



HOMEOWNER INFORMATION MEETING



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THE UPPER VILLAGE
MARKHAM

NORTH
TOWER



PROPERTY MANAGEMENT



- Manage common elements
- Enforce Declaration, By-Laws and Rules as directed by Board of Directors
- Provide financial, administration, customer service and 24-hour emergency service
- Website: www.fsresidential.com

UV
2

THE
UPPER
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MARKHAM

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TOWER

PROPERTY MANAGER



Management Office (on-site)

Tel. No.: TBD

Fax No.: TBD

Email: TBD

On-site office is located on the 2nd floor

24-Hour Concierge

Tel. No.: TBD

24-hr Resident Care line: 1.855.244.8854



CUSTOMER SERVICE



Greenpark Customer Service:

- Monday to Friday 9:00am to 5:00pm

Tel. No.: 416.661.5994

Fax No.: 905.609.0442

Email: service@greenparkhomes.com

Responsible for:

- In-suite issues

PRE-DELIVERY INSPECTION (PDI)



- PDI is done approximately two weeks before your confirmed occupancy date, Monday to Friday between regular business hours as scheduled by an independent PDI company
- Purpose of inspection:
 - Formal introduction to your new home
 - Guided room by room tour of your suite with an opportunity to review the in-suite features
 - Inspect the suite for workmanship and condition of the various finishes

PDI CONCERNS



- Every effort is given to correct the concerns prior to occupancy, however, should access be needed after occupancy it shall take place **Monday to Friday between 9:00am and 5:00pm**
- Items not completed should be included on the 30-day TARION form
- These concerns will be addressed within 120 days of submission of the 30-day TARION form

IN-SUITE CONCERNS



- Provide specific details of the concern:
 - room, location in room and nature of concern
- Customer Service will:
 - Contact the homeowner by phone or email upon receipt of a 30-day form, Year-end form or letter of complaint
 - Schedule an appointment to complete repairs. Homeowners are required to provide reasonable access
- Emergencies must be reported immediately to the Builder and FirstService Residential

TARION WARRANTY EXCLUSIONS



TARION warranty does not cover everything, there are some items **not** covered:

- Secondary damage caused by defects, such as property damage and personal injury;
- Normal wear and tear and normal shrinkage of materials caused by drying after construction;
- Damage caused by dampness or condensation due to failure by the Homeowner to maintain adequate ventilation;
- Damage resulting from improper homeowner maintenance;
- Alterations, deletions or additions made to the suite by the Homeowner;
- Surface defects in work and materials specified and accepted in writing by the Homeowner at the date of possession.

TARION – www.tarion.com

PROPOSED AMENITIES



FirstService
RESIDENTIAL



OUTDOOR TERRACE



PARTY ROOM



FITNESS STUDIO



PARKETTE

Please note that these amenities may not be ready at the time of Occupancy

COMMON ELEMENT CONCERNS



- Performance audit for common area concerns will be completed after Condominium Registration
- Performance auditor will send a questionnaire to you to identify and report common area concerns. The questionnaires will form part of the performance audit. Suite specific concerns to be addressed via TARION statutory warranty submission process
- Performance audit will be submitted to TARION as a claim for warranty purposes
- Corporation has specific 1-year, 2-year and 7-year warranty coverage from TARION

DECLARANT'S RIGHTS AND RESPONSIBILITIES



- Declarant has the “right of entry” to the suites to address concerns, Corporation responsibilities and to charge an Occupancy Fee. This Fee is comprised of:
 - Common Element Maintenance Fees
 - Tax Estimate
 - Interest on Unpaid Balance
- Declarant has the obligation to provide services and to repair and maintain the property before turnover

ELEVATOR BOOKING



- Contact FirstService Residential to book your elevator date and time

Tel. No.: 1.855.244.8854

- Your move-in date can be no sooner than the day after your interim occupancy date
- Deliveries must also be booked via the FirstService Residential Head Office Monday to Friday between 9:00am and 5:00pm

MOVE-IN PROCEDURES



7 days a week – 3 hour time limit during Interim Occupancy

Monday to Friday: 11:00am to 2:00pm

2:00pm to 5:00pm

5:00pm to 8:00pm

Saturday and Sunday: 8:00am to 11:00am

11:00am to 2:00pm

2:00pm to 5:00pm

5:00pm to 8:00pm

Anything that can be carried without the need of a booked elevator can be taken in at any time.

MOVE-IN PROCEDURES



- There is a Move-In room. Moving trucks can park at the rear of the building. Trucks/vehicles are not permitted to block roadways or fire routes
- Owners must check-in with the Property Management staff to ensure that the elevator is made available and to direct you to the moving area
- Please bring photo identification
- Ensure that all boxes are broken down and disposed of in the garbage/recycling room, or removed by your movers or delivery people

KEY PICKUP PROCEDURES



- The Concierge receives notice of Interim Occupancy closings from the Builder's solicitor by email. Key packages cannot be released until this notice has been received
- Suite owners are asked to schedule key package pickups by calling or emailing the Concierge between 9:00am and 5:00pm
- Please bring photo identification

MAIL DELIVERY, TELEPHONE, CABLE



Canada Post will provide mail delivery to the building – the mailbox area is located by the lobby entrance. If mail delivery does not occur with your Occupancy, local post office pickup will be applicable. Please visit: www.canadapost.ca or your local post office for details on how to change your address:

9506 Markham Road, ON L6E 0S5

Bell and Rogers are the providers for telephone, cable and internet services. Contact provider directly to arrange for account setup and hookup.

