



MINTO BEECHWOOD

# YOUR **NEW HOME** REFERENCE GUIDE



# TABLE OF CONTENTS

YOUR <b>INTERIOR FEATURES &amp; FINISHES</b>	2
YOUR <b>CONDO LIFESTYLE</b>	12
YOUR <b>WARRANTY</b>	16
YOUR <b>NOTES</b>	20

# YOUR INTERIOR FEATURES & FINISHES

## ELECTRICAL & TELECOMMUNICATIONS



### ALL-OFF SWITCH (Green Feature)

The All-Off switch, located on the wall beside the suite entrance door, is not only handy and helpful but is also a practical feature that allows you to conserve energy by shutting off power to all hard-wired lighting, switched outlets and Green Plugs in your suite, simply by turning off a single switch.

### GREEN PLUGS (Green Feature)

Green Plugs were developed to reduce energy consumption by making it easy for occupants to turn off specifically marked electrical outlets. Each suite is equipped with one 'green' plug that is connected to the All-Off switch. With one quick flick, you can have the convenience of leaving devices plugged in while eliminating the ever increasing 'phantom' power loads.

We recommend that you do not plug in electronics such as PVR's or computers into these outlets.

### SWITCHED OUTLETS

A wall switch controls one-half of a duplex electrical outlet in the bedroom(s). Power will only be directed to that portion of the electrical outlet when the corresponding light switch is in the "ON" position.

We recommend that the switched outlets be utilized for light fixtures only.



### MAIN ELECTRICAL BREAKER PANEL

The breaker panel in your suite contains circuit breakers and a legend to indicate the area or device each breaker controls.

When an electrical circuit becomes overloaded, the breaker opens ("breaks" or is "tripped") and the circuit and the corresponding area or device automatically switches off.

A circuit breaker, once tripped, must be reset to resume normal operation. Should an electrical outlet, fixture, or appliance in your suite not work; check the breaker panel first to see if a circuit breaker has tripped. Circuit breakers have three positions: 'ON', 'TRIPPED' and 'OFF'. The location of your panel will be pointed out to you during your Pre-Delivery Orientation.

### Resetting a Tripped Circuit Breaker

To reset a circuit breaker, first switch it to the 'OFF' position before you switch it back to 'ON'. Switching the breaker directly from 'TRIPPED' to 'ON' will not restore service.

If resetting a breaker does not restore service, please contact the Minto MasterCare team for guidance. If there is no power to any lights, outlets or appliances, it is usually due to a power outage.



### GFCI PROTECTED OUTLETS (Safety Feature)

A Ground Fault Circuit Interrupter is a safety feature on electrical outlets located in the vicinity of a sink or water source that prevents the risk of electrical shock. All GFCI receptacles can be tested and reset through an associated Test/Reset button on the outlet.



### COMMUNICATIONS DEMARCATION BOX

Somewhere discrete in your suite, you will find a large white paneled door. This is the central hub for all telecommunications services within your suite as well as the entry point for low voltage services entering the suite (telephone, internet, TV, intrusion alarm, water metering). Your telecommunications provider will access this panel to install services and devices such as modems or Wi-Fi routers.

In accordance with the Condominium Rules, all residents are required to hire a licensed, professional Electrician should you choose to replace existing light fixtures or install additional lighting in your suite.

Please be aware that electrical wiring in a high-rise condominium building differs substantially from that in a single family home, therefore incorrect installation could cause the fixture itself and/or other electrical outlets and breakers in the suite to malfunction.

Incorrect installation of electrical fixtures or modification of the electrical supply in any way will result in the loss of warranty coverage for any in-suite electrical issues.

### COMMUNICATIONS OUTLETS

Your suite has multiple outlets throughout for telephone, television, and internet access.

- **Telephone outlets** have a white, square port for standard home telephones.
- **Cable TV outlets** have a circular threaded port suitable for coaxial cabling.
- **Data outlets** for wired internet access have a yellow, square port suitable for CAT-5 cabling.



### CAPPED CEILING OUTLETS

If you have added capped ceiling outlets to your suite, they will be identified as large, white plastic disks, located in the ceiling. The disk covers the wiring rough-in and anchor for your own ceiling or pendant light fixtures.

