

Welcome Home

Congratulations and welcome home!

Thank you for choosing Minto as your new home builder. We take the trust you have placed in us very seriously, and now that you have moved in, we are still committed to providing you with the best customer service anywhere.

Everything you need to know about your home ownership experience has been compiled into this easy-reference, comprehensive guide. We've found that the more we communicate with each other, and the more you learn about your home, the happier you will be.

As a company, Minto takes great pride in creating better places to inspire life, and we hope we have inspired you.

“Minto is dedicated to creating exceptional homes, communities and work places through continuous improvements in design, quality and customer experience.”

– Minto Mission Statement

Reminder!

The Minto*Essentials*: Welcome Home Information Seminar

Don't forget to attend Minto*Essentials*: Welcome Home, an information seminar designed to give you everything you need to properly care for your new home. Following Minto*Essentials*: Preparing to Move, this is the second presentation in the Minto*Essentials* program created to give homeowners vital information regarding their home buying experience. In this information session, you will be able to consult with the Minto MasterCare team and ask any questions you might have about the workings of your new home.

You will receive an invitation to attend this presentation in your community within your first year of occupancy. For more information on when and where the next Welcome Home seminar will take place, contact your MasterCare Centre at 613. 782. 2310.



Customer Satisfaction Surveys

Just another perk of being a Minto homeowner is the opportunity to win the survey sweepstakes! When you return a completed survey to AVID Ratings™, you will automatically be entered into one of our quarterly draws to receive a \$1,000 American Express®-branded prepaid card!

Who is AVID Ratings and why should I fill in my survey?



Minto's commitment to our customers doesn't end when you move into your new home. In many ways, it's just beginning because we want you to be completely satisfied. One of the best ways we can gauge our performance is through customer satisfaction

surveys. You will receive a series of three surveys, starting just prior to your closing date, then during your first year of occupancy, from an independent company, AVID Ratings.

Over the years, the feedback we have received has helped tremendously in our efforts to understand what our customers want and how well we provide it. As a result, we've become more responsive, customer-friendly and the range of services we provide has improved substantially.

And you can rest assured that the information you provide in your survey will be kept confidential by AVID Ratings and Minto. Your name will not be added to any distribution lists, and we will only use the information you have provided at an aggregate level to improve the quality and efficiency of our products and services.

With your help, we hope to become even better!

Other Industry Surveys

From time to time, you may receive additional surveys about your home buying experience, from companies such as J.D. Power & Associates or Tarion Warranty Corporation. These industry-wide surveys are conducted for homeowners across the City, or even Ontario, and are independent of Minto.

We do encourage homeowner participation in the J.D. Power & Associates and Tarion surveys, since Minto and other new home builders use the results to improve overall performance, and learn about trends in customer perceptions.

The image shows a survey form with the following questions and options:

- 10. At the time of your Pre-Delivery Inspection, how many items were listed for correction in your new home?
 0 1-10 11-20 more than 20
- 11. The items identified at the Pre-Delivery Inspection were:
 less than I expected to items about what I expected more than I expected much more than I expected
- 12. How many items listed during your Pre-Delivery Inspection were corrected before you moved into your new home?
 all of them most of them few of them none of them no items submitted/N/A
- 13. If you had items that were NOT completed before move-in excluding weather related items, please indicate how long after move-in it took to complete.
(Please write the number if at least one was completed prior to move-in.)
 1-10 days 11-20 days 21-30 days more than 30 days
- 14. The time it took to correct all Pre-Delivery Inspection items was:
 less than expected about what expected longer than I expected much longer than I expected no items submitted/N/A
- 15. Please rate the following statements concerning the "Green" and energy efficient features of your new home:
a. These features were clearly explained during your Pre-Delivery Inspection. 1 2 3 4 5
b. You feel these features will add to the resale value of your home. 1 2 3 4 5
c. You would have liked to have had more green/energy efficient options. 1 2 3 4 5
- 16. Compared to your contracted/projected closing date, when did you actually close on your new home?
 before the date about 1 week after 2-3 weeks after 4-5 months after
- 17. Would you recommend Minto to family or friends?
 definitely yes somewhat likely unlikely definitely not
- 18. Since purchasing your home, how many recommendations of Minto to other people have you made?
 0 1-2 3-5 6 or more
- 19. Please indicate the level of caring your builder had toward building a quality home and providing a positive experience:
 1 2 3 4 5
- 20. To what degree did Minto's staff pressure you to provide a positive response on this survey?
 1 2 3 4 5
- 21. What do you like the most about your home design and features?

- 22. If you could change anything about your home and/or the services provided by Minto, what would that be?

- 23. Additional Comments: _____

Thank You For Participating!

Be Inspired to Live Green

Thinking green is a relatively recent and certainly welcomed trend. But for Minto, environmental stewardship has always been part of our mandate. As far back as the 1970's, we were leading the way with energy-wise homes. Our commitment to "thinking green and living greener" propelled us to be the first large scale developer to offer R-2000 standards to new home buyers.

Fueled by our determination to find a better way, we have made huge strides in reducing our impact on the environment. In the 1990's, we took the bold move of retrofitting building systems in our older residential high rise buildings to measurably improve energy efficiency and water conservation. Our 'green' approach continuously proves that proactive eco-inspired initiatives benefit our customers while lessening our environmental footprint.

Creating healthy, sustainable communities begins with Minto, but the most significant impact can then be made by the people living in our communities. In this section, we have provided you with several resources to learn more about the green features built into your Minto home, and how you can live greener every day.



Your **New Community**

Welcome to your new community! Since you are among the first to live in this new neighbourhood, you will see it transform from a construction site into a thriving master-planned community!

At Minto, we want you to be able to enjoy your home and community as quickly as possible. But in the meantime, our staff and Trade Partners may cause some inconvenience to you while they are completing work in your community and neighbouring homes. Please be prepared for the following conditions:

- Active construction all around you, beginning at 7 am
- Noisy equipment and machinery
- Continuously dusty conditions, even inside your home
- Regular visits by street sweeping trucks, spraying down the muddy streets
- No landscaping or parks
- No street lighting, curbs or sidewalks
- Roughly paved streets
- Temporary mailbox locations

While conditions may be unpleasant at times, it is temporary. We appreciate your cooperation during this time while we complete the homes and amenities in your community.

Crime Prevention

Ottawa Police Service: Safety in your City

Ottawa is regarded by many as one of the safest cities in the world, but that's no reason to let your guard down. While the Ottawa Police Service will always be available to respond to crime, we need your active participation to help prevent crime.

When it comes to their homes, Ottawa residents have told us that they're concerned with break and enter and various property crimes like vandalism. The following information provides a good start for addressing these issues and raising awareness about crime prevention in general. We can't do it alone — get informed, get involved and make crime prevention part of your everyday life.

Start with the basics:

- Take advantage of the Ottawa Police's Home Security Inspection Program where, at your request, police representatives will visit your home to provide a free safety audit — assessing ways to make your home safer

- Start and maintain an accurate household inventory, and use Operation Identification, a free engraving program offered by the Ottawa Police, to mark your property
- Get involved in Neighbourhood Watch, it's one of the best ways to meet your neighbours and make your home and community safer
- Contact the Ottawa Police about Child Print, a program for parents or guardians who want to learn about and practice safety tips aimed at protecting their children

Securing your home:

- When moving into your new home, as an additional security measure, it is recommended to have your locks re-keyed. Keep duplicate keys to a minimum
- Security alarm systems should be used in addition to, not in place of, other security measures
- Seal any gaps between the doors and frame in order to prevent a jimmy bar from being used
- Install deadbolt locks on all exterior doors and other entrances into your house
- Install wide-angle viewers for exterior doors
- While proper locks on sliding glass doors are recommended, inserting a fitted piece of wood or metal in the door's lower track improves security
- Secure basement and ground level windows, as well as other possible points of entry, such as pet doors and window-mounted air conditioners
- List only your surname and initials in the telephone book
- Have adequate insurance coverage on your home and contents



Interior Security:

- Leave doors and windows locked whenever possible
- Use curtains on basement and garage windows to prevent others from shopping for goods
- Store credit cards, identification and other valuables in a safe place, and use a safety deposit box for seldom used valuables
- Avoid leaving house and car keys available to a thief or intruder
- Do not leave purses or valuables in view of persons at your door
- Insist on seeing identification from sales and service people
- Consider purchasing a home security system

Exterior Security:

- Keep tools, ladders and garbage pails locked away
- Keep bicycles, barbecues and lawn equipment securely stored
- Don't leave spare keys hidden outside — they can be found

Home Safety

Inside Your Home:

- On a regular basis, test smoke and carbon monoxide detectors by pushing the test button. If operating correctly the alarm will sound briefly. Never disconnect the smoke or carbon monoxide detectors. Vacuum or brush the detectors on a monthly basis to keep dirt out of them. Do not use cleaning solutions
- In the case of fire, close the doors/windows to the area, leave the area, contact the fire department (911) and wait for the fire department outside of your house. If you can, have someone meet the fire department at a main intersection and provide guidance
- If you are unable to leave your home due to fire or heavy smoke, go to secure room and seal all cracks where smoke may enter with wet towels, sheets, clothing or duct tape. Dial 911 and signal fire fighters by waving a sheet from the window (close window if smoke enters through it). Remain calm and wait to be rescued. Do not exit until the Fire Official has declared the situation safe
- Do not store dangerous chemicals in your house. If you must keep dangerous chemicals in your home, visit the manufacturer's website and review the Material Safety Data Sheets to ensure the chemicals are stored and used safely
- Store cleaning products in high, child-proof locked cabinets, to protect against climbing youngsters
- Keep prescription drugs in child resistant containers
- Lower your heat when gone for an extended period of time
- Ensure that all the occupants of your home, including children, are familiar with your civic address and how to contact emergency services (911)

Outside Your Home:

- If your new home is still in a construction area, ensure children do not play in the streets or in houses under construction. Adults cannot enter houses under construction without written permission from Minto Communities Inc.

Fire Alarm System Operation and Procedure

1. Each building in the condo has a supervised fire alarm system consisting of:
 - One main control panel in the basement rear storage crawl space
 - One remote enunciator in the main entrance
 - Manual pull stations at each level in the stairwell
 - Smoke sensors in each stairwell
 - Heat detectors in suites and basement storage rooms
 - Horns in the stairwell
 - Horns with silence push button in each suite
2. Operation of a pull station, smoke sensor or heat detector will activate all horns in the eight unit block.
 - The horns can be silenced in the suite by pushing each button — this will silence in in-suite horn for 10 minutes unless the system has been reset. Pushing the buttons again will silence the horns for another 10 minutes, etc.
 - The silencing and the resetting of the system can only be done at the control panel by the fire department or a Property Manager Representative with fire department approval
 - The fire alarm system is not monitored by an outside service or the fire department
3. Should the fire alarm signals activate all residence should take action immediately and investigate the alarm by going to the main entrance enunciator to locate the zone of alarm either by floor or stairwell.
 - Call 911 immediately and contact the property management 24-hour emergency number telling them the street address and that the fire alarm has been activated. Carefully investigate the cause of alarm or evacuate the building
 - Do not attempt to reset the fire alarm system
4. Should a yellow trouble light and audible signal be heard on the main entrance enunciator call the property manager immediately.
5. There is a smoke alarm located on or near the ceiling of every floor of the unit. These are hard wired so they do not have or require batteries. All units also have one carbon monoxide indicator located on the ceiling. Smoke alarms and carbon monoxide indicators can be tested by pushing a test button located on the face of the unit. A vacuum can be used on these units once a year to keep dust out and prevent them from going off unnecessarily.



You and Your Condominium

A condominium consists of two parts. The first part is a collection of private dwellings called “units”. Each unit is owned and registered by you, the purchaser of the unit. The second part consists of the common elements of the building.

What are common elements?

Common elements are the shared areas of your condominium that may include lobbies, hallways, elevators, recreational facilities, walkways, gardens and sometimes roads. Common elements may also include structural elements and mechanical or electrical services. The ownership of these common elements is shared amongst the individual unit owners, as is the cost for their operation, maintenance and ongoing replacement.

Each unit owner has an undivided interest in the common elements of the building. This ownership interest is often referred to as a “unit factor”. The unit factor for any particular unit will generally be calculated in proportion to the value that the unit has in relation to the total value of all of the units in the condominium corporation. The unit factor will tell you what your ownership percentage is in the common elements and will be used in calculating the monthly fees that you must pay towards their upkeep and renewal.

The legislation that governs condominium ownership is called the Condominium Act, and can be found online at www.e-laws.gov.on.ca/index.html.

Exclusive Use Area

Specific parts of the condominium’s common elements can be designated as exclusive use areas. This means that although the condominium legally owns the area, the owner of a particular unit is granted the right to be the sole user of the area. The condominium retains the obligation to maintain the structure of the area, and the right to make rules regarding its use. The unit owner’s exclusivity comes with the obligation for routine maintenance and adherence to the rules regarding use.



The most typical examples of exclusive use common elements are balconies attached to units, and parking spaces. As an occupant, you do not own these areas, but only your household is permitted to access them for regular use. You must maintain the area (maintenance, cleaning, snow removal etc.) and follow the condominium’s rules regarding use (i.e., no outdoor carpeting, no bike storage for appearance purposes etc.). The condominium is responsible to maintain the structure only.

The Process for Condominium Registration

Minto works with surveyors, lawyers and the municipality to register your condo as soon as possible, although you should be aware that it can take up to 6 months after your occupancy date/interim closing to register and close your condo. Contact your Sales Representative to provide you with an estimated registration date.

Before a condo phase can be registered:

- All relevant work must pass an inspection that is separate from the occupancy permit.
- The municipality and utilities must be satisfied and sign off on all the conditions they set out during the condo approval process (i.e., easements registered) for all the homes in your condo phase.

After the condominium is registered, a turn over meeting must be held to turn over the condominium documents to the new corporation, and to allow the owners the opportunity to elect their Board of Directors. Once a condominium corporation has been established, a Board of Directors takes responsibility for the management of the corporation's business affairs including expenses, paying bills, arranging for maintenance, hiring staff and managing all income. Each unit owner has voting rights at meetings. Your voting rights will generally be in proportion to your unit factor.

