

Tower 1 (Block 1.1)

1900 Rue Jane-Jacobs, Unit____,
Montreal QC
H4M 0A8

Tower 2 (Block 1.2)

200 Boul. Marcel-Laurin, Unit____,
Montreal QC
H4M 0B1

Private unit mail deliveries will ultimately be made to the mailboxes located in the lobby. In the early stages of occupancy mail may be directed to local PO boxes until Canada Post has formalized the new buildings into their delivery system.

Non-perishable packages will ultimately be delivered and stored in the Package Room directly behind the concierge desk. The 1Valet entry system (discussed in more detail below) works with all major delivery companies, allowing access into the building and then into the Package Room for delivery of packages. Notifications are then automatically sent by email to the specific unit owner.

Townhouses (Blocks 2.1 - 2.6)

1851 Rue Jane-Jacobs [and ascending]
Montreal QC
H4M 0A9

The Townhouse units each have their own distinct municipal address on Rue Jane-Jacobs as there is no centralized lobby. **You should receive your particular municipal address as part of your closing documents.**

Private unit mail deliveries will ultimately be made to two common exterior mailbox stations, one located adjacent to Block 2.1, and the other adjacent to 2.6. In the early stages of occupancy mail may be directed to local PO boxes until Canada Post has formalized the new buildings into their delivery system.

Non-perishable packages will ultimately be delivered directly to your unit entrance. The Property Manager will advise as to any further revised procedures.

C.2.2 LOBBIES, ELEVATORS AND CIRCULATION

Towers (Blocks 1.1 - 1.4)

The lobby is located on the south side of the building 1.1 and accessible from Rue Jane-Jacobs. The lobby of building 1.2 is located on the north side of the building

and accessible from Boul. Marcel-Laurin. During the delivery of building 1.2, a temporary asphalt loading zone has been installed adjacent to Rue Jane-Jacobs and the pedestrian plaza between building 1.1 and building 1.2. From this loading zone, all deliveries should be directed to the main lobby. In the case of move-ins, movers may use the main lobby or alternatively enter through a building exit clearly marked on the south side of the building near the temporary loading zone. There are two elevators in each of these buildings.

All parking spaces are located on the P1 level. The garage entry door is located on the **west** side of building 1.1. This garage entry door serves the entire Lot 1 garage (although there will be an additional entry door at a later date, in Block 1.4).

Townhouses (Blocks 2.1 – 2.6)

There is no centralized lobby or elevators in the townhouses. Each of the six Townhouse buildings (Blocks 2.1 – 2.6) contains a common exit from the parking garage that is available to all residents and visitors of Cité Midtown. This exit is located on the north side of each building, facing Rue Jane-Jacobs.

All **visitor access to the Lot 2 garage** will be made through the Townhouse 1 building as this entry is linked to the 1Valet access management system. All parking spaces are located on the P1 level. The garage entry door is located on the north side of the building.

1VALET Access Management App

1VALET is a smart building operating system that integrates the latest technologies to better connect residents to their community. By centralizing building systems into one web-based dashboard and empowering tenants with a Resident App, 1VALET increases resident engagement, and creates a safer and smarter community.

The 1Valet system will be immediately recognizable in the entrance lobbies of the Tower blocks (Blocks 1.1 – 1.4). The oversized touch panels facilitate a wide range of smart interaction for owners, guests, tenants and package deliveries. All garage doors are also available to open from the app, whether for yourself or remotely for your visitors.

For more detailed information on the 1Valet app please visit the following website:

1valet.com

C.2.3 VEHICLE PARKING

Resident Vehicle Parking

Parking at Cité Midtown is located on Parking Level 1 of the building in which your parking space is located. In the interest of fairness, parking spaces have been allocated randomly; if not provided to you already, your allocated space will be provided to you on closing.

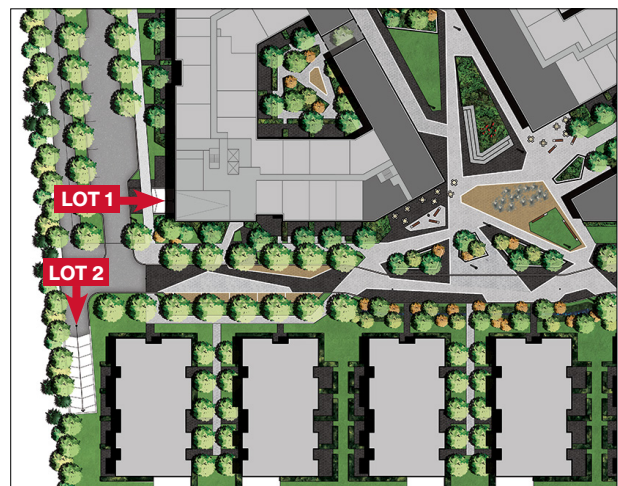
Please note that:

- To enter the underground parking, you must use the 1Valet app (See Section C.2.2). In the event that the app is not functioning, there is a key-fob reader at the garage door, which will also activate it.
- To exit you simply approach the overhead garage door and it will automatically open.

Visitor Vehicle Parking

Cité Midtown has various visitor parking spaces that are located inside the Townhouses parking garage (Lot 2).

To gain access to the visitor parking, visitors should contact the **unit owner they plan to visit, and the unit owner will use their 1Valet app on their phone to remotely open the Townhouse garage door**. Then once inside and parked, visitors will use one of the 6



exit stairs to leave the garage. To re-enter the garage, visitors will proceed to the Townhouse 1 (Block 2.1) garage entrance pedestrian door where they will again contact the unit owner who will grant access to the garage entrance pedestrian door.

As the project development progresses, the visitor parking may be relocated to the garage under the future Tower 3 building (Block 1.3). In that case a new procedure would be transmitted to owners.

Good to know – **Cité Midtown's Jane Jacobs Street contains many exterior parking spaces** that will be available on a first come first served basis.

The Board of Directors will determine the rules and regulations for the use of the visitor parking spaces.