Many suites will have a standard capped ceiling outlet where there is a dining area shown on the suite layout

# PLUMBING

### WATER SAVING BATHROOM FAUCETS (Green Feature)

Bathroom vanity faucets are fitted with a specially designed aerator that significantly reduces the water consumption from hand washing, shaving, etc.

### WATER SAVING SHOWER HEADS (Green Feature)

Showers can use a large amount of heated water. Specially selected showerheads have been installed to provide a comfortable shower while using up to 40% less water than a standard showerhead.

Water pressure may seem lower than what you have been accustomed to previously, especially if you have moved from an older home.

### HIGH-PERFORMANCE WATER SAVING TOILETS (Green Feature)

Toilets in your suite are high efficiency toilets allowing you to further reduce your water consumption. Each flush of only three litres uses 50% less than the maximum flow rate allowed by the Ontario Building Code. You can increase the volume of water flushed by holding the lever down for a few seconds.



### MAIN WATER SHUT-OFF VALVES

In case of a severe plumbing leak that cannot be stopped by turning off individual supply valves; the main water shut-off valves are located inside the bathroom vanity cabinetry.

Please contact the Minto MasterCare team, building concierge or Property Management immediately in the event of any plumbing leak.

### WATER METERS (Green Feature)

Your suite's water is individually metered, ensuring that you only pay for what you use.

This empowering feature has been proven to reduce water consumption in past Minto condominiums by 50%. Your water meter is located inside your suite – typically inside the vanity cabinetry in your main or master bathroom.



### INDIVIDUAL WATER SUPPLY VALVES

The hot and cold water supply to individual fixtures such as sink faucets, toilets and dishwashers can be found directly underneath, behind or beside these fixtures. Turn these valves counter-clockwise to shut off the water supply when needed.

The dishwasher supply valve is turned off prior to occupancy – ensure you turn this back on before using your dishwasher.

### LAUNDRY WATER SUPPLY VALVES

Water supply valves to laundry appliances are left turned off prior to occupancy. When you move in to your suite, please turn on the water supply valves prior to using your washing machine for the first time. To turn on the water supply, simply turn the hot and cold valves (indicated by blue and red knobs) clockwise. It is also recommended that residents turn off the water supply valves during long periods of inactivity.

### FRIDGE WATER LINE (UPGRADE)

If you have upgraded your fridge and purchased the additional water supply line, it will be connected to the kitchen water supply lines under the sink with an additional shut-off valve.

Some fridge models require a filter to be installed before you can use the built-in water supply. Please check the included instructions prior to first use.

### EXTERIOR HOSE BIB (TOWNHOMES ONLY)

The ground floor Townhomes have an exterior water supply to attach a garden hose.

Prior to the winter months, ensure any hoses attached to your home are drained of water.

### DRAIN BLOCKAGES

It is common for drains to become blocked with foreign materials such as hair or toilet paper if not regularly cleared. It is essential that shower and sink drains are kept clean, and occasionally, boiling water, Liquid Plumber or Drain-O can be used to clear minor blockages or slow drains.

If you have a blocked toilet, a plunger can be used to try to push the blockage through. In extreme cases, if a blockage is causing the toilet or other drains to back up and plunging the toilet does not alleviate the issue, a plumber may need to be called out to snake the drains and clear the blockage.

Blocked drains or toilets are not a warrantable deficiency but rather a maintenance issue. We advise you to make every attempt to clear a blockage before contacting a plumber. If the matter is persistent, please contact Minto MasterCare with details of the situation.

### LEAKS

In the event that you discover a leak in your suite, it is important that you try to determine where the leak has originated from and shut it off at the source. It is not always necessary to shut off the water to the entire suite. If, for example, you determine that a leak has originated from your dishwasher or washing machine, you can shut off the water to the appliance. Once you have shut off the water please contact the Minto MasterCare team to report the issue. During off-hours, please also report any severe leaks to the building concierge or Property Management.

The Minto MasterCare team will inspect the leak and any associated damages to suite finishes, and arrange for repairs as necessary. It is important that any standing water be quickly mopped up in order to reduce damage to flooring or other surfaces, and to stop the potential spread of water into other suites. If you cannot stop the leak, try to place a pan or bucket under its source to catch the water.