The difference between your OCCUPANCY date and your CLOSING date

Your Occupancy Date, or “Interim Closing”, is the day you take occupancy (and keys) of your new home.

Your Closing Date is the legal transfer of title, when the condominium is registered. You cannot register a mortgage on your home until the Closing Date.

The occupancy date/interim closing is when you take occupancy of your home, and it is before the transfer of legal title which is called the “final closing”. Even though you get your keys on the interim closing, you cannot take legal title because the condominium is not registered. Also, you cannot register a mortgage on your home at this point. During interim occupancy you will pay an occupancy fee to Minto based upon the monthly common expenses, the monthly amount for taxes, and interest on the balance of your purchase price.

On your closing date, your condominium has been registered as a separate, legally defined, 3D space — meaning you own everything from the walls inward.

Under the Tarion guidelines, your statutory warranty for elements inside your home begins on your occupancy date. The warranty coverage provided to condominium homeowners is the same as the coverage for freehold homes, including the one, two and seven year warranties.

Warranty for common elements begins on the date that your condominium is registered.

Condo Rules and Restrictions

There is a unique set of rules, regulations and by-laws that governs every condominium and may be very strict or very relaxed depending on the corporation of the condominium. These are essential in making sure that the condominiums are properly maintained and operated, while defining the rights and obligations of the individual owners. Condominiums may have restrictions on the number of people living in each unit, pets, noise, parking and when certain amenities may be used, while at the same time having respect for the rules regarding individual owners.

Many condominiums have strict rules concerning the alteration of the unit space or its appearance. For example, the condominium corporation may require all the exterior doors of units to be the same colour to keep the architectural and community aspect of the condominium intact. Additionally, you may have to get the permission from the condominium's Board of Directors before you change exterior fixtures or install a satellite dish, especially as some changes may affect the condominium structure or safety.

Noise is an important consideration, especially for people moving from a single-family dwelling to a multi-unit condominium. Many condominiums have rules regarding what noise levels will be tolerated and at what hours. For example, if you are hosting a party in your unit, you may be asked to turn the music down at a specific hour. You may wish to clarify the rules regarding noise, and if possible, talk to current residents about any noise problems they have experienced in the past and how they were handled.

While the rules and regulations of condominiums may initially seem to be overly strict, particularly to those used to rental housing or owning their own home, they help to ensure that condominiums are safe and enjoyable communities to live in for all concerned.

Insurance

The corporation may be responsible for insuring:

- Common areas and units
- The corporation's property, such as furniture, equipment, vehicles, etc.
- Personal liability — against claims for bodily injury and/or property damage occurring on the condominium property or caused by some act or omission of the condominium corporation
- Boilers and equipment (i.e., elevators, HVAC systems, etc.)
- Directors and Officers insurance — to respond to claims made personally against a director or officer of the condominium
- All perils as per the condominium governing documents

The unit owner may be responsible for insuring:

- Personal property contents such as appliances, furniture and jewelry, and items stored in lockers
- Improvements and betterments made to the unit (i.e., finishing a basement, installing new cabinets)
- Personal liability

Maintenance Fees

Also referred to as common area expenses. Maintenance fees are a monthly charge (your share) for the utilities, regular upkeep, management, administration and insurance for the common element areas. The fees vary according to project and home size. Each homeowner's portion of these expenses is set out in the budget statement, which lists the percentage for which each unit is responsible.

Your maintenance fees should not be a mystery. It is important to know that altogether, you and your neighbours help manage the community you live in.

Condominium Reserve Fund

The purpose of a reserve fund is to provide financing for major repairs and renewal projects over the life of the condominium building. The fund essentially ensures that the condominium common elements will be maintained in good shape for the life of the project. The amount required to be in the reserve fund depends upon the condition and life expectancy of all of the common elements in the building and the estimated cost to replace them over the life of the project. The amount each unit owner is required to contribute to the reserve fund, is determined by estimating what would have to be set aside on a monthly basis to cover the long-term costs.

You do not want to move in your new home only to discover that the reserve fund is under funded and major repairs are required. This could mean a significant increase in condominium fees or the levying of charges, commonly known as special assessments, to the unit owners by the condominium corporation to pay for the needed repairs. Ensure you obtain and review either the disclosure statement or status certificate to determine the current state of the reserve fund.

Minto MasterCare & **Your Warranty**

Moving into your new home should be one of the happiest moments of your life. At Minto, we call upon our vast experience and expertise to enhance your experience. That's why we've put so much time into creating our one-of-a-kind Minto MasterCare Program, designed to make everything about owning your new Minto home thoroughly enjoyable. Not just when you purchase it but for all the years to come.

Minto MasterCare begins with Minto professionals who are on-hand to support you every step of the way. They will respond to your needs and follow-up with you after you move in to assure your total, ongoing satisfaction.

We believe that communication is the key to meeting expectations and resolving any issues that may arise. We take pride in every home we build, and strive to provide you with the necessary tools, such as reference materials and inspections with our qualified professionals, so you can enjoy your new home for years to come.



Emergency Service

Minto MasterCare provides 24-hour Emergency response for situations that are urgent. Should you experience an emergency, please call Minto MasterCare at 613. 782. 2310 during or after business hours and you will be directed on how to obtain service.

Examples of emergencies are:

- Plumbing leaks
- Significant water penetration from the exterior
- Complete loss of heat or air conditioning (Minto supplied)

Note: If you are experiencing a complete power outage, please contact your hydro supplier.

Service Requests

For any items that need to be addressed prior to the scheduled warranty reports (i.e., 30-Day Report, Year-End or Second-Year Reports), you can contact Minto MasterCare for assistance by calling 613. 782. 2310, or by visiting our website at www.minto.com (click on Ottawa New Homes and Living in Your Home to locate our online forms).

You can also contact your community Minto MasterCare Centre directly:

Minto MasterCare Centre East – serving Avalon, TrailsEdge, Quarry Glen
2603 Tenth Line Road, Orleans
Phone: 613. 782. 2310 (press 1)
Fax: 613. 837. 8140
Email: MasterCareEast@minto.com

Minto MasterCare Centre South – serving Chapman Mills, Centro, Stonefield Flats
161 Marketplace Avenue, Nepean
Phone: 613. 782. 2310 (press 2)
Fax: 613. 823. 1923
Email: MasterCareSouth@minto.com

Minto MasterCare Centre West – serving Morgan's Grant
1099 Halton Terrace, Kanata
Phone: 613. 782. 2310 (press 3)
Fax: 613. 435. 2598
Email: MasterCareWest@minto.com



Overview of the Warranty Process

So, you've finally moved into your new home, but as a new homeowner you still have several opportunities to make sure your home is perfect.

The warranty process involves several reports and inspections, and days required for service and repairs. Industry reports indicate that new homeowners experience an average of seven days that they must be at home to facilitate the warranty process during their first year of occupancy. This may impact your working schedule if you work during normal business hours, so please plan for this accordingly.

Tarion Warranty Corporation guides all new home builders in Ontario in the way that we provide your warranty service, including when we will visit your home, and what is covered under warranty (and what is not). Tarion provides a very useful tool on their website to help homeowners manage their new home warranty called the "MyHome Customer Portal". You must register on the Tarion website at www.tarion.com to receive this service.

Through the MyHome portal you will be able to:

- Manage all of your warranty information in one place
- Submit personalized warranty forms online
- Receive e-mail alerts for important warranty deadlines
- Receive e-correspondence from Tarion instead of paper

Even with the best system of quality control, something may slip through. Well, you don't need to worry. Minto will make sure that your new home is everything you dreamed it would be. That's our responsibility. But you also have certain responsibilities too, such as bringing any problems to our attention in a timely fashion, and providing access to your home for repairs. It is also important to care for your home by performing necessary homeowner maintenance.

Pre-Delivery Inspection

The Pre-Delivery Inspection (PDI) will likely be your first opportunity to view your new condominium unit in its completed state. It is your best opportunity to learn from our representatives how to operate your unit's systems (such as ventilation, plumbing, heating and electrical).

Ask as many questions as you like about the features and systems of your new home. If you are unable to assess something because it has not been installed, completed or cleaned, please have this noted on the PDI form as well.

PDI for Common Elements

Condominium Common Elements are not included in the PDI of your unit. The condominium Board of Directors may complete a separate PDI with Minto MasterCare for all of the common elements. If you see any damage or defects in the common elements, you should notify the Board of Directors so that they can decide whether to record them in a “common elements PDI” or to take action under the common elements warranty.

To find out the boundaries between your unit and the project’s common elements, refer to “Schedule C” of the declaration of your condominium, which should be included with your Disclosure Statement (delivered to you when you entered into your purchase agreement).

What are Substitutions?

If your purchase agreement gave you the right to select certain items of construction or finishing, such as colours and styles, these usually cannot be substituted without your written consent. In addition, if your purchase agreement states that your new home will include particular items (such as a certain model of appliance or a specific brand of window) but does not give you the right to make a selection, then such items can only be substituted with items of equal or greater quality. If you think that an unauthorized substitution has occurred, it should be noted in the PDI Form. If you are unsure about your rights regarding unauthorized substitutions, you may wish to seek the advice of a lawyer.

What Happens to the PDI Form?

Once the PDI Form has been completed and signed, Minto MasterCare will provide you a copy electronically for your records and you are required to keep it. Minto will submit the original form to Tarion.

48-Hour Grace Period

When you move into your new home, should you find any cosmetic damage (i.e., scratches or chips in your hardwood or countertops, etc.) please note these on your 48-Hour Grace Period Report. This complimentary service provides documentation that the damage was pre-existing and helps to ensure your warranty coverage.

Submit the 48-Hour Grace Period form within 48 hours of your occupancy date to Minto MasterCare. The items that you note on your report will be inspected at the 30-Day Inspection. To submit your report, you can drop it off or fax it to your community Minto MasterCare Centre, or complete our online form.

Warranty Service Requests

30-Day Inspection

Within the first 30 days after possession, you may submit one 30-Day Form listing outstanding Pre-Delivery Inspection items, and any new items discovered since you took possession of your home. As per Tarion, please note you can only submit one 30-Day Form and copies must be sent to both Minto MasterCare and Tarion.

This form can be found in the back of your Tarion Homeowner Information Package, or by visiting www.tarion.com.

We recommend that you fill out and submit the 30-Day Form on or about the 25th day after your date of possession. An inspection of the items listed on your 30-Day Form will be conducted at your new home with a qualified Minto MasterCare Inspector. This appointment has been pre-arranged by Minto – please refer to our written correspondence for the date and time, or you can contact Minto MasterCare for confirmation.

Following the review, any necessary work will be scheduled during normal working hours.

Year-End Inspection

During the first year, if you experience a problem or concern that you feel may be a building deficiency, please maintain a list to provide to Minto MasterCare.

Shortly before your first year anniversary, you will receive a reminder from Minto MasterCare to submit the list. A standard form, prepared by the Tarion Warranty Corporation, must be completed. The form can be found in your Tarion Homeowner Information Package or at www.tarion.com.

Upon receipt of your form, an appointment will be scheduled with one of our Inspectors to review your report and to schedule any necessary work. Any necessary work will be scheduled during normal working hours.

It is important that you list ALL outstanding items when you submit your Year-End Form. Please note that if you submit more than one Year-End Form, Tarion will only act on the first properly submitted form.

Again, timing is very important as your Tarion warranty coverage does not require Minto to carry out any repairs if your form is submitted after the one year anniversary date.

Second-Year Inspection

The second year warranty on your home is like a “power-train warranty”.

The second-year warranty provided by Minto, covers water penetration through foundation walls; defects in materials including windows, doors and caulking or defects in work that results in water penetration into the building envelope; defects in work or materials in the electrical, plumbing and heating delivery and distribution systems; defects in work or materials which result in the detachment, displacement or deterioration of exterior cladding; violations of the Ontario Building Code’s health and safety requirements; major structural defects.

Use the standard Second-Year Form or complete the online form provided on Minto’s website. Protect your warranty rights by submitting your Second-Year Form any time between the first and second year of possession of your home. Send the completed form to both Tarion and Minto MasterCare.

STATUTORY WARRANTY FORM
Second-Year Form

TO NOTIFY TARIION OF OUTSTANDING WARRANTY ITEMS, COMPLETE AND SUBMIT THIS FORM DURING THE SECOND YEAR OF POSSESSION OF YOUR HOME.

YOU MAY SUBMIT MORE THAN ONE SECOND-YEAR FORM IF NEW ITEMS ARISE.

Submit this Form to Tarion Customer Care, located at 5150 Yonge Street, Concourse Level, Toronto, Ontario M2N 6L2, or directly to that of Minto at 16 York St., 877-884-8778. See the Homeowner Attention Package for details about submitting this Form. [Send a copy of the completed Form to your Builder and visit \[www.tarion.ca\]\(#\) for updates.](#) Please print all information.

Home Identification Information (Refer to your Certificate of Completion and Possession to complete this box.)

Date of Possession (YYYYMMDD) Vendor/Builder # Division #

Civic Address (Address of your home under warranty)

Street Number Street Name Condo Suite # (if applicable)

City/Town Postal Code Lot #

Contact Information of Homeowner(s) Project/Division Name

Homeowner's Name Homeowner's Name (if applicable)

() () () ()

Working Phone Number Working Phone Number

() ()

Fax Number Fax Number

Email Address Email Address

Check this box if you are not the original registered homeowner. Check this box if you are not the original registered homeowner.

Mailing Address for Correspondence to Homeowner (if different from Civic Address above)

Street Number Street Name Condo Suite # (if applicable)

City/Town Province Postal Code

Warranty Coverage for Your New Condominium

One-Year Warranty

Your new condominium includes warranty coverage for problems of workmanship or materials for one year from the date of the interim closing on condos. Within the last 30 days of the first year, homeowners are responsible for notifying Minto in writing, of any defects.

Understandably, Minto cannot be responsible for damages incurred through misuse, accident, neglect or problems with materials that another firm has installed.

