



WELCOME BOOK



MONDRIAN

ART IN SKY

WELCOME TO YOUR NEW MONDRIAN LOFT

Included in this book is information that will answer questions you may have about the Mondrian and your unit:

PAGE	SECTION
1	GENERAL INFORMATION
8	DEFICIENCIES
10	THINGS TO KNOW ABOUT YOUR LOFT UNIT
16	URBAINA
17	STAY IN TOUCH

Together with this book you are being provided with a Homeowner Information Package produced by **Tarion Warranty Corporation** (formerly the Ontario New Home Warranty Program). This package gives you important information on your inspection process and applicable Tarion warranties.

We wish you all the best in your new home.



GENERAL INFORMATION

>	Building Address
	324 Laurier Avenue West Ottawa, ON K1P 0A4

- **Property Manager**
- **Board of Directors**
- **Developer**
- **Contractor**
- **Construction Completion**
- **Amenities and Common Elements**
- **Commercial Component**
- **Resident and Visitor Parking**
- **Concierge**
- **Building Access and Security**
- **Recycling System**
- **Electricity Sub-Metering**
- **Window Covering Restrictions**
- **Outdoor Furniture Restrictions**

PROPERTY MANAGER

Taggart Realty Management
225 Metcalfe Street, Suite 708
Ottawa, ON K2P 1P9

>	Jocelyn Richard-Livingston
T	613.234.7000 ext. 223
F	613.235.8910
E	jrichard-livingston@taggart.ca
	After Hours Emergency Number
T	613.239.4087

Jocelyn Richard-Livingston of Taggart Realty Management is the Property Manager for the building. The Property Manager is responsible for the management of the building generally and all issues (other than deficiencies) with respect to your unit. Examples of issues that the Property Manager would deal with are:

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

Taggart Realty also collects the monthly common element fees once the building is registered. Please communicate with Jocelyn Richard-Livingston regarding any problems, questions or concerns with respect to property management issues.

Any deficiencies remaining in your unit will be dealt with through the contractor as set out in the "Deficiencies" section.

In the event of an emergency, **such as a loss of heating, water leakage or any urgent deficiency** that could cause damage or harm, please contact the Property Manager immediately. During off-hours you should contact the emergency service department of the appropriate utility and/or the Property Manager by way of its emergency number provided above.

BOARD OF DIRECTORS

The Board of Directors is responsible for enforcing the Declaration, By-laws and Rules of the condominium as well as general affairs and owner concerns in the building. The Board will consist of owners who volunteer and are elected during the turn-over meeting, which will be held approximately two months after the building is registered. Once formed, the Board will work hand in hand with the Property Manager to represent the owners' interest in the building. To contact the Board of Directors, please send all correspondence through the Property Manager.

DEVELOPER

Urban Capital (Laurier) Inc.
c/o Urban Capital Property Group
10 King Street East, Suite 810
Toronto, ON M5C 1C3

	Contact Taya Cavanagh
T	416.304.1755
F	416.304.0736
E	cavanagh@urbancapital.ca

Urban Capital (Laurier) Inc. is the developer of the Mondrian and has sold your loft unit to you. If you have any questions with respect to the sale of your unit or the terms of your purchase agreement, please contact Taya Cavanagh.

CONTRACTOR

Doran Residential Contractors Ltd.
3187 Albion Road South
Ottawa, ON K1V 8Y3

	Contact Kathy Dillon
T	613.526.2400 ext. 342
F	613.526.2880
E	kdillon@doran.ca

Doran Residential Contractors Ltd. is the building contractor and is responsible for rectifying any deficiencies in your unit as well as any warrantable items during the warranty period. For more information on deficiencies please refer to page 9.

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 as well as the common elements will be completed by early 2010. 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 contractor to strictly enforce this rule.