Plumbing leaks are covered under warranty for two years, as is any associated damage to your suite or surrounding suites. After the expiry of the warranty coverage, damage resulting from plumbing leaks shall be the responsibility of the suite owner to resolve. Damage from spillages or improper use of plumbing fixtures or appliances is not covered under warranty. If a resident has removed or changed any plumbing fixture supplied and installed by Minto then the plumbing warranty shall be voided and the resident is responsible for all associated repairs and damages.

Damage to furniture or personal belongings from plumbing leaks are not covered under warranty, however most home insurance policies will cover these types of secondary damage.

# MECHANICAL VENTILATION



### HEAT RECOVERY VENTILATION UNIT (HRV) (Green Feature)

All suites are heated and cooled by means of Fan Coil/Heat Recovery Ventilation System (HRV). Larger suites have two or more Fan Coil units. If your suite has more than one, only one is an HRV. The unit is located behind a rectangular panel that is typically located on the living room and/or bedroom wall. The HRV delivers fresh, filtered air to your suite and circulates that fresh air for improved ventilation and living comfort. Air is filtered to help reduce dust and pollutants in your suite.

We recommend you replace the filter every three to six months to maintain the system and indoor air quality. The filter for the unit is located behind the lower panel.



### PROGRAMMABLE THERMOSTAT (Green Feature)

A programmable thermostat helps make it easy for you to save energy by offering seven day scheduling capabilities to regulate your home's temperature in both summer and winter – when you are asleep or away. The thermostat enables you to control the temperature and airflow in your suite and allows you to set the temperature in your suite to a comfortable level when you are home and adjust for increased energy savings when you're out of the suite.

- It is recommended that you adjust your thermostat during the winter months since you can save as much as 3% on the heating bill by lowering your thermostat just 1° Celsius (2° Fahrenheit). Typical winter settings are 21°C (70°F) for the hours you are awake and active, and 18°C (64.5°F) when you are sleeping.
- Turn your Fan Speed setting to “Auto” using the buttons at the bottom of the thermostat. This will turn off the fan when no heating or cooling is required – saving you electricity and money.

Thermostats offer the single greatest and easiest opportunity to conserve energy, requiring nothing more than adjusting a switch to the desired temperature setting and reducing heating/cooling during sleeping or 'away' hours.

### SEASONAL HEATING & AIR CONDITIONING

At Minto Beechwood, the heating and air conditioning is a building system, ultimately controlled by the Condo Board and the Property Management. The systems have been designed for efficiency; therefore the mechanical systems that provide the heating and cooling are commissioned and de-commissioned seasonally. Heating will be available in the winter months, and air-conditioning will be available in the summer months. The Property Management will notify residents when seasonal change-overs occur.



# APPLIANCES

## BATHROOM EXHAUST FANS

All bathroom exhaust fans at Minto Beechwood run 24 hours a day on a low, quiet setting. You have the ability to turn the exhaust fan to a higher setting to better ventilate your bathrooms during showers.

All suites have one bathroom exhaust fan that is an integral component of the Heat Recovery Ventilation (HRV) system and will operate continuously on low speed, and increase to operate at a higher speed when the bathroom fan switch is turned on. This feature cannot be deactivated.

## RANGE HOOD EXHAUST

The range hood exhaust is directly vented to the exterior of the building. You should always use the exhaust fan when cooking on the stovetop to help control odours and humidity within your suite, particularly during the first year when humidity control can be of great importance.

## COMMON AREA VENTILATION & CLIMATE CONTROL

All common area hallways have fresh air ventilation, heating and air conditioning. Suite entry doors are designed to include a gap at the bottom to ensure fresh, pre-heated/cooled air enters individual suites. This reduces the requirement for ventilation by mechanical means for each resident.

## HUMIDITY & CONDENSATION

Maintaining the relative humidity in your suite has many benefits, not only to your overall comfort, but can also extend the life of any wood products inside the home, such as furniture, cabinetry and flooring. It is highly recommended, particularly during the winter months, that indoor relative humidity is monitored and that efforts are made to control the humidity levels by well ventilating the suite; either by opening windows, using your range hood exhaust, bathroom fans and/or running the HRV fan when otherwise not in use. Sometimes other methods of controlling humidity may be required, such as the use of humidifiers, de-humidifiers or fans.