Your homeowner’s one-year warranty coverage begins on the date of interim closing and remains in effect even if the home is sold before the warranty expires. In addition to the warranties regarding delayed closing and substitutions, during the first year of possession we warrant that your home:

- Has been built in a workman like manner, free of material defects and consistent with our designs and other homes we have built
- Has been built guided by the provisions of the Construction Performance Guidelines prepared by Tarion
- Has been built according to the Ontario Building Code

During the first year of possession of your home, you will have two opportunities to report warranty items covered by the Tarion Warranty Corporation, your 30-Day Form and your Year-End Form. It is essential that you use the standard forms (available from Tarion) and submit them by fax to both our office and to Tarion.

It is also important that you follow the instructions on the forms to ensure that they are complete and submitted on time. They will be handled according to the timelines set out by Tarion. To protect your warranty rights, you should obtain proof of your warranty service request submission to Tarion (such as a fax confirmation sheet or registered mail receipt).

Are Common Elements Included?

For most condominiums, warranty coverage also includes the shared areas of the building, referred to as the common elements. Coverage for common elements as well as some spaces that may be for your exclusive use, known as “exclusive use common elements”, begins on the day the condominium corporation is registered. See the declaration of your condominium for details.

If you see any damage or defects in the common elements, you should notify your condominium corporation’s Board of Directors so that the Board can decide what action to take under the common elements warranty.

Second-Year Warranty

Your home’s second-year warranty coverage begins on the date of interim closing and remains in effect even if the home is sold before the warranty expires. Your warranty provides coverage for the following (for a period of two years from the date of interim closing):

- Water penetration through the basement or foundation walls
- Defects in our materials or work (caulking, windows, doors, etc.) resulting in water penetration into the building envelope
- Defects in our materials or work in the electrical, plumbing and heating delivery and distribution systems
- Defects in our materials or work which result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminium or vinyl siding)
- Major structural defects
- Violations of the Ontario Building Code’s health and safety provisions

During the first year of possession, you should report items in your unit that are covered by the second-year warranty to Minto and Tarion on either the 30-Day Form or the Year-End Form, as applicable.

At any time during the second year of possession you may submit a Second-Year Form available at www.tarion.com for any of the above noted second-year warranty items. Our responsibility to service these items begins on the day after Tarion receive the form, and follows the time lines set out by Tarion.

You should notify your condominium corporation’s Board of Directors if you see damage or defects in the common elements so that the Board can decide what action to take under the common elements warranty.

Seven-Year Major Structural Defect Coverage

The Tarion Warranty Corporation offers a seven-year warranty for major structural problems. In the unlikely event of such a problem, contact the Tarion office directly at 1.877.982.7466. Your home's seven-year Major Structural Defect (MSD) coverage begins on the date of possession and remains in effect even if your home is sold before the coverage expires. A Major Structural Defect is defined in the Tarion Warranty Corporation Act as: Any defect in materials or work that results in the failure of a load-bearing part of the home's structure or materially and adversely affects its load-bearing function; or any defect in materials or work that significantly and adversely affects the use of the building as a home.

During the first two years of possession, you should report any major structural defect items to both Minto and Tarion on the 30-Day, Year-End or Second-Year Form, as applicable. At any time after your second year of possession, but no later than the expiry of the seventh year of your warranty, you should report any major structural defect items directly to Tarion using a Major Structural Defect Form. After the conclusion of your second year of possession, Tarion (not Minto) is responsible for any new major structural defect warranty service requests.

During years three through seven, Tarion will schedule and conduct an inspection, and issue a decision to you within 10 days of the date Tarion received your Major Structural Defect Form. If the item is found to be covered by the warranty, Tarion will settle the claim directly with you.

If you wish to report an MSD in the common elements, you should notify your condominium corporation's Board of Directors so that the Board can decide what action to take under the common elements warranty.

Seasonal Warranty Items

Seasonal warranty items involve service requests regarding the exterior of your home cannot be repaired effectively within the timelines set out in the Warranty Service Rules due to regular seasonal conditions and/or severe sustained weather. The period from May 1st to November 15th is generally considered to have suitable weather conditions for making such repairs. In high rise or low rise condominiums, these items are more likely to affect the common elements warranty and if so, would be handled by the condominium corporation's Board of Directors. These items include:

- Exterior painting
- Exterior cement/concrete work (including parging application and repair)
- Exterior mortar work (including brick installation and repair)
- Exterior stucco work/repairs (including repairs to exterior insulation finishing systems)
- Exterior caulking
- In ground support for decks

- Any other exterior work deemed appropriate by the Warranty Program (but not including air conditioning, grading, sod, driveways and walkways)

Seasonal warranty items should be reported on your 30-Day, Year-End and Second-Year forms, as appropriate. They will be dealt with according to the timelines set out in the Warranty Service Rules, subject to suitable weather conditions, as described above.

What's Not Covered Under Your Warranty

It is equally important to know what issues are not covered under warranty:

- Normal wear and tear
- Normal shrinkage of materials that dry out after construction
- Damage resulting from improper maintenance or negligence
- Secondary damage caused by defects in the home. While the defect is covered, personal and/or property damage or damage to additions made after closing is not
- Settling soil around the house or along utility lines
- Alterations, deletions or additions made by the homeowner
- Defects in material, design and work supplied or installed by the homeowner
- 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 Ontario Building Code
- Damage caused by municipal services or other utilities

Homeowner's Responsibilities

In order to maintain your warranty, you also have responsibilities as the homeowner:

- Report defects within the timelines specified by Tarion
- Allow Minto access for repairs during business hours
- Allow Minto to access your property for a period of five (5) years in order to repair other adjoining properties, if necessary
- Properly maintain your home and mechanical parts to ensure warranty coverage

Home Care Maintenance & Features

Minto has a proud tradition of providing quality built homes, incorporating the latest and very best construction techniques. Today's homes are built with an aim to reduce maintenance; however, no home is truly maintenance-free. As one of your largest investments, your home deserves regular maintenance to retain its value and appearance. Most expensive home repairs can be avoided through inexpensive routine maintenance.

We urge you to read this guide and refer to it frequently. Numerous maintenance issues can be resolved with the information presented. It contains everything you need to know about your new home and describes the proper procedures for taking care of problems quickly and efficiently. We urge you to take a few minutes to review this guide now. It could save you a good bit of time later.

Your Home Site

Parking Lots

Note: As part of the common elements, your parking lot will be maintained by the condominium corporation. Owners are encouraged to contact the Board of Directors with any concerns.

The parking lot was designed and constructed for the use of passenger cars or light utility vehicles and not heavy trucks or trailers. Any pointed object will sink readily into asphalt in warm weather. Bicycle and motorcycle kick-stands are two common causes of damaged asphalt.



Natural settlement of the parking areas may occur after installation. In addition, frost penetration may raise sections so as to change the direction of surface drainage. Affected areas may return to their original state in warm weather. Other characteristics that can be expected include tire markings, indentations, cracking or uneven areas in asphalt surfaces. These conditions are beyond Minto's control.

Asphalt will last for many years under normal use and care. However, it is not indestructible and periodic resealing is recommended. The frequency of resealing will depend on the level of use. Avoid the use of chemical de-icers as these products can be harmful to asphalt surfaces.

Gasoline and oil will also dissolve asphalt at a rapid rate and therefore any spills or drippings should be washed away immediately. Specific cleaning products for these kinds of spills are available at most hardware stores.

Patio stones can be expected to rise and settle with seasonal temperature and precipitation variations and may not return to their original placement.

Mailboxes for Condominiums

Mailboxes have either been installed in apartment lobbies or you will be given a key by Canada Post and directed to a nearby external super-mailbox

Storage Units for Condominiums

Some condos have additional storage or specific use (i.e. bike storage only) units available, please contact your Board of Directors

Garbage Pads

Your condominium will be equipped with garbage pads located and marked around your site. Please place your garbage and recyclables directly on the pad on the morning of garbage pick-up for your area. Please use your condos mechanical room for interim storage of garbage, recyclables and organics



Garbage pads differ from garbage enclosures which receive garbage 7 days a week instead of once a week with the pad. Garbage pads allow for easier garbage collection for pick-up by the City, while garbage enclosures:

- Attract pests and dumping
- Create odours and eyesores 7 days a week
- Must pay for someone to unlock and periodically clean (paid from condo fees)
- Can be easily damaged and are a nuisance to snowplow
- Can block views of ground level units
- Cannot accommodate recycling bins and green bins (a garbage pad is much more flexible)

Note: A properly closed bag minimizes the chance of blowing garbage and pests.

The Exterior of Your Home

Roof

Note: As part of the common elements, your roof will be maintained by the condominium corporation and owners are encouraged to contact their Board of Directors with any concerns.

The roof of your home will provide many years of protection if properly respected. Any significant weight or movement on a roof surface will have a tendency to loosen and break the roofing material, which can in turn result in leaking. Warm temperatures will soften asphalt shingles and walking on them at this time can damage the top surface containing protective granules.

It is a good practice to check for loose, broken, or missing shingles following heavy windstorms or other inclement weather. Repairs should be made as soon as possible after such occurrences to prevent leakage that can cause serious damage to the interior. Notify your homeowner insurance company if damage results from extreme weather conditions, as this is not covered under your warranty. For other roof related concerns, contact Minto MasterCare during the warranty period.

It is impossible for manufacturers to avoid slight differences in colour shades, even within the same factory run of the same colour of shingle. Colour shading is usually imperceptible and such differences are reduced after weathering. Shading of asphalt roofing is normal, unavoidable, and does not affect durability or functionality.

Slight variations may be observed in the roof's level. Since the roof structure itself is made of wood, a number of settlement issues can occur. Your roof may experience "puckering" of the sheathing or rising of shingles between nails resulting from expansion. Due to extremes in temperature, these variations cannot be prevented.

Attic Ventilation (for upper units only)

Your attic is ventilated to provide good airflow. "Mushroom" vents are installed in the roof of your home to assist in the ventilation of attic spaces and soffit vents are located under the eaves.

It is essential that vents be left "free and clear" at all times of the year to ensure attic spaces are properly ventilated. Homeowners should periodically inspect roof vents to ensure they are not blocked by ice and snow during winter months. When snow or ice covers a vent, the attic space cannot vent correctly. If vents have been covered, appropriate arrangements should be made to clear the vents as soon as possible.

Inadequate venting can cause the build up of condensation, which may freeze during periods of extremely low temperatures. The freeze and thaw of condensation trapped in an attic space may cause moisture damage to the area or may result in the growth of moulds and mildew. In either case, these conditions, if left unattended, may cause damage to your home.

The locations of hatches for access to the attic will have been pointed out to you during your Pre-Delivery Inspection. During heavy snowstorms, snow may blow into the attic through the mushroom vents. It is advisable to check your attic after heavy snowstorms, as the snow must be removed before melting occurs. High winds can cause the blown insulation to dislodge. This condition can be addressed by attempting to re-fluff insulation that has been compressed.

Exercise extreme caution when moving through the attic space. Do not place any weight directly on the drywall ceiling as damage to the ceiling and personal injury may result. Attics and crawl spaces (unless specifically designed for the purpose) cannot be used for storage purposes. Such uses may overload ceiling joists causing deflection and ceiling cracks, disturb ceiling insulation 'R' Value and air/vapour barriers. Access hatches are for service and inspection purposes only.

Ice Dams

During winter when there are rapidly rising and falling temperatures, ice dams can form when melted water running down the roof freezes at the uninsulated overhang of the roof. This may result in water backing up under the shingles, causing leaks. Ensuring that your soffit and roof vents are clear can reduce ice build up over the eaves. When the temperature in your attic is similar to the exterior temperature on the surface of your shingles, there is less likelihood of ice dams occurring.

Where ice dams occur, temporary relief can be obtained by clearing the snow off the roof, particularly at the eaves, and by knocking ice formations from the eaves and valley ends. Take extra care not to damage the roof in the process. Minto will not accept any responsibility for damage caused by homeowners not maintaining their roofs and ensuring that ice dams do not form during winter months and excessive snow loads.

Depending on a roof's design and orientation, significant ice build-up can occur, and with daytime sun, this becomes a hazard when ice slides off the roof. It is important to note that damage due to ice build-up is not covered under the warranty.

Contact your condominium corporation's Board of Directors to report any damage you have noticed.

Masonry

Bricks are made from natural materials and contain moisture. The amount of moisture found in bricks is dependent upon weather conditions and humidity. It is important not to raise planting beds to cover any of the brick work as this will allow water to penetrate the masonry and potentially damage your home.

Mortar joints are water resistant. Check the mortar joints periodically for signs of shrinkage or fine cracks that sometimes occur between the mortar and the brick. Hairline cracks are not a cause for concern. If the mortar joints deteriorate to any great extent, it is advisable to have them repointed to reduce penetration by moisture.

Random holes between bricks are intentional and essential. Referred to as 'weep holes', they are not a defect. Their purpose is to allow moisture to properly drain from behind the brick surface to the outside.

Painting

Note: Contact your condominium corporation's Board of Directors for more information on exterior painting.

The need to repaint exterior surfaces cannot be avoided although the frequency of repainting can be extended through regular care and maintenance.

The exterior of your condominium has been in most cases, painted with a latex overcoat permitting humidity to travel through the wood to reduce peeling. Water from garden sprinklers, damp shrubbery close to the wall, small cracks in the siding or around doors and windows, contribute to paint or stain deterioration. Excessive interior relative humidity, especially from kitchens and bathrooms, can also increase exterior wood moisture content. In time, moisture in wood siding or trim contributes to the need to repaint surfaces.

While any colour of paint will provide adequate protection, brilliant and/or dark colours may fade more rapidly on the south and west sides of the condominium, which is exposed to the sun for longer durations throughout the day. These areas may require frequent repainting to maintain their original appearance.

Siding

Factory finished aluminium or vinyl siding does not require painting. Due to the smooth texture, it can usually be kept clean by rinsing, although some light scrubbing with a mild detergent may be necessary in some areas. Power spray washers may force water behind siding, which could damage the exterior wall sheathing.

Temperature changes and wood shrinkage cause expansion and contraction of the siding. As a result, slight gaps may appear in the joints. Repairs will only be made to excessive gaps and bulges, which appear to be permanent during the warranty period.

