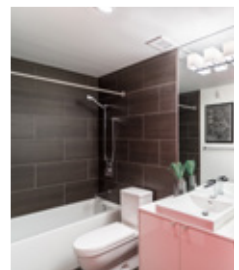
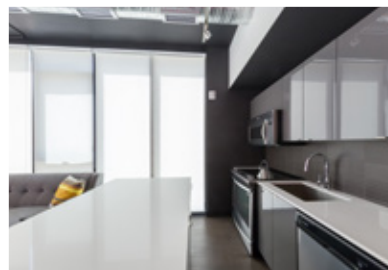


# Homeowners Guide



Welcome to your new Glasshouse condominium.

Included in this on-line Guide is information on the Glasshouse development in general, and your Glasshouse unit in particular.

Answers to frequently-asked questions about condominiums, including your condominium purchase and living in a condominium, can be found in the “Condo Primer” section of our website, at [urbancapital.ca/condo-primer](http://urbancapital.ca/condo-primer).

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# A. Important Contacts

## A.1 CONCIERGE

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The primary function of the Concierge is to:

- Control the flow of pedestrian traffic into the building
- Monitor the cameras located throughout the building's common areas and the reserved Glasshouse zone in the Parkade
- Attend to emergencies
- Respond to resident requests for information and assistance
- Assist with elevator bookings and move-ins/outs
- Assist with booking the rooftop amenity areas and the theatre room
- Assist with deliveries, visitor parking and accepting small parcel deliveries (only non-perishable items).

More information on Glasshouse's concierge service is set out in Section B.2.3.

Concierge
<b>T</b> 204.944.0296 <b>E</b> frontdeskglasshouse@shaw.ca

## A.2 PROPERTY MANAGER

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

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

### Stevenson Property Management

**Robin Hardman**, Property Manager

**T:** 204.934.6244

**E:** rhardman@stevenson.mb.ca

## A.3 EMERGENCIES

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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 concierge immediately.

In the event that the concierge is not available you should contact the emergency service department of the appropriate utility and/or the Property Manager by way of this emergency number.

For all medical emergencies, call 911.

### Emergencies

#### FIRST RESORT:

Concierge

**T** 204.944.0296

#### SECOND RESORT:

Stevenson Property Management  
24 Hour Emergency Response Line

**T** 204.946.2250

## A.4 CUSTOMER SERVICE

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Please address all in-suite deficiency claims and warranty items to our Customer Service Representative.

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

### Customer Service Office

**T** 204.944.9326

**E** customerservice@glasshousewinnipeg.com

## **A.5 DEVELOPER**

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Urban Capital is Glasshouse's developer and has sold your condominium unit to you.

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

### **Urban Capital**

**Melissa Rotundo**

**T** 416.304.0431 Ext. 229

**E** [customerservice@urbancapital.ca](mailto:customerservice@urbancapital.ca)

## **A.6 BOARD OF DIRECTORS**

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

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

### **Customer Service Office**

Contact the Board of Directors via the Property Manager

# B. Glasshouse Information

## B.1 GENERAL BUILDING INFORMATION

Glasshouse is a modern design 21-storey residential glass tower containing 194 residential “new-loft” style units and the following key additional elements:

- 15 ft high residential lobby on Hargrave Street, with executive concierge service and two residential elevators;
- Direct access to the adjacent Parkade with parking spaces available for Glasshouse residents in a secure, reserved area;
- Direct sky-bridge access to the Centrepont development including an Alt Hotel, Merchant Kitchen and Brown’s Social House; and
- Shared amenities including a rooftop party room and outdoor terrace, as well as a private screening room and a fully equipped exercise room, both located on the second floor.

## B.2 THE DETAILS

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### B.2.1 BUILDING ADDRESS

Your municipal address is:  
311 Hargrave Street, Winnipeg, MB, R3B 0V8

### B.2.2 BUILDING ACCESS POINTS

Glasshouse has three access points:

1. The building’s main entrance, off of Hargrave Street. This is where the concierge is located.
2. On Level 2, to and from the Sky-bridge (connecting Glasshouse to the Centrepont development and also the adjacent Parkade)
3. On Level 4, to and from the Parkade.