It is recommended that a relative humidity level of 35% be maintained, however on extremely cold days, which are common in the Ottawa winter months, the number should be lowered. Please refer to the CMHC Moisture & Air Guide provided with your closing package for more information, or contact the Minto MasterCare team for more advice.

Condensation and high humidity are a common cause of deficiencies in a home. In the winter months as the exterior temperature drops and central heating is turned on in homes, moisture in the air condenses on cold surfaces such as windows and doors. Water droplets form on these surfaces and run down, often causing damage to window frames, drywall, flooring and interior trim. Damage resulting from condensation is not covered by the home warranty, and if ignored can lead to fungal growth on wet surfaces. Water damage from condensation is unsightly, but in most cases it can be easily repaired as long as any standing water is cleaned up and the surface is allowed to properly dry out.



## FRIDGE/FREEZER

All standard and upgrade fridge/freezer models installed at Minto Beechwood are ENERGY STAR rated, reducing our impact on the environment and increasing savings on electrical costs.

## ELECTRIC RANGE

ENERGY STAR rated electric slide-in ranges are the standard specification for suites at Minto Beechwood. Please run the self-clean cycle prior to first use.

Do not line the bottom of the oven with aluminum foil. This will impede the function of the lower heating element, and can damage the glazed finish of the oven interior.

## MICROWAVE/RANGE HOOD FAN

In the majority of suites, the microwave and range hood exhaust are integrated into one appliance. The controls for the exhaust fan are found on the microwave control panel.

## DISHWASHER

The ENERGY STAR rated dishwasher is not only one of the most electrically efficient models available, but it will also save on average 1,600 gallons of water over its lifetime compared to older models.

Do not use hand washing dish detergent in your dishwasher, it will cause the appliance to fill with suds and overflow.

## FRONT-LOADING WASHING MACHINE

The High Efficiency front-loading washing machine is designed to provide a superior and more gentle clean for your clothing, whilst also using significantly less water than top-loading machines.

Only use laundry detergents with the 'HE' symbol on the packaging.

## ELECTRIC TUMBLE DRYER

The tumble dryer is directly vented to the exterior, so there are no water collection tanks to empty. Remove and clean the lint trap in the dryer door after each cycle to maintain the performance of the dryer. There is an auxiliary lint trap located in the ceiling above the tumble dryer. Its purpose is to prevent lint from building up in the ventilation duct. Check and clean the auxiliary lint trap once a month.

## GAS RANGE/STOVE (UPGRADE)

Certain suites have the option to upgrade to a gas supplied range, or countertop stove. The gas shut-off valve will be located inside the kitchen cabinetry directly beside the stove.

The gas valve will be left turned off for safety reasons prior to occupancy.

## APPLIANCE WARRANTIES

It is important to carefully read your new appliance manuals before calling for service. Ensuring that your concern is warrantable will help you avoid service charges.

Your new appliances come with a standard One-Year Manufacturer's Warranty. If any of your appliances should develop a technical fault, please contact the manufacturer using the contact information found in the appliance manuals. Minto MasterCare will inspect and arrange service for any appliance that is deemed to have been installed incorrectly, damaged during installation or found to be defective on delivery.

## APPLIANCE SERVICE

For Appliance Service you will need to provide:

- Name of resident and contact information.
- Building address including the suite number and postal code.
- Model and Serial Numbers (the model and serial numbers can be found on the warranty card for the appliance as well as on the appliance itself).
- Date of delivery – give the warranty start date shown on the Tarion Certificate of Completion & Possession.

# INTERIOR FINISHES

### CAESARSTONE® COUNTERTOPS

Caesarstone is an engineered Quartz surface, one of nature's hardest minerals. Quartz is combined with numerous polymers and pigments to create a natural stone look with durability that is far superior to any marble or granite surface. Caesarstone's hard, nonporous surface makes it a breeze to clean. In most cases, a little soap and water, or a touch of mild detergent is all you need to maintain its luster.

Please refer to the Caesarstone Care & Maintenance Manual provided for more information on how to remove more difficult or specific stains.

### GRANITE COUNTERTOPS

Granite and marble are natural stone products, highly regarded for their beauty. Being a product of nature, no two pieces are alike and can vary in tone, shade, veining, and caliber from piece to piece. Impact resistance also varies, and marble particularly can be chipped or cracked easily. Marble and granite are porous stones and may stain, dull and/or scratch upon abrasive contact. It is strongly recommended that home owners apply a seal coat to any marble or granite countertops in their suite before first use to protect the stone. A seal coat should be re-applied with each year of use.

