

### LEVEL 3

#### PHASE 1

##### King Street Building

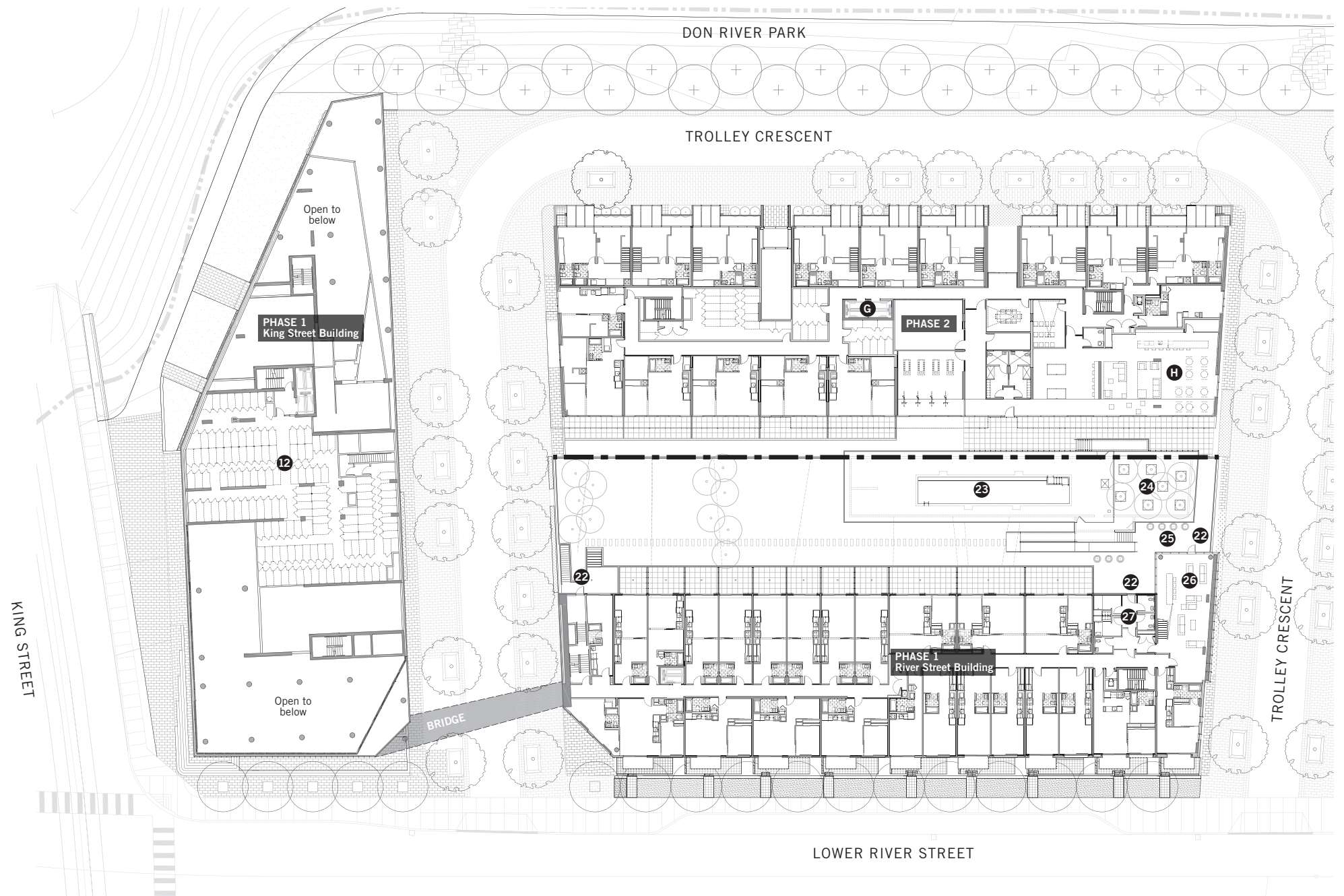
- 12 Lockers

##### River Street Building

- 22 Access to Outdoor Amenity
- 23 Pool
- 24 Dining Area
- 25 BBQs
- 26 Lightbox
- 27 Pool Change Rooms

#### PHASE 2

- G Elevator
- H Phase 2 Amenity



### C.1.4 LEED Accreditation

River City Phase 1 is among Toronto's **most environmentally advanced condominiums**. From the site itself to the materials we used to build the building to the building's high level of energy efficiency, River City is a leader in environmental design.

River City Phase 1 has been registered with the Canada Green Building Council (CaGBC) as a **LEED Gold** building. The process to obtain LEED accreditation is a long one, and in the case of Phase 1 will need to wait until the completion of Phase 2 before being finalized. As a result, we anticipate that the full accreditation process will not happen until 2015 or possibly 2016.

As a LEED building, there are many new environmental features and technologies, either in your unit specifically or as part of the building generally. These features are available for your review in the **"Green Living"** section (Part G) of this Welcome Book.

Probably the **most critical factor** in ensuring that River City continues to benefit from its various environmental features is its **ongoing property management**. For this reason, we will be providing your Board of Directors and Property Manager with a detailed manual outlining what needs to be done to ensure that the building is properly operated and maintained as a LEED building.

### C.1.5 Carbon Offset Purchase

As part of our sustainability program for River City, we have committed to making the River City development **"carbon neutral"**. This is achieved by first reducing the amount of carbon "embedded" in the materials and labour we used to construct the building, and then second by purchasing "carbon offsets" to offset the carbon that has in fact remained.

At the time of writing we have not finalized either the calculations on the amount of carbon that we need to offset, or the means by which we will be offsetting it. This information will be made available after "substantial completion" of the Phase 1 buildings.

You should note that your first-year condominium budget contains a line-item to purchase carbon offsets in respect of the carbon created by the ongoing operation of the condominium (rather than its initial construction). We will put this carbon offset purchase into effect for the condominium's first year, but it will be up to your Board of Directors to decide whether it is desirable to continue offsetting the carbon created by the operation of the condominium in subsequent years.

**LEED (Leadership in Energy and Environmental Design)** is an internationally recognized system for evaluating the "greenness" of building design and construction practices. Buildings that are awarded a LEED certification incorporate leading-edge design, construction, and operational practices that protect the environment and promote healthy living conditions. LEED Certification indicates that experienced professionals, working collaboratively, have arrived at a superior building design.