AMENITIES AND COMMON ELEMENTS

Mondrian's indoor amenities are located on the sixth floor. These facilities include:

- A fitness/cardio room
- A lounge with a kitchen, billiard table and fireplace, all overlooking downtown Ottawa, and
- A terraced outdoor area containing a plunge pool, resort-style cabanas, and a trellised dining and barbecue area.

In terms of construction schedule, priority is given to the interior of the units and then the common elements. Since the summer and fall months of 2009 will see almost 250 units being occupied, it is in everyone's best interest to leave portions of the corridors, elevators and lobby unfinished. Once the majority of residents have moved in these common areas will then be completed. This will help to protect the finishes in the building and ultimately your investment.

Given the timing of the occupancy schedule, the outdoor portion of the amenities will be completed in early Spring of 2010. The 6th floor amenities are scheduled for completion in mid Fall of 2009.

COMMERCIAL COMPONENT

One of the interesting features of the Mondrian is that it is a mixed-use building, containing condominium residences, a large Shoppers Drug Mart on the ground floor, and a glass-enclosed public parking facility on Floors 2 to 5.

Owners of Mondrian should be aware that the commercial component of the development, i.e. the ground floor retail and public parking facility, is a separate property and is not legally part of the Mondrian condominium. The legal relationship between this commercial property and the Mondrian condominium is governed by a Shared Facilities Agreement. This agreement will be managed by your Property Manager on behalf of the condominium board.

RESIDENT AND VISITOR PARKING

Mondrian resident parking is located in the underground parking levels of the building, which is legally part of the Mondrian condominium. 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.

Public parking (including visitor parking for the condominium) is located in the commercial component of the building on floors 2 to 5 and is pay per use. A limited number of long-term spaces are available for Mondrian residents to lease. Please speak to the Property Manager and she will be able to give you the required contact information for the commercial parking operator. Please note that direct access to the Mondrian residential building is not available from the commercial parking garage. For your safety, access is via the front lobby entrance.

CONCIERGE

Mondrian benefits from executive concierge service Monday to Friday, 9:00 am to 5:00 pm. The condominium board will have the ability to change the extent and times of concierge.

Concierge service will commence after approximately fifty percent of the building is occupied.

BUILDING ACCESS AND SECURITY

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

- The building entrance, the parking entrance, the elevator lobbies at each of the three parking levels and the amenity rooms are all equipped with **proximity key fobs**. To unlock a door you simply hold your fob within 5 inches 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.
- An **Enterphone** system is located in the building's entry vestibule. From your suite **press 6** on your telephone to open the front door.
- The building entrance vestibule contains a **video camera** that allows you to view on your television who you are letting in. This information is available on **Channel 69**. 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 undesirable activity should be recorded as well as visible at the CCTV located at the concierge desk. Please contact the Property Manager for further details.
- Access to the **residential parking garage** requires a remote control for car and a key fob for bicycle parking. Once inside the garage a key fob is required to access the elevator lobbies. Only once someone is inside an elevator lobby will they have access to the rest of the building.

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 Enterphone system.

RECYCLING SYSTEM

As an environmentally conscious building, the Mondrian is equipped with a state-of-the-art 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 room.

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

ELECTRICITY SUB-METERING

The Mondrian has been constructed with individual electric sub-meters for each unit. Stratacon Inc. will be reading the meters and billing you directly for electricity consumed in your suite. It is therefore essential that **the Stratacon form we have provided to you is filled out prior to move-in**. For more information, please contact Stratacon Customer Service at 1-800-750-2960.

WINDOW COVERING RESTRICTIONS

One of the striking features of the Mondrian is its remarkable windows. As a result of this, 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 building as a whole, the condominium declaration requires that any window coverings you install be proper blinds or curtains, and that they be white in colour, or have a backing to this effect.

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 will include the following restrictions on balcony and terrace use:

- All furnishings must be wood or metal or an equivalent high quality material; no plastic furnishings will be allowed;
- The balconies will not be allowed to be used to store any materials, include bicycles; and
- Nothing will be allowed to hang off the balcony railings, including plantings.