All of these entry points require fob access (See Section B.2.10 below).

### B.2.3 CONCIERGE

The first year budget makes provision for a concierge 8 hours a day, 7 days a week (as arranged by Property Management). The condominium board will have the ability to change the extent and times of your concierge service.

The roles and responsibilities of the concierge are set out in Section A.1.

### B.2.4 VEHICLE PARKING

#### *Resident Parking*

Resident vehicle parking is located in a secure, monitored zone on Levels 4 and 5 of the Parkade located adjacent and immediately to the north of Glasshouse. If you purchased parking as part of your purchase agreement then you have or will be assigned either a covered or uncovered space in this secure zone.

To access the parking area you enter the Parkade off either Hargrave or Ellis Street, drive through the public parking zone on the first three floors, and then pass the control gate into the Glasshouse parking area starting on Level 4. You can access the Glasshouse building itself from an entry door located within the secure area.

One garage transponder will also be supplied for each parking unit purchased.

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

Please note that holders of monthly parking passes in the adjacent Centrepont development will be provided access through the Glasshouse parking area to their own parking area at the top of the Parkade. Use of the Glasshouse parking area, including use by the monthly permit holders to pass through the Glasshouse area, will be monitored as part of the Glasshouse security system.

#### *Visitor Parking*

Visitors to Glasshouse should park their cars in the public portion of the Parkade, then exit to the street using the Parkade elevators, and then make their way to the front lobby where they can contact their Glasshouse resident.

### **B.2.5 BIKE PARKING**

A bicycle storage room equipped with bicycle racks, for general usage by Glasshouse residents, is located on Glasshouse's ground floor off of the lane immediately to the south of Glasshouse. To access this room from the lane you need to use your fob. From the inside the room is located immediately to the south of the ground floor elevators.

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

### **B.2.6 LOCKERS**

Lockers are located in locker rooms on Floors 3, 4 and 5. In the interest of fairness, lockers have been allocated randomly; if not provided to you already, your locker allocation will be provided to you on interim closing.

### **B.2.7 MOVING ROOM**

A moving room is located on the ground floor behind the elevator banks. The concierge will arrange for access to this room, as well as reserve one of two elevators, when you are moving into or out of your unit.

### **B.2.8 AMENITIES**

Glasshouse residents have access to the following building amenities:

#### ***Indoor Amenities (Floor 2)***

- Private screening room
- Fully equipped exercise room containing free weights, weight machine and cardio equipment

#### ***Indoor Rooftop Amenities (Floor 21)***

- Large amenity room with kitchen and bar, dining table, lounge seating and billiards table, with city views north and west

#### ***Outdoor Rooftop Amenities (Floor 21)***

- Outdoor terrace with lounge seating around two fire-pits
- Large table and barbecues for al-fresco dining
- Two private resort-style cabanas.

Your board of directors may make rules and reg-

ulations about the use of the building's amenities, including rules about reserving such amenities as the common room, theatre and cabanas and permitted hours of use.

### **B.2.9 PERK – GLASSHOUSE'S EXCLUSIVE BENEFITS PROGRAM**

Being a resident at Glasshouse gives you some very exclusive benefits, including:

- Suite-related benefits, promotions and discounts from movers, condominium insurance providers, and furniture retailers
- Lifestyle benefits such as room service and/or take-out from Centrepont restaurants Merchant Kitchen and Brown's Social House, special rates at the Alt Hotel, personal training sessions in the gym, and membership discounts at Peg City for the car share vehicle located on the ground floor of the Parkade.

For more information visit [www.glasshouseperk.com](http://www.glasshouseperk.com)

Please note that the goods and services being offered by way of the PERK benefits program are provided by independent third parties and Urban Capital makes no representations, warranties or guarantees as to these goods and services, their continued offering, or their quality. In addition, the PERK program and/or its participants may be modified or cancelled at any time.

### **B.2.10 BUILDING SECURITY**

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

- Closed circuit camera monitoring that has coverage in the majority of common elements and entrances to the building, controlled access to the building via card access.
- The building's access points (ground floor entrance lobby, second floor sky-bridge and fourth floor Parkade) and the building's various amenity rooms are all equipped with proximity fobs. To unlock a door you simply hold your fob within 1 inch of the reader. The benefit of this system is its ease-of-use as well as its security features, which among other things allow the Property Manager to add and delete entrants, and control who can and cannot enter the building and the amenity spaces.