The LEED Rating System awards points for meeting design and performance standards that are much higher than those used in conventional buildings. Points are awarded in six categories:

- Sustainable sites
- Water efficiency
- Energy and atmosphere
- Materials and resources
- Indoor environmental quality, and
- Innovation and design

## C.2 THE DETAILS

### C.2.1 Building Address

Your municipal address will depend on the location of your unit in the development:

<b>&gt; King Street Building</b>	
Suites 301-325 to 801-826 Suites 901-917 Suites 1001-1012 to 1601-1612	51 Trolley Crescent, Toronto, ON M5A OE9
<b>&gt; River Street Building</b>	
Suites 326-349 Suites 426-450 Suites 526-551 Suites 626-640	47 Lower River Street, Toronto, ON M5A OG1
Townhouse 101 Townhouse 102 Townhouse 103 Townhouse 104 Townhouse 105 Townhouse 106 Townhouse 107 Townhouse 108 Townhouse 109	45 Lower River Street 43 Lower River Street 41 Lower River Street 39 Lower River Street 37 Lower River Street 35 Lower River Street 33 Lower River Street 31 Lower River Street 29 Lower River Street, Toronto, ON M5A OG1

Please note that each building has its own lobby, and that your **mailbox** will be located in the lobby of your own building.

### C.2.2 Lobbies, Elevators and Circulation

The lobby for the King Street Building is located on the south side of the building, on Trolley Crescent. There are two elevators in this building.

The lobby for the River Street Building is located at the corner of Lower River Street and Trolley Crescent, at the north end of the building. This building contains one elevator. However, the bridge between the King Street and River Street Buildings connects the two buildings on Floors 4, 5 and 6, so residents in the River Street Building have the benefit of three elevators on each of these floors.

All **parking spaces** in River City Phase 1 are located on **Floors 1 and 2 of the River Street Building**. Residents on the King Street Building should take their elevator to Level 4, 5, or 6 and walk across the bridge, accessing the parking garage by descending the stairs or taking the elevator in the River Street Building to the ground or second floor, depending on where their parking is located.

Amenity rooms in either of the two buildings are equally accessible by using the bridge.

### C.2.3 Amenities

The location of the various interior and exterior amenity areas in River City Phase 1 are shown on Pages 16 to 19.

INTERIOR AMENITIES	LOCATION	EST COMPLETION DATE
The two-storey “ <b>Lightbox</b> ”, on the south side of the River Street Building, contains an S+P designed staircase, kitchen and bar, as well as a theatre area, lounge seating and a pool table. The Lightbox also provides access to the exterior amenities. Adjacent to the Lightbox are the pool change rooms <b>27</b> .	River Street Building: Accessed on Floors 3 and 4 at the south end of the corridor	Spring 2013
A <b>second amenity lounge</b> is located on the ground floor of the King Street Building, again with a kitchen and bar, lounge seating, and access to a outdoor lounge area opening on to Don River Park <b>18 19</b> .	King Street Building: Ground floor, adjacent to lobby	Summer 2013
Phase 1’s <b>fitness/cardio room</b> is located on the ground floor of the King Street Building, adjacent to the lobby and amenity lounge <b>20</b> .	King Street Building: Ground floor, adjacent to lobby	Summer 2013
<b>Reading/Quiet Room</b>	River Street Building: Floor 4 at South end	End 2013

As a River City Phase 1 resident you also have access to a **private outdoor courtyard**, which will ultimately be enlarged and shared with River City Phase 2. The courtyard consists of an ipe-clad deck that sits above an undulating landscaped landform, meant to give the effect of a boat or plinth floating in a sea of grasses. The deck contains a heated pool and lounge area, as well as an adjacent dining area in a grove of trees equipped with gas barbecues.

The outdoor courtyard is expected to be open for use in June 2013.

Your condominium board will set the **rules for reserving and using the building’s amenity spaces**. All amenity areas are accessible using your key fob (see below under Security).

### C.2.4 Guest Suite

The guest suite is located in Unit **347** in the River Street Building, and can be booked through the concierge. The terms and costs of renting the guest suite will be set by the Board of Directors.

### C.2.5 Vehicle Parking

#### **Resident Vehicle Parking**

Parking at River City Phase 1 is located on **Floors 1 and 2 behind the River Street Building**. In the interest of fairness, parking spaces have been allocated randomly; if not provided to you already, your allocated space will be provided to you on interim closing.

The **above-ground parking garage is accessed off of the south leg of Trolley Crescent, on the south side of the River Street Building 7**. Please note that:

- To enter you must use the **garage transmitter (button one)** provided to you on occupancy.
- To exit you **simply approach** the overhead garage door and it will automatically open.

Upon entering the parking garage you can turn left to access parking spaces on Level 1, or take the ramp to Level 2.

You should know that the **access to the second level of parking will change upon completion of Phase 2**. At that time the ramp currently in place to access the second parking level **9** will be removed. In its stead, the second level of parking will be accessed from a second parking entrance located in the Phase 2 building on the north leg of Trolley Crescent **D**.

#### **Visitor Vehicle Parking**

River City Phase 1 (and 2) includes **5 visitor parking spaces** that are located immediately adjacent to the parking entrance **14**.

To gain access to the parking garage, visitors should use the enter phone located at the parking garage entrance, and then once inside and parked, make their way to the **parking vestibule** at the northwest corner of the ground floor parking level **11** leading to the lobby of the River Street Building. In the vestibule they must use the enter phone located there to call the person they are visiting, who will open the door remotely (see Section C.2.9 below).

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

### C.2.6 Car Share

River City is proud to offer a car & bike share program within the building, starting in April 2013. Two Auto-Share hybrid vehicles will be located on the ground level parking adjacent to the parking entrance 14. A third Auto-Share vehicle will be added when Phase 2 is completed. Bike share will be available for booking through the concierge, starting in July 2013. Please see the attached promotion for your introductory car share membership offer.