C.2.4 BICYCLE PARKING

Visitor bicycle posts are located throughout the exterior landscaping of Cité Midtown.

General Use Bicycle Use Racks

For residents, there are bicycle racks located in open areas throughout the garage on a first come first served basis. While these racks are currently first come first serve, the property manager may assign these as rental spaces in the future or put further restrictions on their use.

Exclusive Use Bicycle Use Racks

In addition to the generally located bicycle racks above, a number of vehicle parking spaces have bicycle racks installed in front of them. These racks are for the exclusive use of the owner of the parking space.

Prohibition of Bicycles in the Common Areas

Please note that it will be strictly prohibited to bring bikes through the lobby, corridors and public areas of the building and bicycles are not allowed to be stored on unit balconies or terraces. Bicycles should be brought into or taken out of the building through the main vehicle garage door.

C.2.5 CONCIERGE

The role and responsibilities of the Concierge is set out in Part A.

Cité Midtown will benefit from “executive concierge services” (as arranged by property management). “Executive concierge services” means that the service may not be full time. The condominium board will set the extent and times of your concierge service.

Note that the concierge is generally located in the lobby but may be at various points throughout the building at any given time.

Later phases may have additional concierges in their lobbies.

C.2.6 BUILDING ACCESS AND SECURITY

With your safety in mind, we have included the following security features in Cité Midtown:

- The building entrances, the elevator access points in the garage, and the various amenity rooms are all equipped with **proximity key-fob readers**. To unlock a door you simply hold your key-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, thereby controlling who can and cannot enter the building, as well as allow Property Management to track which unit is accessing the amenity spaces in the event of damage or theft.
- A state of the art building entrance call-panel called **1Valet** is located in the building's lobby vestibule. Your key fob will allow entrance to begin with, although the system can also be programmed to recognize your face to gain access to the building if desired. See Section C.2.2 for more information on 1Valet.
- **Security cameras** have been installed at key security points in the building, such that any activity will be recorded as well as visible at the workstation located at the concierge desk and the property management office.
- Vehicular access to the **parking garage** requires access to the 1Valet app through your cellphone. Pedestrians and those on bicycles will be able to use the 1Valet app or a key-fob to open the overhead garage door. Once inside the parking garage a key-fob (or access by way of the 1Valet-entry system) is required to access the elevator lobbies.

Only once someone is inside an elevator lobby will they have access to the rest of the building.

Each unit will be assigned two (2) key-fobs. Additional key-fobs may be purchased through the Property Manager.

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 access this way. Finally, do not let in unidentified persons by way of the 1Valet-entry system.

C.2.7 GARBAGE AND RECYCLING

Towers (Blocks 1.1 – 1.4)

Cité Midtown Towers are equipped with a garbage chute, accessed on each floor and meant strictly for garbage that is not recycling. Recycling waste should be brought to the garage garbage and recycling room where it will be the responsibility of the owners to break down their boxes and place in the designated blue box containers.

In consideration of your neighbours and to reduce late night noise, please do not dispose of garbage in the garbage chute between 10:00 pm and 7:00 am.

Townhouses (Blocks 2.1 – 2.6)

Owners of Cité Midtown Townhouses will bring both their regular garbage and their recycling down to the garage in the designated garbage and recycling room or other areas that may be specified by the Property Manager.

It is imperative that owners use the garbage chutes and recycling rooms appropriately and with consideration for fellow co-owners. The efficiency and cleanliness of garbage and recycling management is ultimately up to owners, and any future modification to these operations may result in higher condo fees to facilitate greater oversight from the property manager.

C.2.8 CONSTRUCTION COMPLETION

Work in Your Building

When you occupy your unit it is possible that certain floors above you or areas below you will still be under

construction. During this time you should expect workers to be on-site from 7:00 a.m. to 5:00 p.m. on weekdays, and from 8:00 a.m. to 5:00 p.m. on Saturdays. Notwithstanding the above, construction work, including fire alarm testing, may take place outside of these hours. We apologize for any inconvenience.

Please be advised that occupancy of the Tower buildings is on a floor-by-floor basis, so while your floor may have been occupied, others may still be considered under construction. Until an entire building has been occupied, you must not visit floors that may be above your own floor.

The construction of future phases is also a consideration in a growing and evolving project such as Cité Midtown. Work on future phases will continue for the next few years and we appreciate your understanding as to any operational inconveniences such as dust, noise, truck movement and other typical aspects of construction.

Completion of Townhouse Blocks

The construction of the townhomes will take place in sequence over a period of approximately one and a half years. Every three to four months a new townhome block will be completed and delivered to its owners. The landscaping will therefore also be completed in phases, which means that for a number of months the portions of landscaping adjacent to your unit may not be fully completed, in order to allow for the construction of the adjacent building. We appreciate your patience in this process.

Completion of Pedestrian Corridor and Jane Jacob Street

For Phase 2 residents moving in in the Fall of 2022, all private landscaping – including “private” terraces in front of ground floor units and the courtyard of Block 1.2 should be completed. However not all of the “public” landscaping will necessarily be completed. The “Pedestrian Corridor” (including the Outdoor Training Area) will be completed in the Fall of 2022. The roadway landscaping and the pedestrian plaza water feature will be completed with the completion of Phase 3 in 2024/25. We have provided various areas of temporary asphalt along Rue Jane-Jacobs to facilitate both building and construction operations until the final landscaping is completed.

C.2.9 ACCESS TO CITÉ MIDTOWN DURING MARCEL-LAURIN RECONSTRUCTION

The City of Montreal is currently undertaking a complete rebuild of the roadway and overpass in front of Cité Midtown, this work will incorporate the new intersection that is to be built at the entry point to the Cité Midtown development. The work commenced in the summer of 2022 and will take approximately 2 years to complete.