Weather-stripping

Weather-stripping has been installed around moving parts such as doors and windows to reduce air leaks and drafts. All weather-stripping should be checked annually to ensure that it is effectively reducing air leaks in winter and dust and dirt infiltration in summer.

Although windows and doors are weather-stripped, they are not 100 percent weatherproof in extreme conditions. By design, a limited amount of air is expected to leak into the house to replace air forced out by exhaust fans and mechanical venting.

If weather-stripping is cracked or damaged, it should be replaced. Many types of weather-stripping are available, some of which are adjustable. In selecting weather-stripping, ensure that the product purchased is well suited for the intended use.

Keep weather-stripping free of paint. Lubricate rubber or vinyl products with a silicone product to keep them pliable.

Caulking

Caulking has been applied on the exterior of your home around fixed joints such as vents, chimney flashing, brick flashing and valley flashing. These areas should be checked annually for cracks and gaps. Any deterioration requires re-caulking, using a good quality caulking compound.

Prior to re-caulking, old ineffective caulking should first be removed. Consult with a hardware or building supply store to ensure that the appropriate caulking material is purchased.

Foundation Walls

Foundation and basement walls are subject to many stresses and strains. The base of the wall, maintains a fairly constant temperature, whereas the top portion extending above ground is subject to extreme temperature changes, from summer heat to winter cold. These temperature changes cause concrete and other masonry to expand and contract and may cause minor cracks to appear.

The soil on which the foundation is placed may settle slightly when loaded with the weight of a house. This settling will likely result in a few minor cracks and is to be anticipated. Please understand that these cracks do not affect the structural integrity of the house.

Surface cracks do not affect the strength of the wall in any way and are not repaired by Minto. You may repair surface cracks using a waterproof, non-shrinkable grout. Follow the manufacturer's instructions for preparation of the surface to be repaired and the application of the grout.

During the warranty period, Minto will repair any size crack that results in a leak. Contact Minto MasterCare to schedule an inspection of foundation cracks or leaks during the first two years in your home.

It should be noted that, should repairs to the foundation walls be required after the closing date, Minto will not be responsible for the removal and/or reinstatement of any interior materials or finishes (floor, wall and ceiling finishes including drywall) added after closing.



Parging

Parging is the exterior finish coat applied to the foundation above grade. Cracks in the parging are not necessarily evidence of a structural problem. The affected area will be repaired if reported during the warranty period. This may result in a slight difference in colour from the original parging; however, fading should correct this over time.

Your home's foundation will have a drainage membrane or coating. It's important to exercise caution when digging or working around the foundation so as not to damage this membrane.

Exterior Faucets (including Frost-Free Hose Bibs)

As a precaution against frozen pipes, exterior faucets including frost-free hose bibs must be winterized by the condominium's property manager. Hose bibs, which have not been winterized, may burst or crack due to water within the pipes or faucets freezing and expanding. The locations of the main shut-off valve and shut-off valves for the exterior hose bibs will have been identified during your Pre-Delivery Inspection.

Air Intake and Exhaust Vents

On the exterior of your home, either in the rear or side building face, air intake and exhaust vents or pipes to vent your mechanical services has been installed.

These will be pointed out to you during your Pre-Delivery Inspection. Familiarize yourself with vent locations and periodically check during the winter months to ensure that snow or other obstructions are removed. Information on direct venting mechanical appliances is mentioned in the Plumbing section for Hot Water Tanks.

Framing

Lumber is a natural product and due to its cellular characteristics, continues to experience moisture content fluctuations despite being dried prior to use in the construction of your home.

Following occupancy, and particularly during the first heating season, shrinkage caused by "drying out" may occur. The results of the shrinkage appear in a variety of forms and do not adversely affect the structural integrity of the dwelling.

Examples of the results of shrinkage are:

- Thin cracks appear in exposed wood structural members (i.e., joists and beams)
- Small gaps appear between cabinets or vanities and the walls
- Minor joints open in door and window trim casing, baseboards and walls
- Fireplace mantels may shrink slightly at the joints or separate from the wall

- Wood flooring opens between individual pieces or settles from the baseboards at walls, or under door jambs and trim
- Squeaks develop in the floor underlay, wood flooring and stair treads
- Small gaps develop between stair treads and risers or mouldings



The reactions of finishes to shrinkage can be concealed with putty, filler or latex caulking. Consult a hardware store or building supply centre for recommendations on the appropriate materials to apply.

Insulation

Minto uses a combination of fiberglass batts, blown-in insulation and rigid insulation to achieve or exceed the R-value required by the Ontario Building Code. Particular attention is given to providing continuous air/vapour barriers.

Even with the improved insulation offered in ENERGY STAR® homes, no home is completely draft-free. Under wind pressure, the smallest openings such as wall switches and receptacles, exterior doors, windows and vents allow air infiltration. Weather stripping and caulking maintenance as recommended in a previous section will reduce the negative effects of air leakage.

Windows

During cold weather, it may appear that there are drafts around windows even though they are fitted and weather-stripped. With some possible exceptions such as extreme wind conditions, the draft felt is due to vertical air movement over the face of the window; warm air rising and cooler air dropping (convection).

Another common sensation is that of a draft experienced when sitting or standing close to a window. This chill is usually due to heat radiating from your body to a relatively colder surface, the window. Warm objects always radiate heat to cooler objects.



Condensation and frost on windows will occur if high relative humidity is maintained inside the home during periods of very cold weather. This situation may be made worse by heavy window coverage, since air is restricted from circulating around the window.

Windows should allow an abundance of natural light into your home and provide a clear and unobstructed view to the outside. Seal failure is usually indicated by condensation between the two glass panes. Contact Minto MasterCare when you suspect that the seal has failed on any window during the one year warranty period.

For any glass breakage, please refer to a company specializing in glass repair/replacement.

Low Emissive Coated and Argon Gas Filled Windows

Special maintenance is not required for low emissive coated and argon gas filled windows as the coatings are applied to the inside surfaces of the panes. Conventional cleaning products may be used to clean the exterior surface glass.

The Interior of Your Home

Doors and Hardware

All doors are subject to dimensional variations and warping due to being exposed to a variety of climatic conditions, including inside humidity variations.

The exterior doors of your condominium have automatic door closures which can be adjusted to the speed of closing (this was implemented to protect the home from car exhausts).

It is not necessary to use polishing compounds on interior door hardware; in fact it can cause damage to its finish. Wipe them occasionally with a damp cloth and polish with a soft dry cloth.

Exterior and interior locks should be lubricated annually, if required. For keyed exterior locks, powdered graphite (dry lubricant) blown into the keyhole and onto the latch bolt will ensure smooth operation; for interior “passage sets” apply a few drops of light oil, such as sewing machine oil, on the latch bolt.

Drywall

The interior walls and ceiling of your home are finished with drywall (gypsum wallboard) and cracks may appear over doors, windows and archways due to shrinkage of the wood members behind the drywall. Such cracking is usually minor and irregularities may appear near, or at the joints of adjacent sheets and at other nail or screw locations.

Drywall cracks and “nail pops” will be repaired once only by Minto after being identified at the time of your one year anniversary inspection. Drywall cracks will be taped and covered with one coat of compound (plaster). Nail pops will be covered with a coat of compound; however, sanding and painting will be the responsibility of the homeowner.

Paint

Woodwork and other surfaces are painted with products particularly suited to the surfaces to which they are applied and the use expected. All surfaces that have been painted will eventually require repainting. The frequency of repainting depends upon a number of factors, which are unique to each home and its occupants.

Other than areas that may have been missed or which may be in need of touch up at the time of closing, no further painting will be done by Minto.

We have provided a small quantity of extra paint for walls and trim work to match existing interior finishes and colour for touch-ups as needed. It is important to note that Minto does not provide any replacement ceiling paint.

If you have decorated and Minto is required to carry out a repair, we will not restore any decorating finishes. We recommend that you wait for one year before painting and wallpapering.

Interior Trim

As mentioned in the framing section, shrinkage will affect the interior wood trim and you may notice that joints near the corners of windows, doors and baseboards may open slightly. Minto will fill gaps that are reported as part of your 30-Day or Year-End Inspection.

Railings, Caps and Mantles

Wood is a natural product. Various wood types used in trim, cabinets and stairs accept stains and finishes in a unique fashion adding to their character and appearance. With the natural factors involved, stain may be absorbed intermittently, producing varying degrees of shades. These wood finishes should be cared for in the same manner as wood cabinets.



Cabinets

The cabinets that are installed in your kitchen or bathroom may be constructed of wood or a laminated product. Wood cabinets are made from kiln-dried material, but are subject to the natural process of shrinkage and expansion due to the change of humidity levels within the home and proximity to steam from kettles and pots.

Wood is a natural material and due to different grain patterns and cell density, stain absorption may result in varying colour and shades between doors and other components. Similar to furniture, the finish on cupboards may fade over several years, depending on exposure to sunlight.

Kitchen cabinets with a wood finish should be treated in the same way as furniture. Abrasive products should not be used and Naphtha spray waxes are not recommended, as their reaction to moisture will turn some finishes milky. Warm water with mild detergent or soap is recommended. Splattered grease should be wiped off immediately. Cabinets finished with a plastic laminate or Thermoplastic should be cared for in the same manner as laminate countertops.

From time to time, cabinet doors may require adjusting due to a loosening of the screws on the hinges. A screwdriver can be used to adjust and tighten the doors.

Prior to operating a stove or a cook top, the operators' manual should be consulted. Homeowners should take care when using heat producing appliances below cabinets in order to minimize the possibility of damaging the cabinets due to excessive heat. Gas stoves have been known to damage laminated cupboards. Electric or gas range cook tops or appliance burners should not be operated without being covered with a pot or pan. Equally important, the doors of a stove or wall oven should not be left open for extended periods of time.

Countertops (Laminate)

Countertops are durable but require general care to ensure the long-lasting beauty and function. We offer the following helpful hints:

- Hot pans or activated electrical appliances should not be placed directly on laminated surfaces – use protective insulating pads
- Abrasive cleaners or steel wool should never be used
- Common household bleach should not be allowed to remain on the surface
- Do not use the surface as an ashtray or cutting board
- Clean with a damp soapy cloth; for stubborn stains use a household solvent, rinsing thoroughly with clear water
- Polish occasionally with glass wax, or liquid car polish to mask superficial scratches

- Do not leave standing water or wet cloths on a countertop, particularly on joints or near the junction of the countertop and back splash as this can cause water damage including swelling of the subsurface of the countertop

Minto will not replace countertops swollen due to water infiltration.

Ceramic Wall Tiles

The surfaces of wall tiles installed in your bathrooms and kitchen are extremely durable, but not indestructible. Abrasive cleaners should not be used as they will erode and dull the tile surface.

Grout has been installed between tiles and silicone was applied at the edge where ceramic tile meets other materials. In order to prevent damage to areas behind or beneath ceramic tile, both grout and silicone should be periodically examined. Missing or defective grout and silicone should be replaced. The appropriate material can be obtained from hardware or builders' supply store. Follow the manufacturers' instructions when applying grout or silicone.

Note: Colour variations may exist between products and that an identical match may not be possible.

Granite, Marble and Agglomerate Surfaces

It is common to see "pitting", "veins", small fractures and colour variances in natural stone. The surface polished finish of these products when used in countertops, floor, or wall applications can easily be damaged. Never use abrasive creams or solutions that contain acids such as lemon or vinegar.



A mild dishwasher detergent/soap and water solution with frequent rinsing is recommended. Oils from cooking or other sources may penetrate natural stone materials and may not be easily removed.

For marble flooring, be sure to clean any sand or dirt frequently, as abrasion from these particles can easily damage your floor.

Flooring

General

Many types of objects can damage your floors. Some forces create more pressure than others on a floor surface. As an example, the weight of a car on the area where the tires touch the ground produces approximately 30 lbs./sq. in., (pounds per square inch), however, a person weighing only 125 lbs, standing on .25 inch diameter heels actually exerts 2000 lbs./sq. in. on the surface being stood on. This creates a problem for all kinds of floor surfaces whether they are made of wood, ceramic, vinyl resilient floor covering or carpet.

Floor Squeaks

Minto will correct major floor squeaks that exist at the 30-Day or Year-End Inspection. You will be responsible for moving all personal effects and furniture to provide access for work on the floors to be completed. In view of the nature of any wood product, there is no guarantee that squeaks will not reoccur.

Hardwood Flooring

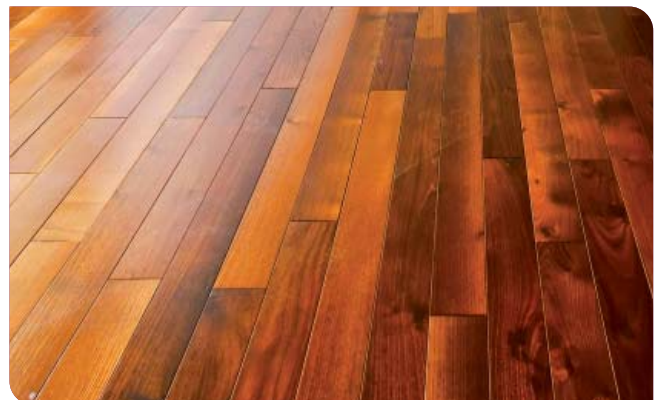
Wood selected for hardwood floors will come from a number of trees and accordingly will have different shading, colouring and graining from one board to the next. Variations of this nature are normal and are one of the charms of hardwood flooring.

The prefinished hardwood installed in new Minto homes is a natural product and is greatly influenced by the relative humidity level maintained in the home and moisture found within a home. Throughout the course of the year, and this is particularly true in Ottawa's climate, humidity within a home can vary quite significantly.

Lower inside humidity in winter months, especially near heating outlets and over heating ducts, will cause the wood to shrink and separate. Dry season gaps between boards should be expected even in a properly installed hardwood floor. Consistently low humidity can cause widespread gaps between the boards, cracked boards and excessive floor noise. Wider boards will show wider gaps. Careful control of the relative humidity inside a home should minimize the effect the dry season has on your wood floors.