We are committed to ensuring that deficiencies in your unit are rectified quickly and properly. Your contact person with respect to deficiencies is:

➤	Kathy Dillon
Doran Residential Contrators T 613.526.2400 ext. 342 F 613.526.2880 E kdillon@doran.ca	

In order to deal with deficiencies effectively, we have put in place the procedure set out on the facing page. Please note that for both your protection and our control, we will only deal with deficiencies in accordance with this procedure.

Please do not discuss deficiencies directly with our contractor's on-site staff. Our intention is to complete deficiencies in your unit in an orderly way, and this will only be possible with one line of communication to the contractor.

PRE-DELIVERY INSPECTION (PDI)

Approximately two weeks before moving in you will have a Pre-Delivery Inspection (PDI) of your unit. At this inspection a representative of the contractor will inspect your loft 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.

PDI FOLLOW-UP INSPECTION

Your PDI will be followed up by an inspection approximately one week before you move in, at which time you will inspect and sign-off on deficiencies that have been corrected.

30-DAY INSPECTION

Approximately three to four weeks after you move in you will meet with a representative of the contractor 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. Deficiencies that remain after this date will be dealt with and signed off on an as-needed basis.

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 the contractor's 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 Kathy Dillon immediately.

Before contacting us you should also refer to "Things to Know About in Your Loft Unit" (next in this book) to determine whether there may be some pertinent information there.



THINGS TO KNOW ABOUT IN 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 the Property Manager directly.

- **Air Conditioning and Heating**
- **Appliances**
- **Blinds and Sunshades**
- **Carpets**
- **Caulking**
- **Condensation**
- **Electrical System, Light Fixtures and Outlets**
- **Granite Countertops**
- **Hardwood Flooring**
- **Insurance**
- **Plumbing Fixtures**
- **Telephone and Cable**

THE BARE MINIMUM

Complete and mail in your **appliance warranty cards**.

Arrange for your own contents and upgrades **insurance** (this is not covered by the condominium building insurance that is part of your condo fees). Please see below under Insurance for information on insurance packages that we have pre-arranged for you.

Replace the **filter** in your heat pump system (see below) every three months. Note that the condominium corporation may put in place a filter replacement programme.

Keep the **lint-trap** in your dryer clean.

Do NOT use soap, ammonia-based cleaners, vinegar or detergents on your **hardwood flooring** 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 **non-abrasive cleaners** on ceran-top stoves, bathtubs, countertops and stainless steel sinks.

Shut-off valves control water flow to individual plumbing fixtures and appliances. In the event of leak from a fixture or appliance, immediately shut off the valve to it.

AIR CONDITIONING AND HEATING

This building is equipped with an efficient heat pump system which can be individually controlled in your unit. Where necessary, your loft unit may also contains electric baseboard heaters as a supplemental heating source in very cold temperatures.

If your heating or air conditioning is **not working**, check the circuit breaker in your electrical panel (see "Electrical System", 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 heat pump does not start working, please contact the Property Manager.

Your heating and air-conditioning 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 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.
- In order to maximize the efficiency of your heating/cooling unit and keep the air in your unit as clean as possible, you need to **replace your heat pump filter every three months**. The filter, which is available in all major hardware stores, is accessed by opening the large panel below your main vent. Note that the condominium corporation may put in place a filter replacement programme, in which case the Property Manager will take responsibility for this task.

Please also note that in accordance with ASHRAE guidelines, the air conditioning system in the building is **designed to provide internal unit temperatures of 24°C (76°F)** (to a maximum of 6-7°C (or 12-14°F) 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.

APPLIANCES

As part of your purchase you have received quality Whirlpool, Frigidaire or LG brand appliances. 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 Kathy Dillon (contact information in Part 1) to arrange for Doran to look into the matter.