### C.2.7 Bicycle Parking

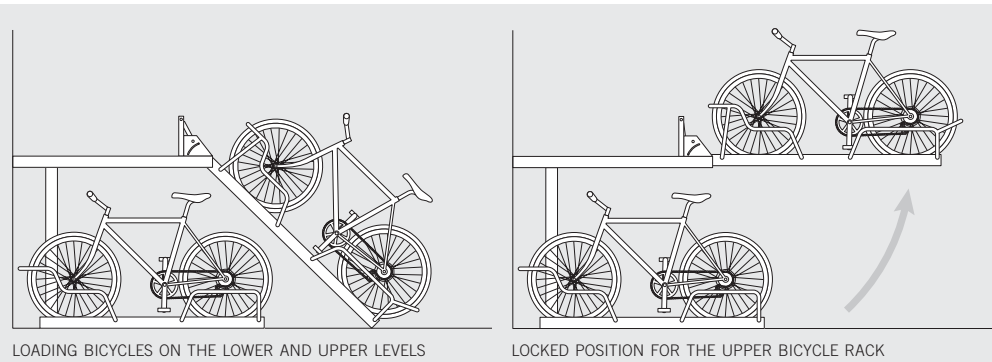
Bicycle parking posts are located throughout the parking garage. To access the parking garage, residents who do not own a vehicle parking space (and therefore do not have a garage transmitter to operate the overhead garage door) can use their key-tag to open the adjacent pedestrian door.

Visitors can access the parking garage as set out in Section C.2.5 above.

In addition to bicycle posts located in the parking garage, there is a large bicycle parking room located on the ground floor of the King Street Building that is directly accessible from the exterior on the north side of the building 21. This room is for owners of bicycle lockers.

As with owned parking spaces, owned bicycle lockers are allocated on a random basis. You will receive your bicycle locker allocated on or before interim closing.

In some locations there will be stackable bike lockers whereby the top locker extends out from the wall and tilts down towards the floor so that you are able to easily roll your bike onto the locker and into position before returning the extended bike locker to its upright position.



SINGLE STACKABLE BIKE RACK

Please note that it will be strictly prohibited to bring bikes through the lobby, corridors and public areas of the building.

### C.2.8 Concierge

River City Phase 1 benefits from executive concierge service 8 hours a day **Monday to Sunday, from 1:00 pm to 9:00 pm**. The concierge will be located in the lobby of the **King Street Building**, but residents in the River Street Building will be able to communicate with him or her by way of the video-phone located in the lobby of that building.

The condominium board will have the ability to change the extent and times of your concierge service.

### C.2.9 Building Access and Security

With your safety in mind, we have included the following security features in River City Phase 1:

- The building entrances, the elevator lobbies at each of the two parking levels, and the various amenity rooms are all equipped with **proximity key-tag readers**. To unlock a door you simply hold your fob within 1 inch of the reader. The benefit of this system is its ease-of-use as well as its security features, which among other things allow the Property Manager to add and delete entrants, thereby controlling who can and cannot enter the building.

Each unit will receive **two (2) key-tags**. Additional key-tags may be purchased through the concierge. One garage transmitter will also be supplied for each parking unit purchased.

- A **telephone-entry** is located in the building's two main entry vestibules and the parking vestibule on Level 1 of the parking garage. From your suite **press 9** to open the front door. You will need a call waiting feature on your phone to accommodate visitors while you are making a call or they will receive a busy signal. The system can be used with any phone line.
- The building entrance vestibules and the Level 1 parking vestibule contain **video cameras** that allow you to view on your television who you are letting in. This information is available on **channel 988 or 998** depending on the type of box Rogers supplies. Please note that you will need to be a Rogers subscriber to make use of this feature.
- **Security cameras** have been installed at key security points in the building, such that any activity will be recorded as well as visible on camera at the work station located at the concierge desk.
- Access to the **parking garage** requires either a garage transmitter (which opens the overhead garage door) or a key-tag (which releases the adjacent pedestrian and bike access door). Once inside the parking garage a key-tag (or access by way of the telephone-entry system) is required to access the residential lobbies. Only once someone is inside a lobby will they have access to the rest of the building.

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



### C.2.10 Recycling System

River City Phase 1 is equipped with a “trisorter” recycling system that allows easy separation at each floor of garbage and recyclables. With the push of a button at your floor’s garbage chute door, the system directs itself to the proper container in the ground floor garbage rooms.

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

In consideration of your neighbours, please do not dispose of garbage or recycling between **10:00 pm and 8:00 am**.

### C.2.11 Construction Completion

When you occupy your unit it is possible that certain floors above you will still be under construction. We anticipate that the balance of the units will be completed by the fall of 2013. Until such time you should expect workers to be on-site from 7:00 a.m. to 5:00 p.m. on weekdays, and from 8:00 a.m. to 5:00 p.m. on weekends.

Notwithstanding the above, construction work, including fire alarm testing, may take place outside these hours. We apologize for any inconvenience.

Please be advised that we only receive occupancy permits for the floors we are occupying, and as such you or anyone you’ve brought on-site are not permitted to enter any unoccupied floor. We have instructed our construction manager to strictly enforce this rule.



## D. THINGS TO KNOW ABOUT YOUR LOFT UNIT

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

THE BARE MINIMUM
Complete and mail in your <b>appliance warranty cards</b> .
Arrange for your own contents and upgrades <b>insurance</b> (this is not covered in the condominium building insurance that is part of your condo fees). See D.4.2 below for information on pre-arranged insurance packages.
Complete and submit your <b>Enercare utility billing application form</b> (see D.1.5 below)
Your <b>fan coil has a filter</b> . This filter should be replaced every three months. The fan coil also has a <b>condensate drain</b> which should be checked for any blockage each time the filter is changed. Please contact your Property Manager to purchase filters.
The <b>filter in the range hood in your microwave</b> should also be cleaned on a monthly basis.
Do NOT use soap, ammonia-based cleaners, vinegar or detergents on your <b>hardwood flooring</b> and never pour water (or allow it to pool) on the floor. To clean hardwood floors use a lightly damp cloth and/or a proper wood cleaner.
Use only liquid <b>non-abrasive cleaners</b> on ceran-top stoves, bathtubs, countertops and stainless steel sinks.
<b>Shut-off valves</b> control water flow to individual plumbing fixtures and appliances. In the event of leak from a fixture or appliance, immediately shut off the valve to it. For units with terraces and exterior hose bibs, prior to the first freeze, turn off the interior shut-off valve (located either at your main shut-off valve or under the kitchen sink), open the faucet to drain all water, then close the faucet.
You can tighten your “flip-up” kitchen cabinet doors using a 4mm Allen key (Hex key).
Do not load your washer/condensing dryer more than 2/3 full.