Too high a level of humidity will cause expansion of the floor boards and may lead to buckling of the floor, horizontal board to board misalignment, excessive floor noise, cracked boards and edge crushing of the boards. Cupping (raised board edges) will occur if basements are damp or basement air space humidity is high. Cupped floors often return to a flat state when humidity levels in a home are maintained within the normal range and the humidity level is similar above and below the floor. However, if a cupped board remains in that state for too long, correcting and balancing the humidity levels may not result in the board returning to a flat state.

Ideally, homes with hardwood floors should have a relative humidity level between 35 and 50 percent. However, such levels of humidity can result in excess condensation on your windows. It must be noted that lowering the relative humidity to more desirable ranges (see chart on page 33) can lead to separation between the wood strips as described above. We recommend that you monitor your humidity levels carefully.



Hardwood flooring can be durable, beautiful and easily maintained:

- Sweep or vacuum your floor often to remove loose dirt and grit before it scratches the surface of the floor. Do not clean your hardwood floor with water or with a mixture of wax or cleaner such as Murphy's oil soap; these solutions can dull the finish and permanently damage the floor
- Wipe up spills before they are absorbed into the wood or become sticky
- Use products made or suggested by the flooring manufacturer for cleaning and maintaining your hardwood floor; most retailers of hardwood flooring stock the appropriate floor care products
- Use floor protectors on the feet of furniture to avoid scratches
- When moving furniture or appliances, slip a blanket or piece of carpet face down under each foot and slide the furniture carefully
- Where hardwood floors abut exterior doors, place outside door mats at the entrances to keep dirt and moisture from being tracked in
- To prevent slippage of area rugs laid over the floor, use an approved vinyl rug underlay from a reputable manufacturer; do not use rubber, foam back or plastic mats as they may discolour the floor
- All hardwood floors are subject to indentation. Regardless of the species of wood chosen, rolling wheeled furniture or appliances over the floor will dent the boards. Indentation can also occur if stiletto high heel shoes are worn on the wood floors

Over time, hardwood floors may need to be resurfaced and possibly "screened" in order to return to their original lustre. Depending on the type of flooring installed in your home, different long-term maintenance procedures will be required. We suggest that you contact a flooring contractor to advise you on the proper procedures to follow.

Vinyl No-Wax Resilient Flooring

To keep your floors looking their best, the following care tips have been provided:

- Furniture cups for heavy furniture, and felt or flat glides for lighter pieces, will prevent furniture legs from denting or cutting into flooring and are available at most hardware stores
- Do not use mats or rugs with a rubber or latex backing as the backing may cause the floor to discolour permanently
- Sweep, dust, mop or vacuum floors often; if you have an upright vacuum, use the attachments for vinyl and hardwood flooring when cleaning; the beater bar is for use on carpets and may visibly damage the floor finish
- Wipe up spills with a clean cloth as soon as possible
- Harsh cleaners may cause fading, discolouration and in some cases, cause the flooring to become hard and brittle; avoid using scouring cleansers, steel wool and solvent-based polishes and waxes

- Use water sparingly when washing floors as it may seep between seams, flooring joints and where the flooring meets baseboards and other trim
- Use products made or suggested by the flooring manufacturer for regular washings, stain removal and polishing; most flooring retailers will also stock the appropriate floor care products

It may take a short period of time after installation for the adhesive to “bond” completely. Normal use (foot traffic) and the weight of furniture will accelerate this process. All vinyl flooring is subject to some indentation and this should not be regarded as a defect.

Carpeting

A weekly care program, with thorough vacuuming will agitate the pile and shake out abrasive dirt particles buried below the surface. Seek professional advice prior to using cleaning compounds on your carpet.

For optimum performance, the following procedures are recommended:

- Remove spills immediately to prevent spots and stains. If stains occur do not rub the carpet surface while attempting to remove them. Stains should be blotted out with white cotton cloths or white-only paper towels
- Vacuum heavy traffic areas daily to pick up surface dirt and lint
- Complete a thorough vacuuming weekly to remove “embedded” dirt, with the vacuum properly adjusted for the type of carpet involved
- For the optimum appearance and wear performance, professional cleaning is recommended every year or two, depending on use
- All carpets shed loose fibers in the form of fuzz as a result of the manufacturing process, installation and foot traffic. This is normal and should subside within a year. Regular vacuuming as recommended above will speed up this normal process
- All wall-to-wall carpeting is stretched into place during the original installation. The stretch is lost however over time and re-stretching is part of normal carpet maintenance. Frequency of re-stretching is subject to many factors including but not limited to: amount of foot traffic in the home, the floor plan of the home, the humidity levels maintained in the home and the steam cleaning schedule



If you have a Berber carpet installed in your home, you should take special care with the “beater bar” on your vacuum. This beater bar could damage your Berber, but there are several ways you can prevent this from occurring:

- Ideally, turn the beater bar off when vacuuming on your Berber carpet
- If you do choose to use the beater bar:
 - Avoid the seams in the carpet when vacuuming
 - If your beater bar is adjustable, set it to the highest position so it is not digging into the carpet as it spins
 - Ensure the beater bar is in good condition – if it is made of plastic, it could become chipped at the edges and this will cause the loops in the carpet to be pulled

Ceramic Floor Tiles

Note: Ceramic floor tiles are located in lower units only.

The surface of ceramic floor tiles installed throughout your home is extremely durable, but not indestructible. Surfaces should not be cleaned with abrasive cleaners as these will dull and wear away surfaces. Only cleaning products designed for use on ceramic floors and/or walls should be used to clean the tiles and/or grout.

Grout is installed between tiles. Hairline cracks are normal and caused by movement of the wood in the sub-floor.

Both grout and silicone sealant should be periodically examined. In order to prevent damage to areas behind or beneath ceramic tile, missing or defective grout and silicone sealant should be replaced. The appropriate material can be obtained from hardware or builders' supply stores. In applying grout or silicone, follow the manufacturers' instructions. Please note that colour variations may exist between and within products and that an identical match may not be possible.

Smoke/Carbon Monoxide Detectors

One electric smoke/carbon monoxide detector has been installed on each floor of your home, including the basement. They are directly wired to your electrical system and will not operate in the event of a power outage. We suggest that you regularly test each smoke detector to ensure they are working properly. Smoke detector covers should be cleaned monthly using the soft brush or wand attachment of a vacuum cleaner or a damp cloth.

Central Vacuum Rough-Ins

In the event that your home is equipped with a central vacuum rough-in, outlets have been installed in different locations on finished floor levels to allow a thirty foot long hose to reach the finished rooms in your home. Please note that central vacuum rough-ins are only "roughed-in" the areas that are inaccessible and when installing your central vacuum there will be some extensions needed.

Dishwasher Rough-Ins

During your design centre appointments you may have opted to have a cupboard component installed in the dishwasher location.

If you choose to install a dishwasher at a later date, remove the dishwasher cupboard component installed by Minto. An electrical plug will have been installed in the floor area underneath the dishwasher cabinet. This dedicated plug (receptacle) will be connected to the breaker in your Electrical Panel.

Future rough-in connections for the dishwasher hot water supply and drain waste are usually located in the cabinet containing the kitchen sink.

Security System Pre-Wiring

In the event that your home is equipped with rough-in wiring for a security system, it will have been pre-wired with the termination of wires near the Electrical Panel.

It is advisable that you provide a copy of the home communications distribution panel information pamphlet to your security service, prior to their completing the connections for your security system. Tapping or cutting into the telephone feeder from the demarcation box, the Network Interface Device mounted on the exterior of your home, will decrease the capabilities of your distribution panel.

Intercom System for Condominiums

All the apartment buildings have front door entry intercom systems where the home owners or tenants' names are listed on the intercom plate with a four digit code. When the 4 digit code is entered, the recipients phone will ring to a mobile or land phone line (whichever was given to the inspector when they programmed). The occupant can then communicate with the guest at the door and if they wish them to enter push #9 on the phone and that will activate the electronic front door lock.

The phone number can be changed and a new one programmed or in the case of 2 occupants with 2 phones, they can both be entered.

Mechanical Systems

Plumbing

Hot Water Heater

Your hot water heater is a rental unit (unless you opted to purchase it). All calls for service should be directed to the number on the label attached to your unit.

The principal causes of tank lining damage are hard water and overheating. For economy and reduced wear in the liner of the tank, consider turning the water temperature down, or switching the gas control to the pilot position before going on vacation.

A thermostat located on the hot water heater regulates the temperature of hot water supplied in your home. If you find that the temperature of hot water is not suited to your personal needs, a service call can be made.

Every hot water heater is equipped with a pressure relief valve at the top of the tank. This is a safety device designed to open and relieve pressure should the water pressure in the tank exceed its pre-set pressure rating. It should not be tampered with, nor should the discharge tube be blocked.

Your hot water heater and furnace/air handlers are direct vent appliances. Exterior vents supply outdoor air to a sealed combustion chamber inside the appliance and direct the exhaust back to the outside. The fresh air supply duct opening on the exterior of your home should be regularly checked for blockages. Combustion gases condense and drip during winter months, which may freeze and block the vent openings. Units will shut down automatically if a blockage occurs.



New government regulations require that certain models of hot water tanks be equipped with Flammable Vapour Ignition Resistant (FVIR) technology. Otherwise known as a “Superflue Water Heater”, this technology is designed to protect you and your family in the event that the appliance senses the presence of a flammable vapour.

To prevent nuisance problems, please ensure that you keep all products (i.e., household cleaners, paint thinners, gasoline, etc.) that produce a flammable vapour away from the water heater. In the event that you wish to paint your basement floor, we recommend that you unplug the hot water tank for a minimum of 3 days until all vapours have completely dissipated.

To obtain more details, please refer to the installation manual for your hot water heater. The manual also explains what to do if the hot water heater was already exposed to such products and turned itself off for safety reasons.

General Plumbing

In the event of a plumbing leak, be sure to close the main water shut-off valve immediately. The location of the shut-off valve will have been shown to you during your Pre-Delivery Inspection.

During the warranty period, plumbing leaks are to be reported to Minto. For problems relating to deficient construction, Minto will make the necessary repairs. Should the problem be attributable to improper use, you will be

responsible for the cost of the service call. In these situations, Minto will leave the area secure while you make your own arrangements for repair.

Minimize the disposal of grease, fat and similar wastes, especially petroleum products, through the plumbing system. Such materials tend to accumulate in the piping, reducing its efficiency. In addition, continuous or large-scale usage of this kind can affect municipal or private sewage treatment systems.

Sewer Back-up

If a sewer backs up within the warranty period, contact Minto MasterCare. If domestic material is found to be blocking the line, you will be charged for the service call.

Should a problem develop after the warranty period, contact the plumber of your choice for assistance or the engineering department at the city.

Vent Stacks

When waste is moving towards the main sewer, drain waste vents provide replacement air to the drainage system. Should the vents be obstructed, wastewater may suck or draw water from the traps under sinks or in toilets. This may result in a sewer smell in the drains or slow running drains, or a sucking or sloshing sound when a toilet is flushed.

Vent stacks on your roof provide the required air to balance your plumbing system. During the winter months, the vent stacks may occasionally block. Removing the snow and/or ice from the vent stack on the roof can eliminate this problem. In most cases, the ice will melt on its own as soon as the weather moderates.

Washbasin and Bathtub Plugs/Faucet Aerators

Your bathtub and basin drain openings should be inspected at regular intervals to ensure that they are clear of any obstructions. If this is not done, potential blockages will impede the rate at which your basin or bathtub will drain.

The aerator and filters in taps and shower heads should be unscrewed and cleaned on a regular basis.

Toilets

We are required to install low flush (6 litres/1.32 gallons) toilets in all new homes. These toilets greatly reduce the volume of water consumed per flush. Occasionally, the amount and nature of the waste to be flushed will overwhelm the capacity of the initial flush and another flushing may be required.

Should your toilet back up during the first two months of occupancy and you cannot clear the blockage with a plunger, notify Minto MasterCare. Any blockage due to construction material or improper installation will be corrected at no charge. Blockage caused by misuse will result in a service charge.

If your toilet backs up after two months of occupancy, you should call a plumber of your choice directly as any blockage from that time forward will be due to the introduction of debris subsequent to closing, and this blockage is not covered under your warranty.

The use of chlorine pucks or chemical additives to the toilet tank is strongly discouraged. Not only will they cause permanent damage to the rubber gaskets and seals in your plumbing system, but they also add harmful chemicals to the storm municipal water system.

Fixtures

The smooth and glossy surfaces on your plumbing fixtures are not indestructible. Harsh, abrasive cleaners will, in time, wear through the surface, making the finish dull and porous. Most household cleaners are slightly abrasive, but if used in moderation and with plenty of water, they are harmless. Steel pads and some strong cleaners can do irreparable damage and you are cautioned against their use.

Helpful hints which will prolong the life of your fixtures are:

1. Avoid scraping the surfaces with metal utensils; even a stainless steel sink can be damaged by careless use
2. Do not use plumbing fixtures, such as sinks, as receptacles for photographic developing solutions as their stains are permanent
3. Never step in the bathtub with your shoes on. The soles of your shoes may appear clean, but they carry gritty particles, which will scratch the enamel

Most fixtures are provided with water-filled traps to prevent sewer gases from backing into the home; these sometimes become plugged with a variety of deposits and may require periodic cleaning to eliminate blockage.

As preventative maintenance, we suggest that you pour one cup of bleach down the sink and bathtub drains every three months. This will help to break down any accumulated dirt and grease build up. To eliminate odours, pour a .25 cup of bleach into the overflow holes.

Electrical System

In the event of a power failure to all or part of your home, there are a number of checks that should be performed prior to calling Minto MasterCare.

If a power failure occurs in electrical outlets or appliances, the Electrical Panel should be checked to see if the circuit breaker is in the ON position.

When checking a circuit breaker, the breaker should be first switched OFF and then ON, since the breaker does not always move to the OFF position when the circuit is tripped.

Always reset breakers with no load (i.e., turn off appliances and switches). If the breaker continues to trip, call Minto MasterCare.

Controlled plug receptacles are located throughout your home, commonly in the living room, master bedroom and family room. These plugs will have either the top or bottom receptacle connected to a wall switch. The other receptacle has power at all times.

If the stove does not operate, check the manufacturer's instructions. The stove fuses and automatic timer mechanism should be checked in addition to the circuit breaker dedicated for the range.