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 MidNorthern Appliance customer service. Please note that they may request an invoice number, which was not issued as appliances were delivered in bulk to the building. Refer to the builder's name (Urban Capital (Laurier) Inc.), the project name (Mondrian) and have your possession date ready to disclose.

>	MidNorthern Appliance
Customer Service T 1.800.360.2742	

BLINDS AND SUNSHADES

If you are installing your own sunshades or blinds, you should note that the exterior windows are made of insulating glass which 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.

CARPETS

Proper care for your carpet involves preventative maintenance, such as regular vacuuming and the quick removal of spots and spills. Use only mild clear liquid detergent solutions or appropriate specialty products to remove stains on carpets. Always treat carpet spots and spills promptly, absorbing wet spills by blotting rather than rubbing or scrubbing.

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.

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 the Mondrian, due in part to our exposed concrete ceilings.

If condensation problems persist, we suggest varying the ventilation in your suite or making use of a dehumidifier. To reduce condensation when cooking always use your fan hood.

ELECTRICAL SYSTEM, LIGHT FIXTURES 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 Mondrian loft is equipped with wall sconce light fixtures in your entrance way and/or hallways, track lighting over the kitchen, and a rough-in for lighting in the dining room. 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 any light on, its likely function is to activate one of the plugs in that room.

GRANITE COUNTERTOPS

If you have light coloured granite countertops, always wipe up standing water immediately in order to avoid darkening of the granite by water absorption.

HARDWOOD FLOORING

We have installed a high-quality Kahrs engineered hardwood floor in your unit, based on your selection. These products are guaranteed for 15 years and will maintain their excellent appearance provided that they are properly cared for and maintained. A full care and maintenance guide for Kahrs floors is available at www.kahrs.com. Briefly, 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; 35-50% in the winter)
- **Do not use wet mops**, wax conditioners, acrylic wax, steel wool, soap, detergents, ammonia-based cleaners or vinegar on the floor.

INSURANCE

The condominium arranges insurance for the overall building, with the cost being included in your common element fees. This insurance, however, does not cover the contents of your unit or any upgrades and/or changes from the Standard Unit finishes as defined in the Declaration. It is **your responsibility to arrange for this insurance** for your unit.

Please note that as an Urban Capital customer and Urbaina member, you have access to easy-to-apply-for condominium insurance packages which we have pre-arranged for you through Smith Petrie Insurance Brokers. For more information go to www.urbaina.com and click on “Services”.

PLUMBING FIXTURES

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 toilets have been installed in your unit as required by existing regulations, and as such it may at times be necessary to flush twice in order to empty your toilet.

TELEPHONE AND CABLE

Please note that you are responsible to initiate both telephone and cable services. Both Bell and Rogers offer a range of bundled services for you to choose from. With this book you will receive promotional deals exclusive to Mondrian purchasers from both providers that you can select from and contact them directly to install.

Please also note that no arrangements have been made with a satellite TV provider. This matter may be taken up by the condominium corporation.



URBAINA™

The club for modern design and urban living

One of the benefits of purchasing an Urban Capital home is that you automatically become an Urbaina member. Being an **Urbaina member** entitles you to:

- significant **promotions and discounts** at a growing number furniture stores, restaurants, fitness clubs, spas and boutique hotels, all of which share our design and urban lifestyle ethic; as well as service providers such as insurance companies, movers and cleaners;
- **VIP access** to exciting project launches and private parties; and
- **Referral promotions** when you refer other people to purchase in Urban Capital developments.

Urbaina is one of our ways of saying thank you to you for having purchased with us, and helps us keep our relationship going strong over the years to come, which is very important to us.



> Visit urbaina.com
Activate/Update your contact information.

or

> Contact **Taya Cavanagh**
T 416.304.1755
F 416.304.0736
E cavanagh@urbancapital.ca

We are thrilled to welcome you to your new home and want to hear from you about your experience with us. In the months following registration you will receive a **questionnaire** 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 the list, please notify us directly of any contact changes, using any of the methods above.

Once again, thank you and welcome.