## D.1 MECHANICAL AND ELECTRICAL SYSTEMS

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### D.1.1 Heating and Cooling

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

If your heating or air conditioning is **not working**, check the circuit breaker in your electrical panel (see D.1.4 below). If the breaker is off or "tripped", switch it on. If it is on, switch it off for 30 seconds and then switch it back on. If the fan coil does not start working, please contact the Property Manager.

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

- The system is a "closed" one in that it recycles air within your unit. Warm or humid air from outside disrupts this process, so you must keep **all windows and balcony doors closed** in order for the air conditioning system to be effective.
- Your A/C will not overcome **heat gain** from direct sunlight. Please ensure that your drapes or blinds are drawn during direct sunlight hours.
- It is far **easier for the system to keep a suite cool or hot than to cool or heat it**. Therefore, even if you are away during the day, keep the temperature in your suite moderate during that time by running the air conditioning or heating at moderate levels.
- When **outdoor temperatures are low**, it is generally recommended that drapes, curtains and blinds be left in an open position to allow airflow over the windows to help reduce the amount of condensation that may form on windows.
- In order to keep the air flow strong, you need to **replace your fan coil filter every three months**. The fan coil filter is accessed by opening the large panel below your main air vent. Please contact your Property Manager to purchase the appropriate filter for your unit.

Note that the condominium corporation may put in place a **filter replacement program**, in which case the Property Manager will take responsibility for this task.

- **Air registers** can be adjusted to control the flow of air into individual rooms. Simply close or open the registers in each room to your own desired preference. This helps to balance the system. Never close a register completely.

Please also note that the air conditioning system in the building is **designed to provide internal unit temperatures of 24c** (to a maximum of 6-7c below outside temperatures). Setting temperatures below this level in the summertime may cause the system to become unbalanced and negatively affect air conditioning throughout the building.

### D.1.2 Ventilation

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

Please note that the **microwave range hood** installed above your stove is a recirculating type. When in operation, air passes through a filter before returning to the room.

### D.1.3 Plumbing

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

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

Low-flush and low-flow plumbing fixtures have been installed in your unit as part of River City's LEED features.

### D.1.4 Electrical System, Switched Receptacles and Outlets

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

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

In order to preserve the look of our exposed concrete ceilings and given our open-concept design, we do not rough-in overhead lighting in living rooms, bedrooms or dens. Lighting in these areas is achieved by floor or table lamps that you plug into **switched receptacles**, i.e. outlets that are activated by wall switches. If you notice a light switch that does not appear to turn on any light, its likely function is to activate one of the plugs in that room.

Finally, for energy conservation purposes, your unit is equipped with an "occupancy switch" (or "**kill switch**"), which is located adjacent to your entry door. Activating this switch will automatically turn off any directly wired lighting in the unit (including lighting on switched receptacles). Other electrical circuits, such as the one powering your refrigerator, are not affected by the kill switch. The ERV will not be turned off by the "kill switch" and will always run on low speed mode unless otherwise activated in high speed mode by the fan hood/light, bathroom switch, and/or the fan coil.

### D.1.5 Energy, Electricity and Water Metering

As part of the LEED Gold features of the overall River City development, each River City unit comes with individual energy (BTU), electricity and water sub-meters. Enercare will be reading your meters and billing you directly for the energy, electricity and water consumed in your unit. It is therefore essential that you **review the Enercare information materials and submit the Enercare application form included with this Welcome Book, prior to your move-in.**

For more information on metering in your unit, please contact:

>	<b>Enercare Customer Care Centre</b>
T	1.866.449.4423

### D.1.6 Telephone / Cable / High Speed Internet

Please note that **you are responsible to initiate telephone, cable, and internet services.** Bell, Rogers and Beanfield offer a range of bundled services for you to choose from. Included with this Welcome Book you will find promotional deals exclusive to River City Phase 1 purchasers from all three providers.

## D.2 APPLIANCES

### D.2.1 Kitchen Appliances

As part of your River City purchase you have received General Electric, LG or Liebherr/Porter & Charles brand appliances, depending on whether you chose the base appliance package or one of the upgraded packages. User guides and warranty information for these appliances are located in the respective units. It is **your responsibility to mail in warranty registration cards to the manufacturer.** Failure to do so may negate the manufacturer's warranty.

If there is a problem with one of your appliances when you move in, it may be because it has not been properly hooked up. Please contact River City Customer Service (contact information in Part A) to arrange for the matter to be investigated.

If a problem arises with an appliance after it has been functional and it appears that the problem is with the appliance itself (as opposed to its hook-up), or if you need additional parts or want more information on how to use an appliance, you should contact **Customer Service** at each of the appliance servicing companies mentioned below. **Please note that they may request an invoice number, which was not issued as appliances were delivered in bulk to the building.** Reference the builder name "Urban Capital – Redquartz Inc.", the project name "River City 1" and have your possession date ready to disclose. Please note that your warranty begins on your date of legal occupancy.

>	<b>Kitchen Appliances</b>
	<b>Frigidaire</b> Transglobal Service T 905.696.3462
	<b>LG</b> Transglobal Service T 905.696.3462
	<b>Liebherr / Porter &amp; Charles</b> Euro-Parts Service T 1.800.687.8352

### D.2.2 Combined Washer and Condensing Dryer

Your home includes a combination washer and condensing dryer unit which has a number of features and basic operations you should be aware of. Considering that the washer and dryer is combined into one machine it means that thinking about how you conduct your laundry will change slightly. You will not be able to have a load of laundry washing while another load is drying as you may otherwise be used to. Rather, this machine can automatically switch into 'dryer' mode once the wash cycle is complete, which means that you do not need to transfer your wet laundry into the dryer. The benefit to this is that you can start a load of laundry just before you go to bed at night or head to work in the morning, and your load of laundry will be dry by the time you wake up or come home from work.