The construction of the intersection was always going to be done by the city at Urban Capital's cost. **The city is now advising that they will not construct the intersection until the overpass is completed in 2024.** Therefore, until that time:

- **Access** to Cité Midtown will be from the North only.
- Residents will be able to **exit** Cité Midtown and travel either South directly, or North via the overpass until work on it begins. During the time that work is ongoing on the overpass, residents wishing to exit North will need to access Autoroute 40 West upon exiting Cité Midtown, and return to Marcel Laurin via Alexis Nihon Blvd and Saint Louis.

D. THINGS TO KNOW ABOUT YOUR UNIT

This section addresses typical questions from new condominium owners and provides some 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	
<p>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).</p>	<p>Complete and submit your utility billing application form (see D.1.5 below)</p>
<p>Read and understand your appliance warranties. These should be located in the appliance itself upon delivery but if not they will be available online by searching with the make and model number of the appliance.</p>	<p>Do not load your washer / dryer more than 2/3 full and use a minimal amount of detergent. For the best results, less is more. Your unit is equipped with a secondary lint trap located in the wall behind your dryer or sitting on top of a stacked washer dryer. This lint trap should be checked after each drying cycle to ensure optimum drying.</p>
<p>In all units, your main ventilation fan and your energy recovery fan (ERV) each have a filter.</p> <ul style="list-style-type: none"> • In the Tower units (Blocks 1.1 – 1.4), these filters should be washed every three months or at a minimum after each season. • In the Townhouse units (Blocks 2.1 – 2.6), the ventilation filter should be replaced every two months or more frequently depending on use. The heat recovery fan filter is self-cleaning and will run every two months or more depending on use. <p>Please contact your Property Manager for details on purchasing filters.</p>	<p>In a unit with a standard cooking ventilation fan, the fan vents directly to the exterior although the metal grease filters and should be cleaned each month. In a unit with a microwave vent, the fan also vents directly to the exterior and includes grease filters that should be cleaned each month.</p>
<p>Do not use soap, ammonia-based cleaners, vinegar, or detergents on your flooring and never pour water (or allow it to pool) on the floor. To clean floors use a lightly damp cloth and/or a proper floor cleaner.</p>	<p>Use only liquid non-abrasive cleaners on glass-top stoves, bathtubs, countertops and stainless-steel sinks.</p>
<p>Units with a honed surface countertop (“Caesarstone Rugged Concrete”) vs a polished surface will need to take extra care to maintain the appearance of the counters. See the following website for supplier information: caesarstone.ca/catalog/4033-rugged-concrete/</p> <p>Under no circumstances should the countertops be sealed with a sealing product as this will void the warranty.</p>	<p>Shut-off valves control water flow to individual plumbing fixtures and appliances. In the event of a leak from a fixture or appliance, immediately shut off the valve to it. Additionally, each unit is equipped with a central water shut-off valve. These valves are often (but not always) located behind an access hatch in the ceiling of the closet closest to the front entrance in Tower units (Blocks 1.1 – 1.4), or in the mechanical room of the Townhouses (Blocks 2.1 – 2.6). Please ensure you confirm where the central water shut-off valve is located in your unit.</p>

D.1 MECHANICAL AND ELECTRICAL SYSTEMS

D.1.1 HEATING AND COOLING

Towers (Blocks 1.1 – 1.4)

The cooling for your unit is supplied by an energy efficient fan coil system (forced air) located in the suite, while the heating is supplied by electrical baseboards. The heating of your unit is controlled by thermostats individually located in each room while the cooling is controlled by a single thermostat.

Within the primary living area, you will find 2 thermostats located one on top of the other. The square Mitsubishi thermostat typically located on top is your primary thermostat for all cooling, the main ventilation fan control, and then for the heating of the primary living area only. The second rectangular thermostat with the words 'Ventilation Fan' on it is made by Lifebreath, and controls the energy recovery ventilator (ERV). This thermostat is set by our installers and is generally not used on a daily basis. The ERV is a separate and secondary ventilation fan that controls the amount of fresh air entering your unit and can also be used as an additional tool to help regulate humidity. You can read more about the Mitsubishi and Lifebreath ERV thermostats in the owner's manuals provided to you in your unit.

Townhouses (Blocks 2.1 – 2.6)

The heating and cooling for your Townhouse is supplied by an energy efficient fan coil system (forced air) located throughout the unit. Instead of the more standard electric baseboard heaters, heating in Townhouses is provided through air heated by an efficient natural gas heated water boiler. Heating and cooling are controlled on the same thermostat by setting the desired temperature on your wall-mounted thermostat. Heated or cooled air is then blown throughout the unit in the ventilation ducts. Various units may also have a locally controlled electric baseboard heater where required.

General

If your heating or air conditioning is not working, check the circuit breaker in your electrical panel (see D.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. If the system does not start working, then during the warranty period please contact us, otherwise please contact an electrician or ventilation repair service directly.

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

- 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 maintain a suite as either cool or hot than to initially 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 wash or replace your main ventilation fan filter regularly. The ventilation fan filter is accessed by opening the large panel in the ceiling in the entrance of Tower units or in the mechanical unit in Townhouse units. Please contact your Property Manager to purchase 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.
- Consult the owner manual for the required regular maintenance of the mechanical system specific to your unit. It is recommended to hire professionals to perform routine maintenance of the systems within your unit.
- In Townhouse units, 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 to ensure adequate air flow.

D.1.2 FRESH AIR VENTILATION

The fresh air ventilation for your unit is supplied by way of an energy recovery ventilator (ERV), which brings fresh air directly into your unit from the outside. While you are at home, the ERV will run on a continuous basis at low speed. You can increase ventilation by turning on the dedicated ERV switch, which is the push button switch in your bathroom adjacent to the light switch. Increased ventilation is automatically activated when either the bathroom fan or the range hood fan is in use.

D.1.3 MAINTAINING TEMPERATURE AND HUMIDITY WITHIN YOUR SUITE

Cité Midtown has been designed to help you maintain optimal thermal comfort within your home.