Each unit will receive two (2) fobs. Additional fobs may be purchased through the concierge.



- An enter phone is located in the building's main entry vestibule.
- 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 concierge desk.
- Access to the Glasshouse area in the Parkade requires a garage transponder (which opens the garage door). Once inside the Glasshouse parking area a fob is required to access the Glasshouse building proper.

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.

### **B.2.11 GARBAGE/RECYCLING**

Glasshouse is equipped with a “trisorter” recycling system that allows easy separation at each floor of garbage, paper and containers. 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. Things To Know About Your Unit

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

## THE BARE MINIMUM

Read and understand your appliance warranty – see C.2.1 below.

Arrange for your own contents and upgrades insurance from the date of occupancy (this is not covered in the condominium building insurance that is part of your condo fees) – see C.3.2 below.

Complete and submit your Manitoba Hydro Registration Form - see C.1.5 below. This is to be completed prior to occupancy.

Your heat pump has a filter. This filter should be replaced every three months. The heat pump also has a condensate drain which should be checked for any blockage each time the filter is changed. Please contact your Property Manager to purchase filters – see C.1.1 below.

The charcoal filter in the range hood fan above the cooktop should also be replaced on a regular basis.

Do NOT use soap, ammonia-based cleaners, vinegar or detergents on your engineered hardwood flooring and never pour water (or allow it to pool) on the floor. To clean engineered hardwood floors use a lightly damp cloth and/or a proper wood cleaner – see C.2.3 below.

Use only liquid non-abrasive cleaners on 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 – see C.1.3 below.

## C.1 MECHANICAL AND ELECTRICAL SYSTEMS

### C.1.1 HEATING AND COOLING

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

If your heating or air conditioning is not working, check the circuit breaker in your electrical panel (see C.1.4 below). If the breaker is off or “tripped”, switch it on. If it is on, switch it off for 30 seconds and then switch it back on. If the heat pump 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 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 heat pump filter every three months. The heat pump filter is accessed by opening

unscrewing and removing the panel that closes off your heat pump closet. Please contact your Concierge 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 24 °C (to a maximum of 6-7 °C 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.

### **C.1.2 VENTILATION**

The ventilation for your unit is supplied by way of an energy recovery ventilator (ERV) located in the ceiling above your washroom. The ERV brings fresh air directly into your unit from the outside. The ERV will run on a continuous basis at low speed. Quarterly maintenance should be done on the unit by the occupant, including cleaning the interior walls of the unit and cleaning the two washable foam filters with a mild soap water mix.

### **C.1.3 PLUMBING**

Individual shut-off valves control the water flow to sinks, the dishwasher, the washing machine, the shower, the hot water tank 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 the ceiling above and just outside your suite entry door. Any leaks beyond the individual fixtures or appliances as discussed above should be immediately stopped by turning off this valve.

Low-flush and low-flow plumbing fixtures have been

installed in your unit as part of the building's sustainability features including toilets, all faucets and shower heads.

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

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

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

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

### **C.1.5 ELECTRICAL METERING**

Your units comes with individual electricity meters. Manitoba Hydro will be reading your meters and billing you directly for the electricity consumed in your unit. At occupancy you would have completed the Manitoba Hydro Owner Registration Form for Condominium Suite Electricity Service. We submit this completed registration form directly to Manitoba Hydro to set up your account.

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

**Manitoba Hydro**

**T** 204.480.5900  
www.hydro.mb.ca

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

Please note that you are responsible to initiate telephone, cable, and internet services. MTS and Shaw offer a range of bundled services for you to choose from. Promotional deals exclusive to Glasshouse purchasers from both providers will be made available prior to occupancy.

## C.2 COMPONENTS AND FINISHES

### C.2.1 APPLIANCES

As part of your Glasshouse purchase you have received Whirlpool or Kitchenaid 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 and the warranty information was provided as part of your welcome package.