Another feature is that the 'dryer' is a condensing type which means that it is not vented to the exterior and that it saves on energy. In addition, there is no lint trap to be cleaned out. The machine is designed to self-clean the lint through its rinse cycle. What this does mean, however, is that the drying cycles tend to take longer than conventional dryers, especially if the machine is overloaded. It is therefore good practice to **load the drum up 2/3 of its capacity** at most so as to allow for airflow during the drying cycle. Note that highly absorbent fabrics will take longer to dry.

Always use **high-efficiency laundry detergents and liquid fabric softener.**

As mentioned above with your kitchen appliances, if there is a problem that arises with your washer/condensing dryer, or if you need additional parts or want more information on how to use the machine, you should contact **Customer Service** at the number below. **Please note that they may request an invoice number, which was not issued as appliances were delivered in bulk to the building.** Reference the builder name "Urban Capital – Redquartz Inc.", the project name "River City 1" and have your possession date ready to disclose. Your warranty will begin on your date of legal occupancy.

>	<b>Ariston (laundry)</b>
	Elite Appliance Service T 416.848.0670

## D.3 COMPONENTS AND FINISHES

### D.3.1 Windows

The oversized sliding doors that come with your River City loft unit are referred to as “**Lift + Glide**” doors. In most cases these doors fulfill two functions within your home. First, they provide, in locations adjacent to balconies, access to your exterior balcony or terrace. Second, in all other locations the doors are essentially large operable windows to allow for natural ventilation. A nice feature of this type of door is that it has a multi-point locking system which means that the door is locked to the frame at points on all sides of the door. This provides for a greater seal along the frame.

Your sliding doors are operated as follows:

- To **slide** the door the handle should be **pointing down**. You can use the vertical finger-pull (that runs from top to bottom of the door, adjacent to the handle) to slide the door back and forth.
- To **lock** the door when closed the handle should be **pointing up**.

**IMPORTANT:** Never attempt to slide the door when the handle is pointing up (locked position). Doing this will damage the door.

A few units have an exterior door that swings rather than slides (Townhouses, E1 units). This door also has a multi-lock system and is locked following these steps:

- Shut the Door.
- **Pull up** on the handle to engage the multipoint locking.
- Turn the thumbturn **1 1/2 times** until it prevents you from being able to push down on the handle.

To unlock a swing door, turn the thumb turn in the other direction until you are able to push down on the handle, this will open the door while at the same time disengaging the multipoint.

### D.3.2 Walls

Some slight cracking, nail ‘pops’ and/or seams may become visible on drywall walls and ceilings. These occurrences are considered normal, and are a part of a home owner’s normal maintenance and repair. Popped nails do not alter the strength of the wall and should be left alone until time to repaint. The following wall colours have been used in your unit:

**TOUCH-UP COLOUR FOR STANDARD WHITE WALLS**  
SICO WHITE / DRUM SKIN 6210-11, or BENJAMIN MOORE / DISTANT GREY 2124-70 (FLAT)

**TOUCH-UP COLOUR FOR BLACK WALLS AROUND KITCHEN**  
SICO BLACK / GRAND PIANO 6210-83, or BENJAMIN MOORE / BLACK 2132-10 (EGGSHELL)

### D.3.3 Wood Flooring, Stairs and Half Walls

#### **Hardwood Flooring**

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

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

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

#### **Wood Stairs and Half Walls**

Interior stairs in the Penthouse and Townhouse units at River City benefit from custom-designed black-stained wood staircases and varnished half walls. Use the following products for touch-up purposes:

**INTERIOR STAIR STAIN**  
SAMAN - BLACK #108

**HALF WALL VARNISH**  
SAMAN - FLAT MAT FLOOR VARNISH



### D.3.4 Cabinets, Countertops and Backsplashes

#### **Cabinets**

Your kitchen and bathroom cabinets are made of medium-density fibreboard (MDF) with a lacquered paint finish. MDF is a popular product to use as it does not expand and contract as much as solid wood, which allows your cabinet doors to remain aligned and looking new. That said, the paint finish can chip if hit hard enough.

The 'flip-up' doors in the kitchen are designed to stay in place when you lift them up. If you find that they are not staying in place you can tighten the hinges with a **4mm Allen Key (Hex Key)**. Similarly, any swing doors on cabinets can be adjusted with a Phillips screwdriver.

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

>	<b>Magickwoods</b>
	Customer Service T 905.264.5005

#### **Countertops**

The countertops in the kitchens and bathrooms of River City are made of Caesarstone.

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

#### **Backsplash**

Your backsplash is one piece of back-painted glass, which is much easier to keep clean as compared to mosaic tiles. Although it is rare, the backsplash is susceptible to breakage should it be hit hard. Should you need to replace your glass backsplash please contact Central Glass & Mirror.

>	<b>Central Glass &amp; Mirror</b>
	T 416.625.6087

### D.3.5 Doors

#### **Swing Doors**

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

**TOUCH-UP COLOUR FOR SWING DOORS**  
SICO WHITE / DRUM SKIN 6210-11, or BENJAMIN MOORE / DISTANT GREY 2124-70 (FLAT)

#### **Sliding Doors**

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

**TOUCH-UP COLOUR FOR SLIDING DOORS**  
SICO BLACK / GRAND PIANO 6210-83, or BENJAMIN MOORE / BLACK 2132-10 (EGGSHELL)

### D.3.6 Caulking

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

### D.3.7 Condensation

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

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

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



## D.4 NON-PHYSICAL ELEMENTS OF YOUR UNIT

### D.4.1 Pets

River City's condominium declaration allows unit owners to have a maximum of **two (2) household pets** (defined as a dog, cat, caged bird or fish), including a maximum of **one (1) dog**. The Board can make rules pertaining to household pets, and also require that a disruptive pet be permanently removed from the building.

### D.4.2 Insurance

As a homeowner, it is your responsibility to obtain a condominium homeowner's insurance policy that covers contents and upgrades, which the condominium corporation's insurance does not provide. Condominium insurance is different from non-condominium insurance so it is important that your broker is aware that you have purchased a condominium.

#### ***Building Insurance***

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

#### ***Homeowner Insurance***

You are responsible for obtaining insurance for appliances, upgrades and personal property, such as furniture, clothing and electronics. It is recommended that all owners obtain minimum insurance coverage as follows: \$1,000,000 liability insurance, contents insurance, betterment and improvements insurance, loss assessment and contingency insurance.