The optimal operating conditions to maintain thermal comfort in your suite are:

Recommended temperature and humidity in **winter**:
21-22 degrees Celsius (69.8-71.6 degrees Fahrenheit)
at 35% humidity

Recommended temperature and humidity in **summer**:
22-23 degrees Celsius (71.6-73.4 degrees Fahrenheit)
at 40-50% humidity. Always stay below 60% humidity.

Temperature

Temperature can be maintained according to the thermostat operations manual instructions. It should be noted that the AC will not function in the winter and if the heaters are active.

Humidity

The following guidelines are provided to assist you in controlling humidity:

Lowering Humidity (Typically in Summer):

- Bathroom exhaust fans, and kitchen exhaust hoods remove moisture that activities such as showering / bathing and cooking create. Keep exhaust hoods free of dust, grease or anything that could keep them from working efficiently.
- Cover pots while cooking.

- Leave room doors open to allow good air circulation.
- Lowering the temperature within your suite also lowers the moisture level in the air as it cools
- Plants - reed palms, Boston ferns and cacti are good examples of indoor plants that can help regulate your home's moisture levels.
- You may notice condensation on windows when cold air on the exterior comes in contact with your warmer interior space. By opening window coverings, (i.e. drapes, blinds, etc.), it will allow more warmth to reach the interior glass making it less likely for condensation to accumulate.

Raising Humidity (Typically in Winter):

- Use a humidifier while staying within the suggested humidity levels

D.1.4 PLUMBING

Individual shut-off valves control the water flow to sinks, the dishwasher, the washing machine and the toilet 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 your 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 in either your front entrance closet ceiling or in the mechanical room in Townhouses. Any leaks beyond the individual fixtures or appliances as discussed above should be immediately stopped by turning off these valves.

It is important to note that following the occupancy of your unit, any **modifications to appliances and plumbing fixtures** that might cause water leakage will be the responsibility of the individual owner and their private unit insurance. Water leakage in multi-family housing can cause great damage to your unit and to those below you, resulting in very high repair bills. With this in mind it is highly recommended to use a qualified plumber for all future work and that the work complies with any regulations the property manager may have in place.

D.1.5 ELECTRICAL SYSTEM, 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 contact the concierge.

Your unit is equipped with 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.

To preserve the look of our exposed concrete ceilings and given our open-concept design, we do not rough-in overhead lighting in living rooms, bedrooms, or dens. Lighting in these 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.

D.1.6 UTILITY METERING

Tower Units (Blocks 1.1 - 1.4)

As part of the energy saving features of Cité Midtown, each unit comes with individual electricity sub-meters. Hydro Quebec will be reading your meter and billing you directly for the electricity consumed in your unit. It is therefore essential that you review the Hydro Quebec information materials and registration available on the Hydro Quebec website. It is important to note that proof of account set up will be required in order for your keys to be released to you at occupancy.

If you have chosen the EV car charging option, your hydro usage is supplied directly from the same account that supplies power to your individual unit.

For more information on setting up your account, please contact:

Hydro Quebec

T 1-888-385-7252
www.hydroquebec.com

Townhomes (Blocks 2.1 - 2.6)

As part of the energy saving features of Cité Midtown, each unit comes with individual electricity and gas sub-meters. Hydro Quebec and Energir will be reading your meters and billing you directly for the electricity or gas consumed in your unit. It is therefore essential that you review the Hydro Quebec and Energir information materials and registration available on the Hydro Quebec and Energir websites. It is important to note that proof of account set up will be required in order for your keys to be released to you at occupancy.

If you have chosen the EV car charging option, your hydro usage is supplied directly from the same account that supplies power to your individual unit.

For more information on setting up your accounts, please contact:

Hydro Quebec

T 1-888-385-7252
www.hydroquebec.com

Energir

T 1-800-875-9354
www.energir.com

D.1.7 TELEPHONE / CABLE / HIGH SPEED INTERNET

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

D.2 APPLIANCES

D.2.1 KITCHEN APPLIANCES

As part of your Cité Midtown purchase you have received kitchen and laundry appliances. User guides and warranty information for these appliances have been left within your unit.

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 Cité Midtown Customer Service to arrange for the matter to be investigated right away.

Your appliances were ordered through JC Perrault Appliances, 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 JC Perrault directly for service. The JC Perrault service is available from Monday to Friday.

JC Perrault Appliances
Sophie Le Bire E sophie.lebire@jcperreault.com

Please ensure you have the following information available:

- That you purchased at a new condominium, Cité Midtown, and your appliances were part of the original purchase (sometimes appliance centers get confused when it is a bulk order, so it's good to establish that at the beginning).
- The name of the project and phase
- Your full name and phone number of owner and/or tenant if applicable
- The full address and unit number of the unit
- The effective warranty date – this is the occupancy date at your new home, they may request written proof, so please have your occupancy documents from your lawyer on hand
- The model number and serial number of each of

your appliances in question. The model and serial numbers are usually located on the inside of each of your appliances.

D.2.2 WASHER AND DRYER

Your home includes a washer and dryer unit which has a number of features and basic operations you should be aware of.

Tips

- **Never load the machine more than 2/3 full.** Overfilling can cause clothes not to properly dry and damage the machine.
- During drying the machine spins and centrifugal force causes the clothes to stick to the side of the drum. Use liquid fabric softener to reduce the likelihood of this and to help clothes dry faster and create fewer wrinkles.
- Your unit is equipped with a separate dryer booster fan which serves to accelerate the airflow through the dryer vent ducting and outside of the building. With this in mind, we have also included a **secondary lint trap** located on the wall behind your dryer. The booster fan will tend to evacuate more lint from each load than is typical and therefore it is recommended that you check the lint trap in the wall following each load.
- If heavy items are taking too long to dry, you may be overloading the machine or washing too many highly absorbent articles in a single load. Try to mix up loads and consider hang drying lighter items.

As mentioned above with your kitchen appliances, if there is a problem that arises with your washer/dryer, or if you need additional parts or want more information on how to use the machine, you should contact the appliance supplier directly.