Receptacles in bathrooms and powder rooms are protected by a Ground Fault Interrupter (GFI) located in one of the bathrooms, most often the powder room, or at your kitchen counter. This receptacle has two buttons on it. Press the Reset button to reset and the Test button to test the GFI.

A GFI protects exterior receptacles. If you do not have power at a receptacle, try the GFI reset button, or check the breaker at the electrical panel in the basement.

Kitchen counter plugs are split receptacles. The top plug is wired on a separate breaker from the bottom one. If one is tripped, plug your appliance into the opposite receptacle. Don't forget to reset the tripped breaker at the electrical panel.

Arc fault breakers are installed for all bedroom outlets. Arc fault breakers are a safety feature, designed to shut down to prevent unsafe use of electricity, when wiring may be compromised but not completely shorted. This can occur in bedrooms now that homeowners are using more extension cords, and running multiple appliances, such as computers, lamps and televisions in the bedrooms.

If Minto MasterCare makes a service call and the problem is not due to a construction deficiency, you will be charged for the cost of the service call.

Outlets and Switches

Dining rooms all have a capped ceiling outlet location where a light fixture can be installed; it is usually controlled by one switch but sometimes two switches.

Living rooms, which do not have a ceiling fixture, have half of one receptacle controlled by a wall switch in order to be able to turn a lamp on or off.

In the utility room, the wall switch is normally higher than the light switch. This controls the power to the furnace.

The bedrooms have two wall switches – one will control the ceiling fixture or capped outlet. The other switch will control half of one of the wall receptacles so that a lamp can be turned on or off upon entering the room.

Appliance Hook-ups

Homeowners are responsible for installation of their own appliances except when the purchase of appliances has been arranged through Minto. Most necessary plumbing and power hook-ups have been provided; however, you will need either rigid or flexible dryer ducting to connect your dryer with the exterior exhaust vent. Please note that some dryer ducting may not be permitted, please check with your appliance supplier.

Dryer Exhaust

Dryer exhaust ducting and the exterior vent cover should be checked and cleaned periodically to avoid any possible lint build-up or blockage.

It is not advisable to plant any shrubs or plants in front of the vent. The temperature of the air being exhausted generally does not provide a suitable growing environment and plants may block the vent or prevent you from accessing the vent for cleaning and inspection.



Range Hoods

For efficient range hood operation, the grease filter must be washed periodically in a mild detergent solution and dried thoroughly. Potential fire hazards are created by grease accumulation on filters.

Fan motors must be cleaned and oiled according to the manufacturer's servicing instructions. Many exhaust fans have sealed systems and do not require lubrication.

Humidifiers

Optional flow-through humidifiers add moisture to the air passing through the furnace/air handlers. A furnace-mounted humidistat controls the amount of moisture added.

Humidifiers require regular maintenance. Refer to the manufacturer's instructions for information on removing water mineral deposits.

A water shut off valve is included with a humidifier option and will have been shown to you during your new home Pre-Delivery Inspection.



Air Conditioners

Optional central air conditioners are sized for each home. The existing heating device fan is used to distribute cool air through the duct work and air registers. Even distribution of cool air throughout your home may require that you rebalance air distribution. Further information is provided in the Furnace Section.

Air conditioners remove heat from the air inside your home and discharge the heat through a heat exchanger and fan blower unit mounted on the exterior of your home. Planting bushes or obstructing the flow of air from the exterior unit may result in the compressor overheating and failing to operate.

When the air conditioner is operating, a small amount of moisture may form on the evaporator coils, which are located in the heating device duct work. The water eventually flows through the condensate pipe to the basement floor drain. Setting the thermostat exceptionally low will not result in faster cooling and will cause an excessive amount of water to form and freeze on the coils. Ice build up will reduce the efficiency of the unit and may require professional servicing.

Air conditioner maintenance includes changing the furnace filter regularly and arranging annual professional cleaning and servicing. Clean and cover the exterior unit during winter months to preserve the metal housing.

Heat Recovery Ventilator

Heat Recovery Ventilators (HRV) provides a controlled exchange of stale interior air with fresh outside air. The HRV extracts heat from the outgoing stale air and preheats incoming replacement air.

If you invested in an HRV, the on/off switch is located on the main level of your home near the thermostat with master controls on the unit in the basement or, both the on/off switch and master controls may be located on the main level near the thermostat. Operating the HRV on low speed is sufficient for normal activities.

During the summer months when humidity levels are unusually high, the humidistat located on or inside the HRV should be turned to 100 percent.

Regular maintenance should be followed as recommended in the manufacturer's manual.

Ventilation Fan Switch

The ventilation fan switch is located beside the thermostat and it will control the larger bathroom fan. The 90 CFM fan can be operated from the ventilation fan switch or at the bathroom where the fan is located. This is used to exhaust stale air from the unit with a new supply of air entering the house at the combustion air intake at the furnace.

Condensation and Relative Humidity

New homes are better sealed and insulated today due to new and improved building practices as today's discriminating buyers expect decreased home energy costs and improved comfort controls.

Generally speaking, humidity levels in the home should be within 30-50 percent. The humidity level in the home is largely influenced and controlled by your family's lifestyle. A variety of individual factors can cause higher than normal levels of humidity such as the number of occupants, cooking patterns, showering and other daily activities of the household.

Increased humidity is more acute during the first winter when the home is "drying out" as many of the materials used in construction contain moisture that will dissipate over several months.

A humidity indicator (hygrometer) is provided to assist you in determining the humidity levels in your home. Humidity should be monitored so as to control damage such as staining, rotting, mould and to preserve finishes such as cabinetry and floorings.

Condensation on interior surfaces of the window and frame is the result of humid, warm, moist air coming into contact with a cold surface. As soon as excessive condensation occurs on inside window surfaces, steps should be taken to reduce the Relative Humidity by controlling the moisture sources or by increasing ventilation.

The following chart shows the maximum relative humidity (RH) that can be tolerated if condensation is to be avoided in cold weather. Remember that a small amount of condensation in the daytime can result in significant condensation at night when temperatures drop.



insert CHART

Activating the mechanical systems installed in your home will help control levels of humidity and condensation by venting humid air to the outside.

A number of other non-mechanical methods should be practiced:

1. Windows can be opened to allow the natural circulation of air, weather permitting
2. The opening of blinds and curtains during the course of the day also assists in curbing excess humidity
3. Removing interior window screens during the winter months allows for air to flow freely against windows
4. Leave inside room doors open to allow better circulation
5. Avoid blocking cold air vents with furniture
6. Make sure that your dryer vents are clear and air is flowing properly to the exterior

Basements frequently experience high humidity levels in summer. In warm weather, basement areas particularly near the base of the walls, in corners, and parts of the floor are cool because the earth on the other side of the wall or floor is cool. When hot humid air is allowed to enter from outside through open basement windows, it will condense in cool areas and on cold water pipes. Basement windows should be kept open during periods of dry weather and closed on hot humid days. As an alternative, a dehumidifier can be used.

Homeowners may require supplementary systems to regulate their individual situation. HRV's are an option that provides a comfortable, efficient means of controlling humidity.

Furnace System

When the heating system for your home was selected, the rated capacity was checked to ensure that your home could be heated to a comfortable temperature.

The expansion of metal duct work as it heats and contraction when it cools may result in a sharp sound. This is normal and will not affect the performance of your heating system.



Air Distribution (Balancing)

Once you have lived in your home, you may find that the heating system is not balanced to your individual requirements with some rooms too warm, others too cold. Since balancing is a matter of individual preference, homeowners must determine their needs and balance the heating system accordingly.

A common problem is that the upstairs rooms are too cold, although the ground floor is fine. As the thermostat is located on the ground floor, it is the temperature on that level that determines when the furnace starts and how long it operates. Many homeowners find that the ground floor quickly reaches the temperature set on the thermostat, and the furnace shuts off before the upstairs rooms are adequately heated.

The solution is to regulate the grills (registers) and dampers on the warm air ducts for the ground floor, so that the furnaces output of heated air is directed to alternate locations.

To regulate or balance your system:

1. Redirect some of the ground floor warm air by closing a few of the sliding adjustable openings in the warm air registers
2. Additional control of air entering a room can be achieved by removing the warm air register, reaching just inside the duct and adjusting the damper. Beware of sharp points and edges when adjusting dampers

Central air conditioning, when provided, may require readjustments to the air distribution or balancing.

Cold Air Returns

The purpose of cold air returns is to return the air to the furnace heating/cooling circulating system in your home. The cold air return grills may be in the floor or on walls throughout your home. The locations may vary between the same model of home and show homes.

General Maintenance

Prior to occupancy, Minto will have cleaned all heating ducts to remove excess dust and dirt as well as construction debris. There is no recommended time frame for repeating this practice; the need may be based on health problems such as allergies.

Heat registers and cold air returns must be kept free from obstructions such as carpets, furniture, and wall hangings. Obstructions could impair the air flow and efficiency of your home's heating/cooling system.

Furnace filters vary in type; either a permanent or disposable filter will be provided with your furnace. Filters should be cleaned or changed, depending on the type, at least every two months during the heating season. Failure to clean or replace filters may interfere with the quality and quantity of air flow within the home.

For your safety, please do not store any combustible materials within two feet of your furnace.

Furnace Operation

If your furnace fails to operate, to avoid the inconvenience and perhaps the cost of a service call, check the following items first:

1. Ensure that the home's thermostat is properly operating and, if applicable, programmed properly
2. Ensure that exterior intake and exhaust vents are free of obstruction
3. Ensure that the furnace emergency on/off isolating switch located in the furnace area is in the 'on' position
4. Ensure that the circuit breaker in the electrical panel dedicated for the furnace is in the 'on' position
5. Review the operating procedures in your furnace manual

During the warranty period, if the problem continues to exist after checking all of the above, Minto MasterCare should be contacted. In these instances, Minto will contact the firm that supplied and installed your furnace and request service. Following the lapsing of the warranty period, service calls should be directed to a firm of your choice.

Note: Furnace filters should be changed every three months.

Fireplaces

Fireplaces (Natural Gas)

Today, natural gas fireplaces are being installed in many new homes. These fireplaces are convenient and easy to use, but care should be taken in their operation. An operation manual for your gas fireplace has been left behind the lower grill. Please take the time to read through it for concise information pertaining to your model.

When you first move in to your home, your gas fireplace should be allowed to operate without the fan for 6 to 8 consecutive hours. This will allow the coatings that were applied during the manufacturing process to be burned off. During this time, you should ensure that the room where the fireplace is located is adequately ventilated as the "burning off" will produce an odour and may even set off the smoke alarms within the home. Please ensure you do not place any combustible materials within two feet of your fireplace.

When a gas fireplace is first ignited, condensation may appear on the interior face of the fireplace glass. This is normal and is due to the temperature difference between the air in the fireplace and the glass surface. The condensation will evaporate shortly.

A burning gas fireplace generates considerable heat. After an initial fifteen to twenty minute period, the fan will project warm air into the room. It is recommended that you do not use the fireplace for an extended period without operating the fan.

The direct vent gas-burning fireplace uses an integrated fresh air supply and exhaust vent. The vent cover is located on the outside wall of the house and during operation can be extremely hot. Care should be exercised around the vent.

A soft cloth with clear water may be used to wipe the fireplace glass. Glass cleaner and similar cleaning products should not be used on tempered glass as they may cause damage. Caution should be exercised when using combustible cleaning products near an illuminated pilot light.

You should familiarize yourself with the following gas fireplace controls:

- The wall switch which activates the flame and the control located behind the lower grill on the fireplace, which adjusts flame height
- The dimmer which controls the fireplace fan speed and power (on/off)
- How to close the pilot light for the summer

If your gas fireplace fails to operate during the first year, contact Minto MasterCare. To avoid the cost of a service call, first check the following:

- Ensure that the pilot light is on and that the wall switch is in the correct position
- Ensure that you wait 15-20 minutes for the fan to begin operation after turning the dimmer switch on

Fireplaces - Electric (optional)

Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

To remove glass frame, turn off electrical supply to unit. Let fireplace cool if it has been operating. Remove top louver (to remove top louver, pull louver down and then lift out). Open lower louver assembly. Remove two door retention screws along lower side edges of door frame. Swing lower portion of door out from the fireplace and gently lift up to disengage top door from fireplace. To reinstall glass door, follow the above procedure in reverse.

Under no circumstances should your fireplace be operated with missing or broken glass. Do not strike or slam the glass. Do not use abrasive cleaners to clean the glass. This product uses tempered glass. Replacement of the glass and gasket as supplied by the manufacturer should be done by a qualified service person.

The fireplace uses three clear 120 Volt, 60 Watt, E-12 and one clear 120 Volt, 5 Watt, E-12 socket base light bulbs (small base, chandelier candle type). Three of the lights are located under the ember bed of the unit. The fourth



light is found at the top of the firebox above the log set. For convenience, if one of the bulbs burns out, it may be a good idea to replace all of the light bulbs. Do not exceed 60 Watts per bulb. Use of higher rated bulbs may result in a fire, causing property damage, personal injury or loss of life.

To replace the light bulbs turn off the power to the unit. Let fireplace cool if it has been operating. Remove top louver. Remove glass door. Remove the two screws securing the ember bed and log set in position. One screw is located on either side of the ember bed near the front. Examine the bulbs to determine which bulbs need to be replaced. While holding the socket, unscrew the defective bulb(s). Install the new light bulb(s) by screwing in while holding the socket. Reinstall ember bed, log set, glass door and top louver.

Communication Distribution Panel

Communication Distribution Panels are designed as a central distribution and redistribution point for telephone, cable, internet, computer networking and many other home automation systems. The Distribution Panel provides opportunities to use the phone and cable lines for additional purposes such as computer networking or central Internet distribution.

If your condominium is equipped with a Communications Distribution Panel, your local telephone utility will install the Demarcation Box otherwise known as the Network Interface Device (NID). The NID is mounted on the exterior wall of your home (singles only) near the Hydro Meter. For town homes and terrace homes, the location will be pointed out during your PDI. A “feeder wire” (Category 5) is provided by Minto and classified by the utility company as “inside” wiring. One end of the feeder wire is left on the exterior of the home, in the location where the utility company will be installing the NID and the other end is connected in the Communication Distribution Panel located in your basement.

insert Diagram



You are responsible for arranging your telephone service and the connection of the feeder wire within the NID. It's advisable to lock the NID box once you have service as someone could access your phone lines to make calls.