If you are renting your suite it is suggested that you obtain coverage to cover your contents, liability, appliances, betterment and improvements. A tenant would be responsible in obtaining a specific tenant content insurance package.

We have arranged for **insurance packages** specifically tailored for River City 1 which provides you with \$2,000,000 liability coverage and \$25,000 coverage for contents at a very low yearly rate. We have enclosed additional information on the policy as well as an application form that you can complete and submit to our lawyer at the address below.

#### **Harris Sheaffer LLP**

Yonge Corporate Centre  
4100 Yonge Street, Suite 610  
Toronto, ON M2P 2B5  
**T** 416.250.5800  
**F** 416.250.5300

#### D.4.3 Window Coverings

Your choice of window coverings has a significant impact on the look of the building. In order to maintain a clean, upscale appearance of the overall River City development, the condominium Declaration requires that any window coverings you install be proper blinds or curtains, and that they be **white or off-white** in colour, or have a backing to this effect.

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

#### D.4.4 Outdoor Furniture Restrictions

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

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

#### D.4.5 Suite Keys

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



## E. CUSTOMER SERVICE

THE BARE MINIMUM
To ensure that we can provide a high level of customer service, we have set up an <b>on-site customer service office</b> . See below for details.
All communication with us, to be official, must be in <b>writing</b> .
When we need to make a service call in your suite we will leave a customer <b>service tag</b> on your suite door requesting access. Please ensure you <b>mark</b> the appropriate box on the tag and <b>sign</b> it. We cannot enter your unit without written consent.
After we complete a service call we will leave a <b>service card</b> advising if we think the work is complete. If you are not satisfied with work we believe is completed, please notify us within <b>seven (7) days</b> , otherwise we will assume that it is fine.
Only Tarion's <b>30 Day</b> and <b>Year-End Forms</b> are official statutory forms. If you have a warranty issue it is <b>your responsibility to submit these forms to Tarion on time</b> .
Tarion's warranty rules are strict and it is your responsibility to understand them. Please review the <b>Tarion Homeowner Information Package</b> which you should receive at your Pre-Delivery Inspection.

## E.1 CUSTOMER SERVICE OVERVIEW

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

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

## E.2 INSPECTIONS

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### E.2.1 Pre-Delivery Inspection (PDI)

Approximately two to four weeks before moving in you will have a **Pre-Delivery Inspection** of your unit. At this inspection one of our Customer Service Representatives will inspect your unit with you to note any deficiencies and go over certain features and functions that you need to know. You will also at this time receive your **Tarion Certificate of Completion and Possession**. Your possession date will be noted on the form as the date on which you take Interim Occupancy of your unit.

### E.2.2 30-Day Inspection

Approximately three to four weeks after you move in you can again meet with one of our Customer Service Representatives to conduct a 30-Day Inspection. At this inspection you will hopefully sign off on any remaining deficiencies, which by this time should have been remedied. **If you do not wish to have a 30-Day Inspection, please notify us either by email or in person at the Customer Service Office** (see below).

After you move in, you may notice certain **deficiencies that were not identified during your PDI**. Within reason we will gladly rectify these deficiencies. Please do not raise these additional deficiencies, if any, with our on-site personnel. Instead, please make a note of them and they will be reviewed during your 30-Day Inspection.

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

## E.3 PROCEDURE FOR SERVICE WORK AFTER MOVE-IN

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### E.3.1 On-Site Customer Service Office and Representative

To ensure that we are able to properly serve you, we have set up an on-site customer service office. This office will be staffed **Monday to Saturday, from 8:00 am to 5:00 pm**.

While our customer service office may be staffed by different representatives from time to time, our Customer Service Manager, **Tim Chow**, will be the person ultimately responsible for all customer service issues. Please feel free to contact Tim at the adjacent number with any customer service issues.

#### > On-Site Customer Service Office

##### Amenity Room

Floor 4, South End of Corridor  
River Street Building  
**T** 647.351.6841  
**E** cs@rivercitytoronto.com

### E.3.2 All Correspondence to be in Writing

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

### E.3.3 Scheduling Service Calls

On receipt of your PDI Form, 30 Day Form or One Year Form, or a written request or concern, we will make every effort to schedule a convenient time for service work. However, precise time frames are often difficult to gauge when there are multiple trades involved, and we would appreciate your understanding and co-operation if we are late for an appointment with you.

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



### E.3.4 Service Notice

The Tarion Warranty Program requires us to address warrantable issues within a prescribed period of time. During this period it is important that you provide us and our trades with access to your unit.

In order to schedule a service appointment, one of our Customer Service Representatives will put a service notice tag on your suite door handle informing you of the service date and trade(s) requiring access to your home. Please ensure you mark the appropriate box on the tag and sign it. This confirms that we have permission to enter your suite and escort the trade or serviceperson to perform the necessary service work. If the tag is not signed we will not enter your unit to perform the necessary work.

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

A **service card or notice** will be left in your suite after each service call advising you as to who was in your home and of the nature of the service work performed. The work will be noted as either **Completed** or **Incomplete** or the service person may need to **Order Material**. If you have questions or concerns regarding the service work or you find that the work performed was unsatisfactory, please notify Customer Service in writing within seven (7) days. If notice is not received, the service work performed will be deemed satisfactory and complete and no further action will be taken.

### E.3.5 Statutory Warranty Forms (30 Day and Year-End Submissions)

During your Pre-Delivery Inspection, you will identify any damaged, incomplete, or missing items, as well as anything that is not operating properly or cannot be assessed because it is obscured from view or inaccessible. All such items should be included on the **PDI Form**.

The PDI Form is not the same as a **Statutory Warranty Form**, such as the **30-Day** or **Year-End Form**. It is simply a formal record of your new home's condition before you moved in and it will be used by Tarion as a reference for assessing future statutory warranty claims. **You must use a Statutory Warranty Form to initiate the statutory warranty process.** If you find that any of the items listed on the PDI Form have not been repaired or otherwise resolved, you should list them on the 30 Day Form.

#### **30-Day Form**

The 30-Day Form is provided in the Tarion Homeowner Information Package given to you at your PDI. Use this form to notify Tarion and us of outstanding warranty items during the first 30 days of possession of your new home.