D.3 COMPONENTS AND FINISHES

D.3.1 WINDOWS

The windows in your Cité Midtown unit are insulated, double glazed units with operable casement windows and two-leaf sliding doors or swing doors out to the exterior. Insect screens are provided on all operable windows.

D.3.2 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. However, if they occur during the first year then they will be remedied as part of our First Year Warranty.

The following wall colour has been used in your unit:

SUITE INTERIOR WALLS, DOORS and TRIM
Paint Colour Benjamin Moore 2121-70 (Dentelle Délicates / Chantilly Lace)

D.3.3 WOOD FLOORING AND STAIRS

Suite Flooring

We have installed an engineered wood flooring 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 (40-50%).
- Do not use wet mops, wax conditioners, acrylic wax, steel wool, soap, detergents, ammonia-based cleaners or vinegar on the floor.

Floors can respond noticeably to changes in humidity level in the home, especially in winter. Some shrinkage or warping may occur, especially around heat vents or any heat producing appliances.

Tapis National is the supplier of wood flooring to Cité Midtown. If you would like to order more of the flooring in your unit, please contact them at:

Tapis National

T 514 270 2301

D.3.4 CABINETS, COUNTERTOPS AND BACKSPLASHES CABINETS

Kitchen and Bathroom Cabinets

Should you damage a cabinet door and need to replace it, please contact the manufacturer’s customer service department.

Armoires AD+

www.armoiresadplus.com

Countertops

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. If you have chosen a light-colored countertop, ensure that any red wine or other types of potentially staining liquids are cleaned up quickly before they have a chance to potentially settle into the material.

Units with a **honed surface countertop (“Caesar-stone Rugged Concrete”)** vs a polished surface will need to take extra care to maintain the appearance of the See the following website for supplier information: caesarstone.ca/catalog/4033-rugged-concrete/

Under no circumstances should the countertops be sealed with a sealing product as this will void the warranty.

Should you need to replace your countertop please contact:

King Granite

T 450 633 1066

Backsplash & Tiles

Your backsplash is either a tile or a quartz counter type finish. Although it is rare, the backsplash is susceptible to breakage should it be hit hard. Should you need to replace your backsplash please contact the supplier, Bousada. If your backsplash is the same

material as your countertop please contact King Granite above.

Bousada
T 418 476 1131

D.3.5 DOORS

Swing Doors

The doors and doorframes in your home are typically made of a combination of painted wood and painted metal. 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.

Sliding Doors

Similarly, the large interior sliding doors within your home (not applicable to all units) are made of painted wood and are also subject to expansion and contraction with changes in heat and humidity. Additionally, since most of these doors are hung from the ceiling, as opposed to hinges along the side, the door is held in place at the bottom by a pin that is fastened to the floor. This pin keeps the door from swinging side to side and therefore any extreme forces applied to the door that are not in the direction the door is meant to travel will put pressure on this pin. This should be avoided as much as possible so as not to damage the pin or the bottom of the door.

Glass Shower Doors

When using the shower be careful not to aim water directly towards the hinges or pivots in the glass as it could cause the water to leak outside of your shower. The hinges and pivots are not fully waterproof and water could leak out of the shower and onto your floor and baseboards. If this happens take care to dry off these areas with a towel as quickly as possible. Water leaks could cause damage to the baseboards, drywall and other elements surrounding the shower or tub/shower.

It is best to dry glass with a scraper after each use in order to remove any water residue, which will prevent

smudges on the glass. In addition, it is strongly recommended to carry out a weekly washing, using product designed for glass and a soft cloth. Do not use a rough sponge on the glass as it may cause scratches.

When rinsing glass, do not spray the water jet directly on the hinges or pivots, which could cause water to leak outside of your shower as these areas are not fully waterproof.

For seals around the shower door, be delicate when washing them so as not to cause detachment or tearing.

D.3.6 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, and at a minimum should be done on a yearly basis, and properly monitored in between.

D.3.7 CONDENSATION

Condensation may appear in wintertime at your windows or windowsills, resulting from high humidity within the unit, low temperatures outside, and potentially poor ventilation at the window area (such as when your blinds are lowered or if you have installed your own blinds too close to the window).

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 at Cité Midtown, 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 as much as possible to allow airflow over the windows;
- Vary the ventilation in your unit or make use of a stand alone dehumidifier;

- Always use your hood fan 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.

D.3.8 BLINDS

Blinds are an upgrade at Cité Midtown. If you have an issue with your blinds after the warranty period, or you did not purchase blinds as part of your Selections and Upgrades Process but would like to do so now, please contact:

Serge Giroux Concept
Serge Giroux E serge@sergegirouxconcept.com

D.4 GENERAL

D.4.1 PETS

Cité Midtown's condominium declaration allows unit owners to have a maximum of one (1) household pet (defined as a dog, cat, caged bird or fish). The Board can make rules pertaining to household pets, and also require that a disruptive pet be permanently removed from the building.

D.4.2 INSURANCE

Building Insurance

The Condominium Act requires that the condominium syndicate 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 syndicate's insurance covers the units as they were architecturally designed to the builder's specifications only. Any upgrades you acquired and all of your personal property are excluded from the condominium's policy.

Homeowner Insurance

As a homeowner, you are responsible for obtaining insurance for appliances, upgrades and personal property, such as furniture, clothing and electronics.

It is recommended that all owners obtain minimum insurance coverage of \$2 million and make sure that it covers liability insurance, contents insurance, betterment and improvements insurance, loss assessment and contingency insurance starting on the date of legal occupancy.

In the event that work needs to be done in your unit and you need to move out, or if for any other reason you must vacate your home, your insurance should cover all moving and relocation costs. Be sure to confirm this in advance. If you are renting your suite it is suggested that you obtain coverage to cover your contents (if applicable), liability, appliances, betterment and improvements. A tenant would be responsible in obtaining a specific tenant content insurance package.

Condominium insurance is different from non-condominium insurance so it is important that your broker is aware that you have purchased a condominium.