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 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 "Glasshouse Lofts Inc.", the project name "Glasshouse Condos" and have your possession date ready to disclose. Please note that your warranty begins on your date of legal occupancy.

For all appliance sales and service information, please contact:

### Coast Appliances

**Angela Gatchell**

**E:** agatchell@coastappliances.com

**Ryan Bell**

**E:** rbell@coastappliances.com

**T:** 204.786.8811

### C.2.2 WALLS

Some slight cracking, nail 'pops' and/or seams may become visible on drywall walls and ceilings. These occurrences are considered normal, and are a part of a 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 colour has been used in your unit:

#### **STANDARD WHITE WALLS**

Sherwin Williams Extra White / Decorator's white, CC-20 matte

#### **BATHROOM WALLS / DOORS / TRIM / BASEBOARDS**

Sherwin Williams Extra White / Decorator's white, CC-20 eggshell

### C.2.3 WOOD FLOORING

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

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

Wood and laminate 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.

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

Selyans Customer Service
Bob Ford
<b>T:</b> 416.741.5990
<b>E:</b> reception@creativecarpets.ca

## C.2.4 CABINETS, COUNTERTOPS AND BACK-SPLASHES

### *Cabinets*

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

AyA Winnipeg
21 Keenleyside St, Winnipeg MB, R2L 1Y7
<b>T:</b> 204.414.3544
<b>E:</b> erny@ayamb.ca

### *Countertops*

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

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

### Selyans Customer Service

Liz Roth  
**T:** 204.233.7300  
**E:** granite@live.ca

### *Backsplash*

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

### Selyans Customer Service

Liz Roth  
**T:** 204.233.7300  
**E:** granite@live.ca

## C.2.5 DOORS

### *Swing Doors*

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

### *Sliding Doors*

Similarly, the large sliding doors within your home (where applicable) 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.

The following paint colour has been used on the doors in your unit:

#### ***TOUCH-UP COLOUR FOR SLIDING DOORS***

Sherwin Williams Extra White / Decorator's white, CC-20 matte

#### ***TOUCH-UP COLOUR FOR SUITE ENTRY DOORS***

Sherwin Williams Extra White / Decorator's white, CC-20 eggshell

### **C.2.6 CAULKING**

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

### **C.2.7 CONDENSATION**

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

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

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

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

### **C.3.1 PETS**

Your building's condominium declaration that allows the Board can make rules pertaining to household pets, and also require that a disruptive pet be permanently removed from the building.

In addition, no animal, livestock, fowl, insect, reptile or pet of any kind shall be kept in any unit other than common household pets that would be considered normal and acceptable given the type, size of animal and the size of the living space.

### **C.3.2 INSURANCE**

#### ***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 Corporations' 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, which the condominium corporation's insurance does not provide. It is recommended that all owners obtain minimum insurance coverage as follows: \$1,000,000 liability insurance, contents insurance, betterment and improvements insurance, loss assessment and contingency insurance.

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

Please note that as part of the PERK benefits program you can obtain a condo owners insurance policy, at a discounted rate, through Arthur J. Gallagher Insurance. For more information please contact:

<b>Arthur J. Gallagher Insurance</b>
<b>Doug Rogers</b>
<b>P:</b> 204.915.8562
<b>E:</b> doug_rogers@ajg.com

### C.3.3 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 development, the condominium Declaration requires that any window coverings you install be proper blinds 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.

The window coverings at Glasshouse have been supplied and installed by:

<b>Blind Ambitions</b>
<b>Chris Schaap</b>
<b>E:</b> chrisschaap@mymts.net

### C.3.4 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, holiday decorations or exterior lights.

### C.3.5 SUITE KEYS

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



# D. Customer Service

## THE BASICS

To ensure that we can provide a high level of customer service, we have set up a customer service team to address your Deficiencies. See below for details.

All communication with us, to be considered official, must be in writing.

When we need to make a service call in your suite we will place a customer service tag on your suite door in advance requesting access. Please ensure you mark the appropriate box on the tag and sign it. We cannot enter your unit without written consent.

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

## D.1 CUSTOMER SERVICE OVERVIEW

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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 2 month time period, once any required materials are available. Items that are of a cosmetic nature only or items not identified during the PDI may not be accepted as warrantable concerns.