On this Form, you may include items that were listed on your PDI Form that have not been addressed, as well as new items that you have discovered since taking possession of your home. Tarion will only accept and act on the first 30-Day Form that is properly submitted on time, and only one 30-Day Form may be submitted. If Tarion does not receive a 30-Day Form from you on time, then you will have to wait until the last 30 days of the first year of possession of your home to notify Tarion of outstanding warranty items. **Be sure to also forward us a copy of the 30-Day Form, either in person at our Customer Service Office or by email.**

#### **Year-End Form**

The Year-End Form is also provided in the Tarion Homeowner Information Package. Use this form to notify Tarion and us of outstanding warranty items during the last 30 days of the first year of possession of your new home.

You may submit only one Year-End Form. Tarion will only accept and act on the first Year-End Form that has been properly submitted on time. If you miss submitting the Year-End Form on time, then you will have to wait until the second year of possession of your home and you will only be able to report two year warranty items to Tarion at that time. **Be sure to also forward us a copy of the Year-End Form.**

### E.3.6 Common Element Issues

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

## E.4 CONSTRUCTION PERFORMANCE GUIDELINES

The *Construction Performance Guidelines for the Ontario Home Building Industry (CPG)* is used by us and Tarion when determining whether or not a condition is covered by the statutory warranty. The purpose of the CPG is not to set new standards but to provide advance information as to how Tarion will resolve an issue between a builder and homeowner about defects in work or materials.

The CPG provides objective and uniform criteria that set out the minimum performance required in the construction of new homes in Ontario. They relate to work and material deficiencies and complement the Ontario Building Code (where a guideline is not consistent with a provision of the Ontario Building Code, the Code will prevail). The CPG is designed to be supplemented by any applicable guidelines or standards produced by industry associations. They do not replace manufacturer warranties.

The *Construction Performance Guidelines* should be interpreted with common sense. They deal only with the most frequent and typical items of concern to homeowners. The CPG describe the minimum acceptable performance or condition that homeowners should expect and builders must meet to satisfy the requirements of the warranties described in the *Ontario New Home Warranties Plan Act*.

To download a copy of the *Construction Performance Guidelines* visit [tarion.com](http://tarion.com) and click on "Warranty Protection"



## F. YOUR WARRANTIES

### F.1 MINIMUM SERVICE REQUIREMENTS MANDATED BY TARIION

Your new home is registered with the **Tarion Warranty Corporation**. Every new home in Ontario comes with specific warranty coverage provided by the Builder and backed by **Tarion**. This coverage, up to \$300,000 per home, begins on your Date of Possession and remains in effect even if you sell your home before the warranty expires.

Tarion was created in 1976 to administer the Ontario New Home Warranties Plan Act that protects new home buyers in Ontario. This law requires every home builder to be licensed and to provide specific warranty coverage with every new home.

Tarion maintains a fund that is used to ensure your warranty is honoured. It also sets **minimum customer service requirements** that have important benefits for you as a new home buyer:

1. Your builder must provide you with a copy of Tarion's Homeowner Information Package at or before the Pre-Delivery Inspection (PDI) of your new home.
2. Your builder is required to guide you through a PDI of your completed home to assess its condition before you take possession.
3. You have a right to complete a Statutory Warranty Form and submit it to Tarion if you are unsatisfied with a warrantable item in your unit.
4. After you submit a Statutory Warranty Form, you have the right to have the warrantable item repaired or the issue resolved within a specific period of time. If an item is not resolved within that time, then you have 30 days in which to contact Tarion to request a conciliation.

The process to deal with deficiencies and warrantable items is detailed in Section E above.

Most issues related to the Statutory Warranty are resolved between builders and owners without the intervention of Tarion. When necessary, Tarion will assist homeowners and builders in interpreting the scope of its warranties. More information on the Tarion Warranty can be found in your **Tarion Homeowners Information Package** and at [tarion.com](http://tarion.com).

## F.2 THE ONE YEAR WARRANTY

The one year warranty coverage begins on the date you take possession of your unit and ends on the day before the first anniversary of this date. For example, if your home's date of possession is April 1, 2013, the one year warranty begins on April 1, 2013 and ends on March 31, 2014.

The one year warranty provided by the Builder and backed by Tarion:

- Requires that your home is constructed in a workman-like manner and free from defects in material;
- Ensures your home is fit for habitation;
- Protects your home against Ontario Building Code violations;
- Ensures your home is free of major structural defects.

Knowing what the one year warranty does not cover in your suite is just as important as knowing what it does cover. The following are some examples of what is and is not warrantable:

FIRST YEAR WARRANTY – WHAT'S COVERED AND NOT COVERED		
ITEM	COVERED	NOT COVERED
Walls/Ceilings		Shrinkage cracks due to settlement, and nail pops. As a courtesy, we will repair any shrinkage cracks and nail pops once within the one-year period. <b>Repairs do not include repainting or replacing upgrades.</b>
Doors	Warped or ill-fitting interior doors. Note that normal shrinkage and expansion due to humidity levels will occur and will usually correct itself in the first year.	
Electrical	Defects in materials or installation of wiring, light switches, duplex outlets, electrical panel and breakers	The addition of breakers or circuits or any alterations to the electrical system by the homeowner voids this warranty item.
Plumbing	Defects due to materials or improper installation for all copper piping, drains, soldered joints and shut-off valves. Finishes on plumbing fixtures or faucets, as well as their operation, are covered by the manufacturer's warranty.	Plumbing blockages caused by homeowners
Ventilation	Performance of the kitchen hood fan and bathroom fan(s), provided the fans/filters have been kept free of grease and dirt build-up.	

FIRST YEAR WARRANTY – WHAT'S COVERED AND NOT COVERED (CONT'D)		
ITEM	COVERED	NOT COVERED
Appliances	Appliances are directly warranted by the manufacturers' warranty. Homeowners must deal with the manufacturer directly.	
Common Areas		Common elements and exclusive use common elements (as defined by the Declarations) are not covered under your individual suite warranty. Common area deficiencies should be addressed to the Board of Directors via the Property Manager.

## F.3 THE TWO YEAR WARRANTY

The two year warranty provided by the Builder and backed by Tarion covers:

- Water penetration through the basement of a foundation wall;
- Defects in material, including common element windows, doors and caulking, or defects in work that result 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 (such as brickwork, aluminum or vinyl siding);
- Violations of the Ontario Building Code affecting health and safety (including, but not limited to, violation relating to fire safety and the structural adequacy of the home); and
- Major structural defects.