D.4.3 WINDOW COVERINGS

Your choice of window coverings has a significant impact on the look of the building. In order to maintain a clean, upscale appearance of the overall Cité Midtown development, the condominium Declaration requires that any window coverings you install be proper blinds or shades and that they either be grey or have a grey backing.

If you are installing your own sunshades or blinds, you should note that the exterior windows are made of insulated glass that requires adequate ventilation to reduce glass stress. Therefore, when installing your shades, you should ensure that the shades when lowered are at least two inches away from the glass and one inch from the mullions (metal pieces). In addition, when lowering your shades you should always leave at least one inch open at the bottom near the sill.

D.4.4 OUTDOOR BALCONY/TERRACE RESTRICTIONS

As with your window treatment, the look of what you place on your balcony or terrace has a significant impact on the overall look of the building. As a result, the Condominium Declaration includes the following restrictions on balcony and terrace use:

- You are not allowed to store any items or materials,

including bicycles, on the balconies or terraces;

- You may not hang items off the balcony or terrace railings, including plantings, holiday decorations or exterior lights;
- Structures such as pergolas or hot tubs cannot be installed at any time;
- Approval from the condominium board and property management is required prior to installing any patio covering, such as wood tiles, as it may affect the integrity of the balcony and cause long term damage due to moisture getting trapped below.

Please review the full Declaration for more guidelines and restrictions

D.4.5 SUITE KEYS / CHANGING YOUR LOCKS

In accordance with the Declaration all suite entry doors are on one 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.

E. CUSTOMER SERVICE OVERVIEW

THE BARE MINIMUM	
To ensure that we can provide a high level of customer service, we have set up a customer service team at Cité Midtown for the first year after occupancy to address deficiencies in your unit. See below for details.	
Customer Service's primary mandate is to work with you through the closing process and help rectify any deficiencies within your suite.	Deficiencies must be recorded on your PDI form provided by either the GIR (Blocks 1.1 – 1.4) or GCR (Blocks 2.1 – 2.6) warranty programs.
Do not communicate with individual trades or other on-site construction personnel about deficiencies in your unit. All communication should go through Customer Service only.	All communication with customer service should always be in writing, to maintain a record of requests.
When we need to make a service call in your suite customer service will contact you by email. They will not enter your unit without written consent.	After a service call is complete, customer service will email you to confirm the work was done. If you are not satisfied with work they believe is completed, please notify them in writing within seven (7) days.
If they haven't heard from you within a week they will close the file and confirm with the trade that the work has been accepted.	Only GIR or GCR Forms are official statutory forms. If you have a warranty issue it is your responsibility to submit these forms to GIR or GCR on time.
GIR and GCR's warranty rules are quite specific, and it is your responsibility to fully understand them. Please review the GIR or GCR Homeowner Information available at the following addresses:	GIR (Blocks 1.1 – 1.4) www.girservices.ca/consommateur GCR (Blocks 2.1 – 2.6) www.garantiegr.com

E.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 Team is therefore 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 a reasonable time. Items that are of a cosmetic nature only or items not identified during the PDI may not be accepted as warrantable items. **As a**

general guideline, all deficiencies should be addressed within two months, however, given the supply chain issues resulting from the recent pandemic, replacement parts with long lead times could take up to six months or longer to receive.

NOTE – The property manager should not be contacted for deficiency and warranty items. Your property manager should be contacted related to the regular management and operation of your building. Your Board of Directors will meet on a regular basis to discuss subjects related to the syndicate and management of the building. However, your property managers at Wilkar Property Management act as intermediary between the co-owners and the members of the board. If you wish to have your board discuss a given topic, please open a request on Wilkar's web portal at wilkar.upperbee.com, and the topic will be added to the agenda for the next board meeting.

E.2 INSPECTIONS

E.2.1 PRE-DELIVERY INSPECTION (PDI)

Between two and four weeks before your Unit Closing 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, go over certain features and functions that you need to know and provide you with your GIR (Blocks 1.1 – 1.4) or GCR (Blocks 2.1 – 2.6) Certificate of Completion.

E.2.2 OPTIONAL 30-DAY INSPECTION

Approximately three to four weeks after you move in you can optionally meet with one of our Customer Service Representatives to conduct a 30-Day Inspection. At this inspection you may sign off on any remaining deficiencies, which by this time should have been remedied. After you move in, you may notice certain deficiencies that were not identified during your PDI. Where it is clear that the deficiencies were present upon the handover of the unit, we will gladly rectify them.

Please do not raise these additional deficiencies, if any, with the trades or on-site personnel. Instead, please make a note of them and they will be reviewed during your 30-Day Inspection. In the event that there are deficiencies that cannot wait for the 30-Day Inspection, such as appliances that are not properly hooked up or do not work or leaking bathroom fixtures, please contact Customer Service immediately.

E.3 PROCEDURE FOR SERVICE WORK AFTER MOVE-IN

E.3.1 CUSTOMER SERVICE REPRESENTATIVE

To ensure that we can properly serve you, we have set up a Cité Midtown customer service line. Our onsite customer service team will be your connection to the construction team and can be contacted should you require updates on the status of your deficiency repair, or have comments or concerns about the work being done.

Customer Service Office

T 438.458.4070

E sc@citimidtown.com

The customer service office is currently located in the Cité Midtown Sales Office but will eventually be located in the Property Management Office adjacent to the gym.

E.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 above.

E.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 our staff, as well as our trades, will not enter your unit without prior written consent, and if you leave your unit when a service call is scheduled without giving us written consent to enter, we will not be able to complete the service work.

E.3.4 SERVICE NOTICE

The GIR (Blocks 1.1 – 1.4) and GCR (Blocks 2.1 – 2.6) Warranty Programs require us to address warrantable issues within a prescribed period of time. During this period, it is important that you provide us and our trades with access to your unit. In order to schedule a service appointment, one of our Customer Service Representatives will contact you by way of email or phone to request access to your unit for the repair. Please ensure you respond in writing confirming that we have permission to enter your suite and escort the trade or serviceperson to perform the necessary service work. If we do not receive your confirmation, we will not enter your unit to perform the necessary work.