IN-SUITE HYDRO



- Each unit is separately metered for hydro by PowerStream
- Your meter will be read and invoiced directly to you by PowerStream
- It is your responsibility to setup a new account with PowerStream

LIVING IN A NEW CONDOMINIUM



- Construction
- Fire alarms
- Various malfunctions
- Ongoing construction work
- Elevator use
- Inaccessible amenities
- Limited visitor parking
- Noise – sound travels, responsible hours

WASTE MANAGEMENT



- Building is equipped with a waste management tri-sorter
- Follow posted instructions for use
- Only securely-tied bagged garbage and recycling items are to be placed down the chute. Do not leave any material on the chute room floor
- Large items that do not fit in the chute must be taken directly to the garbage/recycling room
- Flatten all boxes and take directly to the garbage/recycling room on the ground level
- Disposal of furniture and non-recycling items etc. must be taken directly to a waste transfer station by the owner
- Please do not use the chute between 10:00pm and 8:00am

SECURITY SYSTEMS



- There will be an electronic access system at main points of entry
- There will be an enter-phone at the lobby entrance
- Recording cameras are located in the underground parking garage, entrances and various other locations
- **Access Control Policy** – each suite will receive one (1) garage door remote for each parking space purchased, and two (2) access control fobs
- Owners may purchase additional access fobs to a maximum of one per registered resident from the Property Manager

SECURITY



Security is everyone's business:

- Do not let strangers in behind you when entering/exiting the building
- Do not leave access fobs/keys in your car
- Use your access fob each and every time you enter the building

PARKING



- Enter and exit the parking garage with caution; do not speed
- You will be notified of your parking assignment at Interim Occupancy via your solicitor
- Please ensure that you or your visitors do not park in the designated fire route
- Residents/owners must park in their designated parking space only

VISITOR ACCESS



- Walk-in visitors must use the enter-phone system located in lobby vestibule
- Visitors must park in designated visitor parking areas, then proceed to lobby vestibule to contact the resident using the enter-phone system
- Suite owners will require a landline or cell phone to be called by the enter-phone system. Call Waiting feature is required to be called by the enter-phone if you are on the phone

LOCKER/BICYCLE UNITS



- Shall be used for the storage of a bicycle and/or other non-hazardous materials
- Bicycles are not to be taken into the elevator, through the lobby or the corridors. Store your bicycle in your personal bicycle storage unit/rack
- Please use only the locker that has been assigned to you
- We recommend that you secure your locker unit with a lock even if you are not using it
- You will be notified of your locker assignment at Interim Occupancy via your solicitor

CONDOMINIUM LIVING



- Living in close proximity with your neighbours require consideration and sensitivity. Everyone deserves the enjoyment of their home. There are some “do’s and don’ts”
- Got a question?
 - Ask Property Management

PETS



- Pets must be on a leash at all times when in the common element areas
- Pet owners must clean up after their pets and dispose of the waste in their own receptacles
- If an accident occurs in the hallway and/or on the property, please clean up immediately

WINDOWS, WALLS AND DOORS



- The backing of all window coverings must be white or off white
- No signs, wreaths etc. can be affixed, painted or inscribed on any door or window
- Owners cannot change the exterior glass, install awnings, or affix anything on the exterior walls. All changes need Declarant/Board approval
- Owners cannot change suite/unit locks on doors

INSURANCE



- The suite owner is responsible for obtaining insurance from the date of Occupancy as follows:
- Personal Property – all contents including locker
- Betterments and Improvements
- Liability for minimum \$2,000,000

REGISTRATION



- The date in which the Corporation registers and becomes a Condominium
- The Declarant (the Builder) shall notify purchasers within 30 days of registration
- Final Closing – your solicitor will be notified of the closing date by the Builder’s solicitor so be sure that the Builder has your solicitor’s contact information
- If you have changed any of the information since you purchased your suite (i.e. your name, current home address, home telephone number, business telephone number, cell number, email address and/or solicitor), please send written confirmation to the Builder’s solicitor

TURNOVER OF THE CONDOMINIUM TO THE OWNERS



- Within approximately 42 days after the majority of closings, a Turnover Meeting is held
- The Declarant will “turnover” to the Corporation the Condominium’s drawings and documents

THE BOARD OF DIRECTORS



- The Board of Directors is elected by the owners at the Turnover Meeting to manage the affairs of the Condominium
- The By-Laws of the Corporation provide for 3 Directors
- The first meeting of the newly elected Board of Directors will be held 2 to 3 weeks after the Turnover Meeting

OWNERS' RESPONSIBILITIES AND OBLIGATIONS



- Complete Owners/Residents Information form providing the Corporation with owners' names and/or occupants' names and telephone numbers
- Notify Corporation and complete appropriate form when leasing your suite
- Complete Special Assistance form – for assistance with evacuation, if necessary
- All forms are available from Property Management

CAR SHARE PROGRAM

- FREE two-year membership
- FREE \$35 driving credit
- Visit booth for more information



TRANSIT



- FREE Presto Card preloaded with \$120.00 credit
(one card per suite)
- Visit booth for more information



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PARTICIPANTS



FirstService
RESIDENTIAL



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THE
UPPER
VILLAGE
MARKHAM

NORTH
TOWER

We Look Forward to Meeting and
Welcoming You to Your New Home!



LOUNGE



LOBBY