## F.4 THE SEVEN YEAR WARRANTY

Your unit's seven year warranty covers **major structural defects** only.

During the first two years of possession of your home, the seven year warranty is provided by the Builder. After that, during years three through seven, the warranty is provided directly by Tarion.

## F.5 EXCLUSIONS FROM YOUR STATUTORY WARRANTY

The following is excluded from our and Tarion's warranties:

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



## G. LIVING GREEN

River City's green technologies, equipment and features create a healthy living environment and are a manifestation of our commitment to environmental stewardship. Still, much of what we have done at River City will only be beneficial if you as the resident and your Property Manager understand it and use it. So here is our list of what's green at River City, how it helps the environment, and what you need to know to make sure it's properly used.

GREEN FEATURE OR ACTION	HOW IT HELPS THE ENVIRONMENT	WHAT YOU NEED TO DO
<b>A. INITIAL CONSTRUCTION</b>		
We implemented an erosion and sedimentation control program during construction	This program controlled the off-site impacts of our construction on the neighbouring community	Nothing
We diverted demolition and construction waste from landfills to nearby recycling and salvage facilities	This action allowed us to divert a minimum of 75% of the waste generated from our construction activities	Nothing
Where possible we installed: <ul style="list-style-type: none"> <li>■ Building materials with high recycled content</li> <li>■ Locally-sourced materials</li> </ul>	This reduced resource depletion inherent in our construction activities as well as reduced the emissions associated with transporting materials long distances	Nothing



GREEN FEATURE OR ACTION	HOW IT HELPS THE ENVIRONMENT	WHAT YOU NEED TO DO
<b>B. GENERAL BUILDING FEATURES</b>		
River City contains a vegetated green roof and rainwater storage system. Rainwater that falls on the River City site is collected and filtered in an above ground concrete holding tank. From there it is used to irrigate the courtyard and at-grade landscaping features at River City	The rainwater storage system at River City reduces the amount of runoff entering the city's stormwater system, as well as the demand on Toronto's potable water supply (as some of the water required to irrigate the building's landscaped areas is collected on site). In addition, the use of green roofs and light coloured roofing materials helps to reduce the "heat island" effect caused by all of the asphalt and conventional roofing materials that currently exist in our urban areas, and is a more pleasant feature to look at from surrounding buildings	Nothing
We have installed an advanced recycling system in the building, allowing tri-waste separation on each floor (organics, recycling, waste)	This system encourages recycling and will allow River City to do its part in helping the City of Toronto achieve its waste diversion goals	See Section C.2.10.
We are putting in place a full building life-cycle commissioning program	This program should reduce callbacks and complaints on your building's equipment and ensure that it operates at its optimum performance level, so that our efforts in designing and building an environmentally conscious building actually bear fruit	This program will be implemented in conjunction with your Condominium Board and Property Manager
As a resident at River City you will be provided with a free one-year membership in a car share program	Car share programs reduce the demand for individual cars and thereby the need for parking spaces. They are also shown to reduce actual car usage	See Section C.2.6.
<b>C. ENERGY AND WATER EFFICIENCY</b>		
We have installed: <ul style="list-style-type: none"> <li>An energy efficient building envelope,</li> <li>Energy Star appliances,</li> <li>High efficiency four-pipe fan coils,</li> <li>High efficiency central chillers and boilers, and</li> <li>Energy recovery ventilators (ERVs) that recover heat typically exhausted from suites (and use it to pre-heat incoming fresh air)</li> </ul>	Based on these actions we anticipate (based on energy modeling calculations) that the overall energy usage at River City will be reduced by an estimated 35% when compared against the Model National Energy Code for Buildings. This results in savings on your utility bills compared to a standard building.	See Section D.1.

GREEN FEATURE OR ACTION	HOW IT HELPS THE ENVIRONMENT	WHAT YOU NEED TO DO
<b>C. ENERGY AND WATER EFFICIENCY (CONT'D)</b>		
All units come equipped with an Occupancy Switch	Allows you to easily turn off all of the (directly wired) lights in your unit when leaving, making energy efficiency easier to achieve	See Section D.1.4.
Lighting in all corridors and amenity areas are controlled by occupancy sensors	Improves energy efficiency	Nothing
All units are individually metered (for electricity, water and heating/cooling)	Tends to reduce electricity, water and overall energy usage by making users individually responsible for their usage	See Section D.1.5.
All units have dual flush toilets and water efficient plumbing fixtures	River City's water efficient plumbing features are projected to save over 8 million litres of water annually	Nothing
<b>D. UNIT FEATURES</b>		
We have installed only sustainable hardwood flooring that is certified by the Forest Stewardship Council	The use of sustainable hardwood flooring supports sustainable forestry practices	Nothing
We used only low VOC-emitting paints, and low-emitting coatings, adhesives, sealants and carpeting	The use of only low-emitting and low-VOC materials improves indoor air quality in your unit by reducing "off-gassing"	Nothing
We undertook Indoor Air Quality (IAQ) testing before occupancy	This was done to confirm that all the steps we took to ensure healthy indoor air quality in your unit during construction actually had the intended result	Nothing
With your Property Manager we will put in place a Green Housekeeping Program	This will ensure that only environmentally healthy and sustainable products are used to clean the common areas of your condominium, which should generally improve indoor air quality in the building	This program will be implemented in conjunction with your Condominium Board and Property Manager



## H. STAYING IN TOUCH

We are thrilled to welcome you to your new home and want to hear from you about your experience with us. In the months ahead you will receive a **questionnaire** from us which will be your chance to tell us what you liked about us and what we can improve on. We look forward to hearing from you.

As well, please be sure to **keep your contact information current with us**. Once your building is registered the Property Manager will not notify us of any address changes on your part, so in order to ensure that you remain on our list, please notify us directly of any contact changes, using any of the methods above.

Once again, thank you and **welcome**.

>	<b>Urban Capital</b>
	17 Nelson Street Toronto, ON M5V 0G2 <b>T</b> 416.304.0431 <b>E</b> info@urbancapital.ca Like us on Facebook for news, event invites and information <b><a href="https://www.facebook.com/UrbanCapital">www.facebook.com/UrbanCapital</a></b>