General Warranty Company Requirements to Provide Access to your Unit

When necessary work is required, be sure to give your builder and their trades people access to your home during normal business hours, at a time mutually agreed upon in advance. Failure to do so will jeopardize your statutory warranty rights.

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.**

E.3.5 COMMON ELEMENT ISSUES

All areas outside of your unit (such as the parking garage, hallways, amenities, exterior windows and balconies etc.) are managed by the Property Manager and they would take the lead on reporting and following up on any repairs or deficiencies. If you experience or see a common element problem you should contact the Property Manager directly.

Wilkar Property Management

See Building Information for current contact details

F. GENERAL WARRANTY INFORMATION

First Year Warranty – What’s Covered and Not Covered

Your GIR (Blocks 1.1 – 1.4) and GCR (Blocks 2.1 – 2.6) Warranties provide specific warranty protection for your new home. Please make reference to them for exact information on the scope of these warranties:

GIR (Blocks 1.1 – 1.4)

www.girservices.ca/consommateur

GCR (Blocks 2.1 – 2.6)

www.garantiegr.com

As a general matter the following outlines typical inclusions and exclusions in First Year Warranties from new home warranties:

ITEM	COVERED	NOT COVERED
Walls/Ceilings		Drywall (gypse) shrinkage cracks due to settlement, and nail pops. As a courtesy, we will repair any drywall (gypse) shrinkage cracks and nail pops once within the one-year period. Repairs do not include repainting or replacing upgrades.
Doors	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.	
Electrical	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.
Plumbing	Defects due to materials or improper installation for all copper piping, drains, soldered joints and shut-off valves.	Plumbing blockages caused by homeowners or any alterations to the plumbing system by the homeowner.
Ventilation	Performance of the kitchen hood fan and bathroom fan(s), provided the fans/filters have been kept free of grease and dirt build-up.	
Appliances	Appliances are directly warranted by the manufacturers’ warranty. Homeowners must deal with the manufacturer directly.	
Common Areas		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.

In addition to the above, the following are typical exclusions from New Home 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, bathtub or shower 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 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.

G. STAYING IN TOUCH / FEEDBACK

We are thrilled to welcome you to your new home and want to hear from you about your experience with us. On our website at www.urbancapital.ca there is a questionnaire called our **Feedback Loop**.

<https://www.urbancapital.ca/feedback-form>

We'd really appreciate your taking the time to fill out this form as there's always room for improvement at our end.

Please take a few moments to tell us what you have liked and what we can improve on. We look forward to hearing from you.

As well, 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.

VENTILATION SYSTEM IN YOUR CONDOMINIUM UNIT: A SHORT MAINTENANCE GUIDE

Your ventilation system improves the air quality in your unit and your health, but only if it's well maintained.

Each component must be properly cleaned to allow your system to do its job, which is to ensure the filtration and the renewal of indoor air by evacuating stale and humid air to the outside.

How often should you maintain your ventilation system filters?

It is suggested to clean your filters every three months or at a minimum twice a year, otherwise filters could become clogged and cause damage to your equipment. The function of your filters is to trap dust and various allergens suspended in the air of your home (animal hair, organic residues, dust, sawdust, etc.). It is suggested to repeat the operation every three months if your unit is located near a road, a construction site, and in pollination season.

Your ventilation system is made up of 2 machines. The first machine is the Lifebreath air exchanger, typically located in the ceiling of a closet. The air exchanger thermostat is the one that says 'Lifebreath' on the bottom right corner of the thermostat. The second machine is the air handling unit, typically located in the ceiling of the front entrance of your condo. The air handling unit thermostat says Mitsubishi on it.

What are the tools to clean the filters?

- A) A flat screwdriver
- B) A step stool
- C) A handheld or portable vacuum cleaner
- D) Water and a sink



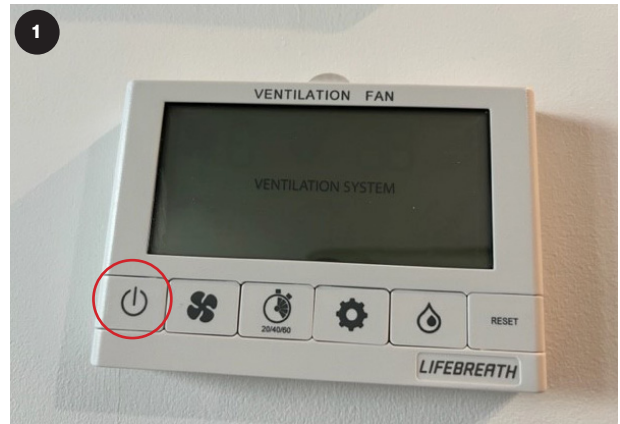
How do to clean the ventilation system filters?

Lifebreath Air Exchanger:

When the air exchanger filter is required to be changed, you may also see a 'tool' symbol that appears on your Lifebreath thermostat – although proper maintenance should avoid the appearance of this 'tool' symbol.