To avoid the cost of a service call, homeowners should first check the following:

1. Call your telephone utility and confirm that you have service to the Network Interface Device (NID) located on the exterior of your home
2. Ensure that your hardware, such as the telephone or television, is in working order and is plugged into an electrical receptacle if required

Confirm that the port you have connected your telephone or television to (this will be labelled on the cover plate) is terminated in the Communication Distribution Panel (the termination will have a corresponding label).

ON-Q Legrand Home Connection Centre

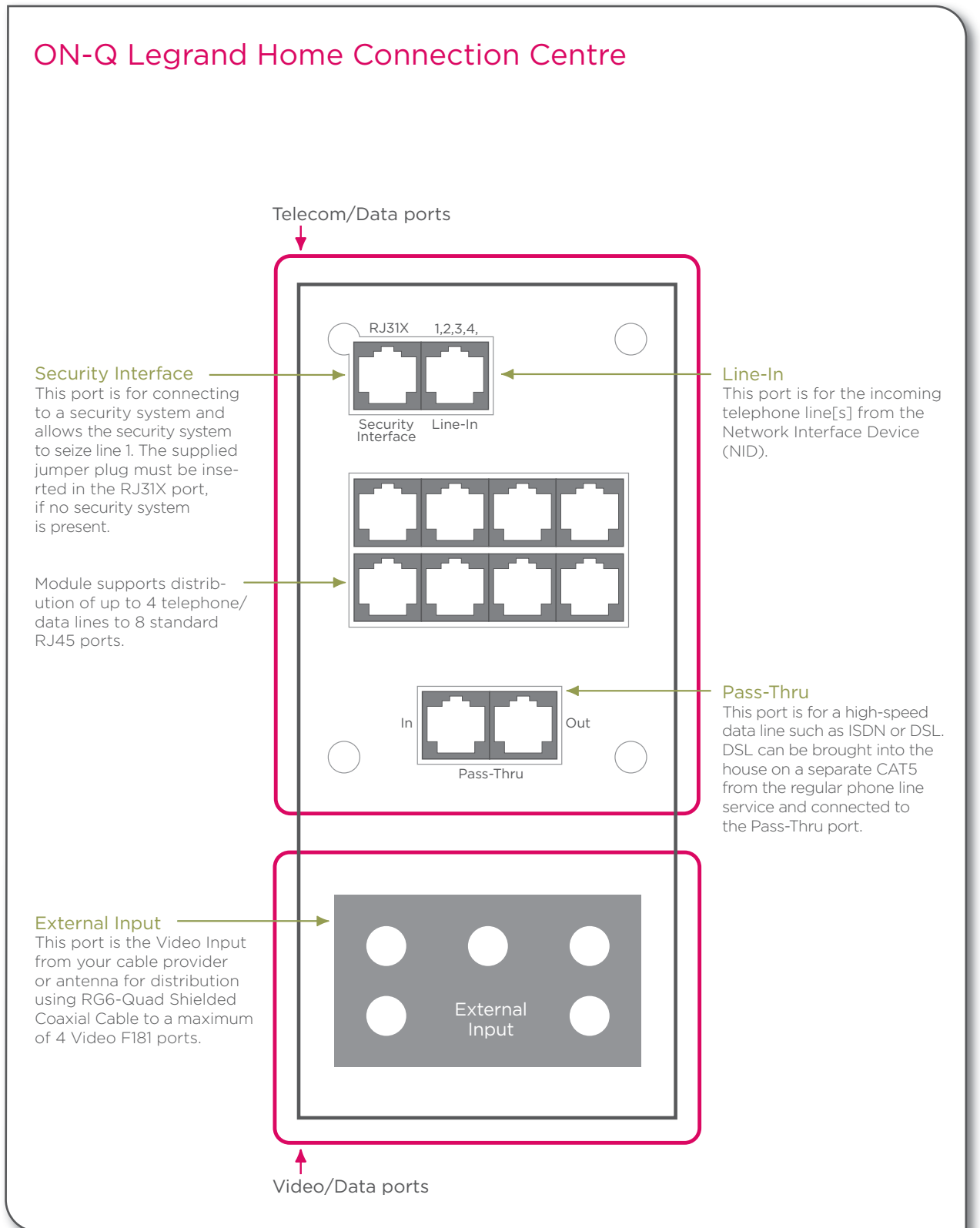
Many homeowners are comfortable in connecting telephones in their homes. The following information will provide additional information for distributing more than one phone number through your ON-Q Legrand Home Connection Centre:

1. For two telephone numbers on one line (Ident-a-Call): Your telephone service provider can, on your instruction, initiate up to 2 phone numbers on one line. This service is often used for telephone and fax reception or teenager lines when only one hardware device will be used at a time. The telephones and fax will need to be set up to distinguish between the 2 phone numbers. No change in the wiring is required in the Connection Centre.
2. For two or more phone lines: The SP-1 will accept up to 4 phone lines, which can be used concurrently. When you request more than 1 phone line to your home, your telephone service provider may want to confirm that the wiring to the NID outside your home has been installed using the appropriate pairs of colour coded wire. Inside your home, the hardware you intend to use such as the telephone must have a "line 1 and line 2" capability when you are expecting to receive 2 lines or when you are planning to use 2 separate telephones, or line 1 for telephone and the other as a dedicated fax line, you will need to purchase a line splitting device (mapped line 1, line 2) from an electronic supply retailer.

An information pamphlet for your home Connection Centre has been left in the panel, along with the key to the protective cover. Please take the time to read through the pamphlet.

Standard Minto Home Prewiring Illustration

ON-Q Legrand Home Connection Centre



Notes & Appendices

Suggested Home Maintenance Schedule

(All items may not apply to your condo)

Note: that some of the following items may be part of your condominium's common elements and therefore not your responsibility to maintain.

	Periodically	Spring	Fall	Annually
Foundation and Masonry				
Check basements, exterior walls for cracks in excess of ¼ in		■		
Check chimneys, chimney caps, for loose or missing mortar		■		
Maintain grading sloped away from foundation walls				■
Roof				
Remove ice and snow build-up	■			
Check for damaged, loose or missing shingles, blisters		■	■	
Check vents, louvers and chimneys for nests or obstruction		■	■	
Eavestroughs (installed by others)				
Check for leaking, misaligned or damaged eavestroughs		■	■	
Clean blockage and clear out any obstructions		■	■	
Check that downspouts direct water away from foundation	■			
Doors and Windows				
Check caulking and weather stripping for decay or gaps		■	■	
Check door locks	■			
Re-install/remove all interior window screens		■	■	
Walkways and Driveways				
Check for cracks, indentations	■			
Check driveway joint at garage entrance for cracks		■		
Check for oil spills on driveway	■			
Electrical				
Test smoke detectors		■	■	
Check condition of lamp cords, extension cords and plugs	■			
Reset breakers with no-load when tripped	■			
Plumbing				
Check faucets, hose bibs and valves for leakage	■			
Drain exterior water lines, hose bibs, remove hoses			■	
Fill basement floor drain with water	■			
Pour .25 cup bleach in sink and tub drains	■			
Heating and Cooling				
Change or clean furnace filters, HRV filters	■			
Hire service person to inspect and service furnace and HRV				■
Cover exterior Air Conditioner unit			■	
Balance air grills and dampers tailored for personal comfort		■	■	



Home Maintenance Checklist

[All items may not apply to your home]

We have included a Home Maintenance Checklist to help guide you through your annual maintenance routine. The checklist provides a monthly breakdown of items for inspection, and is intended to help you set up a regular schedule of checkups and cleanups.

Note: Some of the following items may be part of your condominium's common elements and therefore not your responsibility to maintain.



Spring

March

- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter
- Clean the mechanisms of the humidifiers
- Check attic for signs of moisture and even distribution of insulation
- If possible, carefully remove snow/ice from roof overhangs/vents
- Check sump pump, float and discharge line; test overall operation
- Test smoke alarms and carbon monoxide detectors

April

- Check eavestroughs and downspouts; clean if needed
- Clean window wells, drainage swales or catch basins of leaves, snow and ice build-up
- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter
- Inspect basement or crawl space for signs of seepage/leakage and check for dampness or musty smells
- Check for missing, loose or cracked shingles
- Remove winter cover from air conditioning unit; inspect unit; vacuum or brush the outdoor coil and wash; service as needed
- Check driveways and walks for frost damage
- Check water heater for leaks, etc.
- Test smoke alarms and carbon monoxide detectors

May

- Open outside hose connection and check for leaks
- Clean and check windows, screens and hardware
- Check air intakes and exhaust are clear of debris, nests, etc.
- Check exterior finishes (siding, trim) and eavestroughs to ensure they are secure
- Check caulking for soundness, cracking, detachment and signs of water or air penetration (remove and replace with appropriate type of caulking, if necessary)
- Lubricate rubber or plastic weather stripping around doors and operable windows (replace weather stripping if damaged)
- Test smoke alarms and carbon monoxide detectors
- Check septic tank system fluid/solid levels and pump out if needed; check for erosion/water pooling around septic field



Summer

June

- Check roof flashing, valleys and vents, and check for missing/damaged shingles
- Check auxiliary buildings such as sheds for secureness to base anchors; loose or missing components; damage caused from rodents, etc.
- Check sump pump, float and discharge line and test overall operation
- Clean range hood filter
- Check exterior wood surfaces for deterioration and refinish the wood surfaces

July

- Air out damp basements on dry, sunny days
- Clean air conditioning filter, vacuum or brush the outdoor coil and wash
- Clean and test all exhaust fans; lubricate if necessary
- Test smoke alarms and carbon monoxide detectors

August

- Air out damp basements on dry, sunny days
- Clean air conditioning filter, vacuum or brush the outdoor coil and wash
- Inspect driveways and walks
- Inspect doors and locks



Fall

September

- Check exterior finishes (siding, trim) and eavestroughs to ensure they are secure; check exterior brick mortar joint and voids (repoint if necessary)
- Check movement of garage doors and lubricate moving parts as needed
- Check caulking for soundness, cracking, detachment and signs of water or air penetration (remove and replace with appropriate type of caulking, if necessary)
- Check fireplace and chimney dampers; service or clean if needed
- Have furnace/heating system serviced including heat recovery ventilator and humidifier
- Check sump pump, float and discharge line; test overall operation
- Check clothes dryer vent and remove lint/obstructions
- Test smoke alarms and carbon monoxide detectors

October

- Check eavestroughs/downspouts; remove leaves and other debris
- Shut off exterior water supply and drain water lines
- Install winter cover for air conditioning unit
- Check roofing and flashing for signs of wear or damage
- Lubricate rubber or plastic weather stripping around doors and operable windows (replace weather stripping if damaged)
- Check septic tank system fluid/solid levels and pump out if needed; check for erosion/water pooling around septic field
- Check caulking for soundness, cracking, detachment and signs of water or air penetration (remove and replace with appropriate type of caulking if necessary)
- Winterize landscaping



November

- Check attic for signs of moisture and even distribution of insulation
- Inspect floor drains to ensure traps are filled with mineral oil
- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter
- Clean the mechanisms of the humidifiers
- Check for condensation and humidity
- Clean and test all exhaust fans; lubricate if necessary
- Test smoke alarms and carbon monoxide detectors



Winter

December

- Check air ducts, remove covers and vacuum dust from vents
- If possible, carefully remove snow/ice from roof overhangs/vents
- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter

January

- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter
- Check and ensure that air intakes, exhausts and meters are clear of snow
- If possible, carefully remove snow/ice from roof overhangs/vents
- Test smoke alarms and carbon monoxide detectors

February

- Clean or replace furnace filter
- Check/clean heat recovery ventilator (HRV); wash or replace filter
- Check and ensure that air intakes, exhausts and meters are clear of snow
- If possible, carefully remove snow/ice from roof overhangs/vents

Trouble-shooting Guide

This guide is provided as a quick, easy reference to assist homeowners in diagnosing common problems.

1. Telephone not working:

- Call the telephone utility to confirm that you have service
- Ensure that your phone is in working order and is plugged into an electrical outlet if required
- Check if Minto or any trade partners are digging around your lot – if so, contact Minto MasterCare because your line may have been cut by accident
- Confirm that the port that you have connected to your telephone (this will be labeled on your cover plate) is terminated in the Communication Distribution Panel (the termination will have a corresponding label)

2. No power to bathroom plugs:

- Re-set the GFI (Ground Fault Interrupter) usually located at the powder room outlet
- Re-set breaker in electrical panel

3. Half of electrical outlet has power:

- Controlled plugs have been designated in some rooms throughout your home. Half of the outlet is connected to a switch on the wall
- Using an illuminated lamp or radio, flip wall switches to determine which switch corresponds to the outlet

4. Exterior light bulbs not working:

- Exterior bulbs are subject to temperature fluctuations and may require frequent replacements
- Replace exterior bulbs with an exterior grade bulb

5. Condensation/ice on windows:

- Run primary exhaust fan located in powder room
- Furnace fan acts as a secondary means of exhausting moist air. Activate it manually when primary exhaust fan is not sufficient
- Stove hood fan and bathroom fans should always be used when cooking, showering, etc.
- Open windows to allow a natural circulation of air, weather permitting
- Open blinds and curtains during the day
- Remove interior screens during the winter months
- Leave inside room doors open to allow better circulation
- Avoid blocking cold air vents with furniture
- If your home has an HRV (Heat Recovery Ventilator) please adjust the humidity settings

6. Toilet blocked:

- Low flush toilets may require multiple flushing
- Use a plunger to force minor obstructions past the toilet trap
- Run a clean out auger or 'snake' down the drainpipe to break up obstructions or to hook onto and pull out objects
- Within the first two months of occupancy, Minto will inspect a toilet blockage and you may contact Minto MasterCare to have an inspector come to your home to check if the blockage may be the result of construction debris. Two months past closing date and beyond, you will have to call a plumber if you are unable to clear the blockage

7. Room is cold:

- Thoroughly clean or replace your furnace filter to allow proper airflow
- Balance your heating system by adjusting air grills and dampers to direct airflow to colder rooms
- Leave room doors open, particularly those without a cold air return vent
- Ensure furniture and draperies are not covering heat registers

8. Furnace not operating:

- Check wall thermostat to ensure setting is in "heat" mode
- Ensure that the thermostat is set higher than the current reading
- Programmable thermostats require batteries. Ensure that batteries are usable
- Reset the furnace breaker in the electrical panel
- Check that the furnace isolation switch, located at bottom of basement stairs or in mechanical room, is in the "on" position
- Ensure that the exterior furnace exhaust/intake vents are free of obstructions including snow and ice

9. Fireplace not working:

- Make certain pilot light is on. Refer to the fireplace manual for instructions to re-light if it is not
- Ensure the wall switch is on to activate the flame
- Turn the dimmer knob located on wall to vary the fan speed. (Clockwise until you hear the CLICK)
- Wait 15-20 minutes for fan to activate after dimmer switch is turned on

10. Roof leaking/ice sliding off roof:

- Remove snow and ice build-up on the shingles
- Check vents for snow, ice and other obstructions
- Clean out or remove eavestroughing and ensure proper slope exists on the eavestrough to allow water drainage

11. Insects/rodents in or around your home:

- Insects and rodents can invariably gain entry through an open door, window or vent, or moles may tunnel underground killing your grass
- Treat with appropriate pesticide or contact a professional to eradicate
- Check vents occasionally to remove bird nests

Frequently Asked Questions

Here are some facts you should know regarding your new condominium home.