## D.2 INSPECTIONS

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

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

### D.2.2 30-DAY INSPECTION

Approximately three weeks after you move in you may request a meeting 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. To book your 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 communicate them in writing or at your scheduled appointment time.

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

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

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### D.3.1 CUSTOMER SERVICE REPRESENTATIVE

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



### D.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 below.

#### Customer Service Office

**T** 204.944.9326

**E** customerservice@glasshousewinnipeg.com

### D.3.3 SCHEDULING SERVICE CALLS

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

Please be aware that all trades working in your suite will be accompanied by either a security guard or customer service staff member. This will ensure any work conducted in your suite is properly recorded assuring the security and privacy of your home.

### D.3.4 SERVICE NOTICE

In order to schedule a service appointment, one of our Customer Service Representatives will place 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 service person to perform the necessary service work.

If the tag is not signed and you have not provided permission we will not enter your unit to perform the necessary work. If reasonable access is not provided after 3 requests, the item will no longer be deemed warrantable.

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.

### D.3.5 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.

## D.4 CONSTRUCTION PERFORMANCE GUIDELINES

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Under your National Home Warranty there is a set of Performance Standards Guidelines that set out uniform construction standards that we will make reference to in the event of a dispute in a reported deficiency. These Guidelines should be interpreted with common sense, and only deal with the most frequent and typical items of concern to homeowners.

To download a copy of the Performance Standards Guidelines for Manitoba go to:

<http://www.nationalhomewarranty.com/sites/default/files/DefectGuidelinesMBSK.pdf>

# E. Your Warranties

## E.1 MINIMUM SERVICE REQUIREMENTS

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Your new home is registered with National Home Warranty Group Inc. This warranty begins on your date of legal occupancy, as provided to you by Urban Capital. At your PDI you will fill out a Certificate of Possession which will state this date and, once submitted to National Home Warranty, will start your warranty period. The warranty is in place to provide you with peace of mind and to know that there is a non-biased third party available to help in the event of a warranty dispute. That said, most issues related to deficiencies are resolved between builders and owners without any need for third party intervention.

In order to file a claim, you must first have notified Glasshouse Customer Service, in writing, of the warranty item within a reasonable time, and provide access to fix the deficiency. Should an item not be corrected, or be deemed non-warrantable by the customer service team, and a review of the Construction Performance Guidelines (section D.4) not be clear, National Home Warranty can be contacted for further assistance. In the event that claim needs to be made, details and contact information can be found at

[www.nationalhomewarranty.com](http://www.nationalhomewarranty.com)

## E.2 THE ONE YEAR WARRANTY

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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, 2016, the one year warranty begins on April 1, 2016 and ends on March 31, 2017.

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

**E.3 THE FIVE YEAR WARRANTY**

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

**E.4 EXCLUSIONS FROM YOUR STATUTORY WARRANTY**

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The following is excluded from warranties:

- Damage resulting from improper maintenance, such as dampness or condensation caused by failure of the homeowner to maintain proper ventilation levels, or improper operation of a humidifier, hot tub or any other moisture-producing device.
- Defects in materials, design and work that the homeowner supplied or installed.

- Secondary damage caused by defects under warranty. While the defects themselves are covered, the personal or property damage they cause is not. However, homeowner insurance may cover secondary damage.
- Normal wear and tear, such as scuffs and scratches to floor and wall surfaces caused by homeowners moving, decorating, and/or day-to-day use of the home.
- Normal shrinkage of materials that dry out after construction.
- Damage from floods, "acts of God", wars, riots, or vandalism.
- Damage from insects or rodents, unless it is the result of construction that does not meet the Building Code.
- Damage caused by municipal services or other utilities.
- Surface defects in work and materials noted and accepted in writing by the homeowner at the time of possession.
- Damage caused by the homeowners or their visitors.
- Alterations or additions made by the homeowner.

## F. Staying In Touch

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.

Once again, thank you and welcome.

### **URBAN CAPITAL**

17 Nelson Street. Toronto. ON M5V 0G2

**T:** 416 304 0431

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

[urbancapital.ca](http://urbancapital.ca)

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