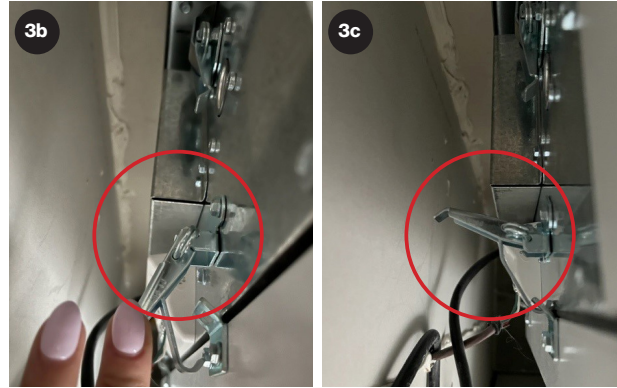
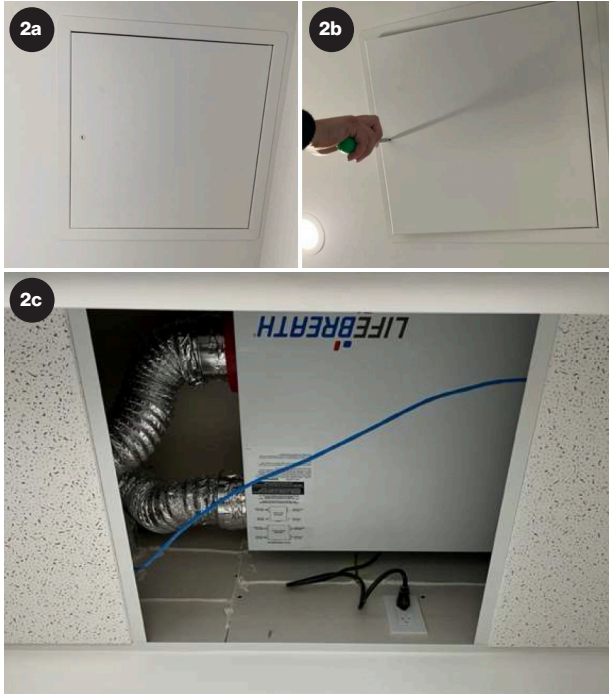


Step 1: Turn off your Lifebreath air exchanger system



Step 2: Open the hatch with a screwdriver where the device is located.

The machine is on the ceiling, typically in the closet of one of the bedrooms. Depending on the size of your machine, the location varies.



Step 3: Find the fasteners around the device and open the cover



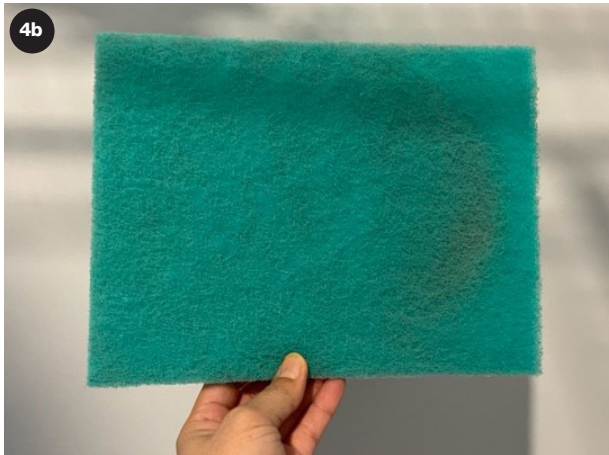
Step 4: Find the filters

In the air exchanger there are 2 green filters.

There are two green filters. Please remove them carefully from the unit.



If the filters are in this condition, vacuum only and then go to Step 5.



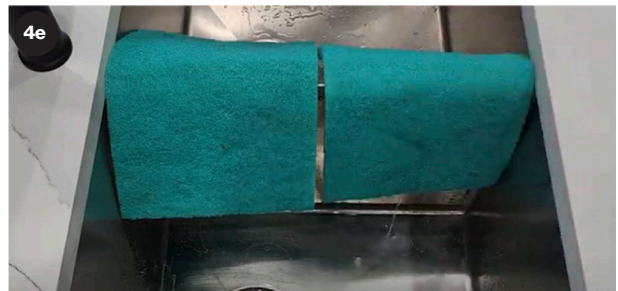
If the filters are very dirty, please follow the next instructions:



Please wash them the filters under the tap with water.



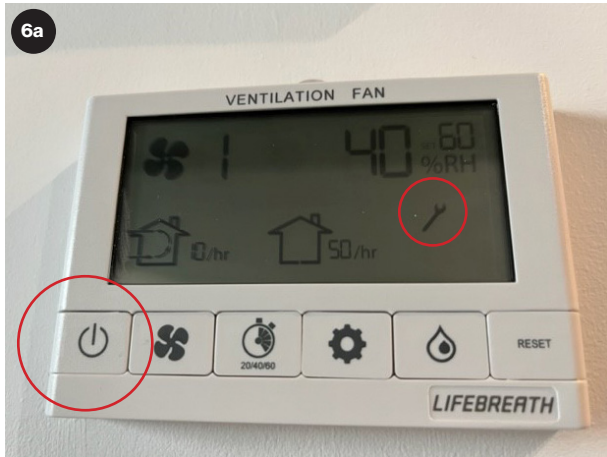
Let the filters air dry. Do not bend or squeeze them as this will destroy the original shape.



Step 5: Once you have completed all the steps, please close the hatch.



Step 6: Go to your Lifebreath air exchanger system.



Open the device and press the button for 5 seconds.



After 5 seconds, the tool will disappear, and you are done!

Air Handling Unit

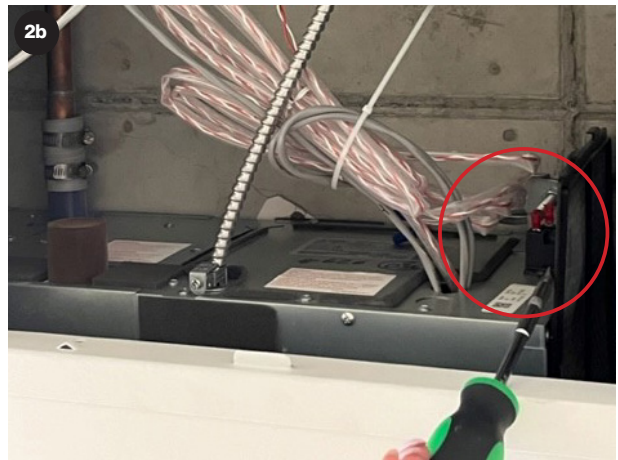
Step 1: Open the hatch with a screwdriver where the machine is located.



Step 2: The filter is located here:



Gently pull the filter to give access to space:



Find your handheld vacuum cleaner and go over the filter to remove the residue



Step 3: Once you have completed all the steps, please close the hatch.



That's it! Once you have maintained the filters on both of the machines it is suggested to keep a log of the date in a safe place so that you have a history of the maintenance.