Who gets title to a condominium?

The purchaser only. It is conveyed to you by Minto at the time of final closing.

What do I own outright?

You own the unit, and you receive a deed of ownership. In some condominiums you also own the parking space and storage unit. In others, you will obtain the right to use a parking space and a storage unit from the Board of Directors.

What do I own in common with other owners?

You own a proportionate share of the common elements along with the other owners in the condominium. The common elements are everything in the project other than the units. You own a percentage shown in the declaration document for your particular unit.

What are the common expenses and what amount do I pay?

These are the expenses needed to operate the common areas and mechanical components of the building which includes the cost of electricity, water, heat, maintenance of the common elements, insurance, cleaning, landscaping, snow removal, management, legal services and a reserve fund. The percentage of the common expenses which you pay is shown in the declaration documents and is generally the same as the percentage of the common elements which you own.

What property taxes am I responsible for?

You pay property tax on your own unit from your date of occupancy and your share of the common elements as fixed by the Municipal Assessor. You are not responsible for property tax against any other unit or any other person's share of the common elements.

Am I free to sell my unit?

Yes, the Condominium Act allows for resale.

Am I free to lease my unit?

Yes, provided your tenant enters into an agreement for lease as approved by the Board of Directors and otherwise complies with the condominium documents and rules.

Who sits on the Board of Directors?

After the registration of the Condominium, the Board of Directors shall be appointed amongst the owners of the units at a turnover meeting. The Board will generally consist of five members, three of which shall constitute a quorum.

What does the Board of Directors do?

It supervises the operation of the Condominium project, generally through a management company. This includes collecting common expenses, paying bills, arranging for maintenance, hiring staff and managing all income and expenses. The Board is required to keep minutes of its meetings and audited records of all income and expenses.

Will Minto assist in the management of the property?

Minto generally enters into a management contract for a minimum of one year.

How will the project be managed afterwards?

The Board of Directors elected by the owners at the turnover meeting will take over management after one year. At that time, the Board can elect to either hire a new management company, or to self-manage.

How do I make a complaint regarding maintenance or management? How are they handled?

All complaints should be made in writing to the Board of Directors. A log is maintained by management in which all complaints are entered chronologically. A record is kept of the actions taken.

Who maintains my unit?

You do.

Who maintains the common elements?

The management company does, on behalf of the Condominium Corporation.

Is there a Builder's Warranty?

There is a Builder's warranty on your unit effective for one year from interim closing date, governed by the Tarion Warranty Corporation. In addition, certain elements of construction are covered for a longer time period as explained in the Tarion warranty documentation which will be provided to you before closing.

What happens in the event an owner refuses to pay their share of common expenses?

The Board of Directors can impose a lien against their unit and bring a personal action to collect the sums due. In the event the unit owner still does not pay, the Condominium Corporation can sell the unit under a power of sale proceeding.

Do I need a lawyer?

Yes, just as you need a lawyer when you buy a freehold home.

What insurance coverage is provided on the condominium project?

Full replacement value on the building against fire and comprehensive general liability policy. The Board of Directors may place additional insurance if they feel it is desirable.

Do I insure my furniture and other personal belongings in my unit?

Yes, these are not covered by the condominium's policy of insurance. In addition, you must insure for public liability and for any improvements you make to your unit.

FAQ's continued ...

Here are some examples of Frequently Asked Questions by homeowners just after closing, and during the first year of occupancy. Please contact us if you have a question that is not listed here.

Is all the work from my Pre-Delivery Inspection (PDI) going to be done prior to closing?

Not necessarily. We strive to complete as many items as possible, but some items may still be outstanding, which you should include on your 30-Day Report. There are several reasons why we may not be able to complete all items reported at your PDI, such as:

- **Timing:** we may be unable to schedule the appropriate trade to have the work completed if there is a short time frame between the PDI and the closing day

- **Material availability:** certain materials may be back-ordered, and we may not receive them from our supplier until after your closing date
- **Seasonality:** it may not be possible to repair certain exterior items if the weather is not suitable

When do I get my keys?

Your lawyer will release your keys to you after the electronic title transfer is completed on your interim closing day. This may take up to the end of the business day.

Do I need to contact the utilities myself to have the account transferred into my name?

Minto will contact the hydro, gas and water utilities to notify them of the change of ownership. However we recommend that you verify with your lawyer that the name has been transferred. We also recommend that you take your own reading on the day of closing to verify against your first bill.

Where do I get my Canada Post mail?

Contact Canada Post directly at 1. 866. 607. 6301 to find out where your mail will be delivered. It could be at a regular community mailbox, a temporary mailbox location, or possibly a local postal outlet (until a temporary mailbox location is set up).

Who do I contact for my phone and cable connections?

Please contact Bell Canada at 613. 310. 2355, and Rogers Cablevision at 1. 888. 764. 3771. Don't forget that you have special discounts with Rogers for being a Minto homeowner.

When is garbage pick-up? Who do we contact about recycle boxes?

For all inquiries relating to garbage collection and recycling, please contact the City of Ottawa at www.ottawa.ca or phone 311.

When does my warranty begin?

Your warranty begins when you take possession of your home, on your occupancy/ interim closing day.

When will my 48-Hour Grace Period Report be reviewed and the items repaired?

Your 48-Hour Grace Period Report will be reviewed at your 30-Day Inspection, along with the items noted on your 30-Day Report. The purpose of the 48-Hour Grace Period Report is to document any damage caused prior to closing that is a result of construction damage. By documenting the damage, you are protecting yourself and your warranty.

When should I submit my 30-Day and Year-End Reports?

You should submit your 30-Day Report sometime between the 25th to 30th day after interim closing. Your 30-Day inspection has been pre-arranged by Minto to review your report – please refer to our correspondence for this date and time.

Your Year-End Report should be submitted anytime in the final 30 days of your first year of occupancy. If you have a private home inspector, please submit the list attached to your form. Upon receipt of your report, we will contact you to schedule an inspection.

It is important to note that you cannot make revisions to a report that you have submitted to Tarion. For example, if you have already submitted your Year-End Report, even if you are still within your first year of occupancy and you want to report something new, Tarion will not accept a second list. Please take your time, and ensure the reports you submit are complete.

Do I have to be home on my work days?

Yes. When Minto MasterCare or one of our Trade Partners is scheduled to complete work inside your home, an adult must be home while the repairs are being completed. It is in your best interest to be home during your work day, so that you can inspect the work yourself, and confirm that the work has been done to your satisfaction.

Who do I contact when a power outage occurs?

Contact your hydro supplier, such as Hydro Ottawa or HydroOne.

Why is there water/ice build-up on my windows?

Condensation and ice on windows will occur if high relative humidity is maintained inside the home during periods of very cold weather. Humidity in the home is largely influenced and controlled by the family's lifestyle. A variety of factors can cause higher than normal levels of humidity such as the number of occupants, cooking patterns, showering and other daily activities. Also, humidity is higher during the first year of occupancy of a new home due to the home "drying out".

As soon as excessive condensation occurs on inside window surfaces, steps should be taken to reduce the relative humidity by controlling the moisture sources or by increasing ventilation.

You can try the following:

- Run the fans in your home - the primary exhaust fan located in the powder room, the furnace fan, stove hood fan or bathroom fans
- Open windows for natural air circulation (weather permitting)
- Open blinds and curtains during the day
- Remove interior window screens during winter months for air to flow freely against windows
- Eave inside room doors open for better circulation
- Avoid blocking cold air vents with furniture

Who is responsible for snow removal and sanding/salting on my street?

Public streets are the responsibility of the City of Ottawa. Private streets and parking lots are the responsibility of the condo corporation. More information is available at www.ottawa.ca or by calling 311.



Glossary of Condominium Terms

30 Day Inspection | Within the first 30 days of occupancy, you will submit a report to Minto and Tarion identifying any items that you feel are a defect in materials or workmanship. This report will be reviewed at your 30-Day Inspection with a Minto MasterCare Inspector.

48 Hour Grace Period | If you notice any items that have cosmetic damage when you move in, report them on your complimentary 48-Hour Grace Period report so that your Minto MasterCare Inspector knows the damage existed prior to your taking possession.

AVID Ratings Co. | An independent, third party customer satisfaction survey provider. This is one of the best ways you can tell us how we're doing so we can gauge our performance. You will receive a series of three surveys, starting just prior to your closing date, then during your first year of occupancy from AVID Ratings™.

Board of Directors | An elected group of homeowners whose purpose is to serve the interests of the members of the condominium corporation.

Closing Date | The legal transfer of title, when the condominium is registered. You cannot register a mortgage on your home until the Closing Date. On your closing date, your condominium has been registered as a separate, legally defined, 3D space – meaning you own everything from the paint inward.

Common Elements | Includes various components of the condominium in which homeowners share joint ownership. They may include parking garage, roof, recreational areas, hallways, etc.

Condominium Corporation | A Corporation without share capital, created under the Condominium Act for the purposes of administering the operation, maintenance and repair of the common elements and assets of the condominium. It is guided by a democratically elected Board of Directors consisting of homeowners just like you.

Condominium Declaration | A charter document that creates the condominium corporation. It defines the boundaries for each home and common elements. It allocates the responsibility for the repair and maintenance of the homes and common elements; outlines the condominium's provisions regarding occupancy and use; specifies common expenses and each owner's proportionate interest in the common elements; and details each owner's percentage share of the overall common expenses.

ENERGY STAR® | An international symbol of energy efficiency. The ENERGY STAR® symbol helps consumers easily identify major appliances and other energy-using equipment that save energy. ENERGY STAR® is a dynamic government/industry partnership that makes it easy for businesses and consumers to save money and protect the environment.

Exclusive Use Common Elements | Particular areas within the condominium's common areas that you have the exclusive right to use and enjoy. Examples may include balconies and patios.

LEED® | The leadership in Energy and Environmental Design (LEED) Green Building Rating System encourages and accelerates global adoption of sustainable green building and development practices through the creation and implementation of universally understood and accepted tools and performance criteria. A third-party certification program and an internationally accepted benchmark for the design, construction and operation of high performance green buildings.

Maintenance Fees | Are also referred to as common area expenses or condo fees, they are a monthly charge (your share) for the utilities, regular upkeep, management, administration and insurance for the common element areas. The fees vary according to project and your home size; however your portion of these expenses is set out in the budget statement, which lists the percentage for which each unit is responsible.

Minto MasterCare | Is your contact for any questions you may have about your new home, once you have completed the Design Centre process. MasterCare representatives will conduct various inspections with you during construction and after you move in, to demonstrate the operation and maintenance of your new home.

Occupancy Date or “Interim Closing” | The day you take occupancy (and keys) of your new home. It is before the transfer of legal title which is called the “final closing”. Even though you get your keys on the interim closing, you cannot take legal title because the condominium is not registered.

Occupancy Fee | The monthly payment (just like rent), payable by you, for living in your home prior to final closing. It consists of 3 components:

1. Estimated Monthly Maintenance Fee
2. Estimated Monthly Realty Taxes
3. Estimated Monthly Interest Component

Pre-Delivery Inspection | Approximately one week prior to your closing date, a Minto MasterCare Inspector will meet with you at your new home and offer useful maintenance tips including information about the operation of mechanical features, general maintenance and will confirm that your finishing selections are correct. Your Inspector will also record any deficiencies that you may find, for follow up by our Construction Department.

Registration | The process by which the condominium’s declaration and description are formally approved by the requisite governmental authorities.

Tarion Warranty Corporation | New homeowners benefit from a comprehensive warranty coverage, which takes effect from the date of closing and remains in effect if the house is sold before the end of the warranty period. As the regulator of Ontario’s new home building industry, Tarion enrolls new homes for warranty coverage, deposit insurance, investigates illegal building practices, resolves warranty disputes between builders/vendors and homeowners, and promotes high standards of construction among Ontario’s new home builders. Tarion also works with the building industry to help educate new home buyers about their warranty rights, and about how to protect and maintain their warranty. Visit www.tarion.com for more information.

Turnover Meeting | The main point of the meeting is for the developer to turn over the condominium documents to the new corporation and to give owners the opportunity to elect directors.

Trim Check Inspection | An opportunity to meet one-on-one with a Minto MasterCare Inspector to see your home during construction, and review your Design Centre selections that may already be installed.

Unit | As specified in the declaration, the unit is all the space within the set boundaries of your home.

Year End Inspection | Just before the end of your first year, you have one more opportunity to provide Minto and Tarion a list of items you wish to have reviewed. This list will be reviewed at your Year-End Inspection visit with a Minto Mastercare Inspector.