Do not use any harsh or abrasive cleaning products such as Windex, vinegar, lemon, lime, or anything with ammonia or bleach to clean marble or granite.

### LAMINATE FLOORING

Laminate flooring is an engineered wood product more suitable for high-rise residential applications than hardwood flooring. Laminate flooring can be durable and beautiful, with careful maintenance:

- Sweep or vacuum your floor often to remove loose dirt and grit before it scratches the surface of the floor. Do not clean your laminate floor with water or with a mixture of wax or cleaner such as Murphy's oil soap; these solutions can dull the finish and permanently damage the floor.
- Wipe up spills before they are absorbed into the wood or become sticky. Spilled liquids or water from cleaning can be easily absorbed in to laminate flooring boards and will ruin the finish and integrity of the flooring.
- Use products made or suggested by the flooring manufacturer for cleaning and maintaining your laminate floor; most retailers of hardwood flooring stock the appropriate floor care products.
- Use floor protectors on the feet of furniture to avoid scratches.
- When moving furniture or appliances, slip a blanket or piece of carpet face down under each foot and slide the furniture carefully.
- All laminate floors are subject to indentation. Rolling wheeled furniture or appliances over the floor will dent the boards. Indentation can also occur if stiletto high heel shoes are worn on wood floors.

We recommend you do not use rubber backed floor mats or area rugs, as they can damage the finished surface of laminate flooring.

### ENGINEERED HARDWOOD FLOORING (UPGRADE)

Engineered hardwood flooring has a similar composition to laminate flooring, however, instead of a printed vinyl surface; there is a thin veneer of real wood. No two pieces of engineered hardwood will have the same appearance; therefore the finished look is like a real hardwood floor. Engineered hardwood flooring should be maintained using the same steps as laminate flooring, however, because there is only a thin veneer of wood on the top layer, engineered hardwood typically has less resistance to impact, abrasion, or pressure than laminate flooring.

### CERAMIC & PORCELAIN TILES

Ceramic and porcelain tiles are specified throughout your suite as flooring and wall tiles in your bathrooms, backsplash tiles in your kitchen, and in some suites there are flooring tiles in the laundry closet. Ceramic and porcelain tiles are highly durable, stain and scratch resistant and easy to clean, although they can be chipped or cracked if struck with a blunt object.

### MARBLE SURFACES & TILES (UPGRADE)

Marble tiles and countertops are a delicate natural stone, and no two tiles will be alike. Marble flooring and wall tiles require a lot of attention to maintain their appearance as they can be easily scratched, stained, chipped, or cracked without proper care. Marble flooring and wall tiles should be annually sealed to protect the stone from stains, and gradual dulling of the polished finish. If marble flooring tiles have been specified, it is also recommended that they be professionally polished and sealed regularly.

Do not use harsh or abrasive cleaning products such as Windex, vinegar, lemon, lime, or anything with ammonia or bleach to clean marble tiles.

### LAMINATE CABINETRY

All kitchen and bathroom cabinetry is composed of dense fibreboard with a printed laminate surface. Cabinetry can be easily cleaned with a damp cloth and mild detergent or multi-purpose cleaner. Cabinetry surfaces can be scratched easily by kitchen utensils, although scratches are usually easy to repair with a colour touch up kit available from most hardware stores.

### PAINTED/LACQUER CABINETRY (UPGRADE)

Painted/lacquer finish cabinetry is a premium finish that requires extra care with regular use. It is important not to use cleaning solutions or products that could damage or dull the painted finish. Use a damp paper towel with diluted vinegar or all-purpose cleaner to clean the surface, and quickly dry with paper towel. Chipped or scratched painted cabinetry is extremely difficult to repair.

### WALL & CEILING PAINT

#### (Green Feature)

All interior paints at Minto Beechwood are Low VOC (Volatile Organic Compound) latex paints, selected for their high quality and health benefits.

**Living areas: Glidden Ultra – White**  
(94500N) OC-17 – Flat

**Bathrooms: Glidden Pro White**  
(20044N) OC-17 – Low Sheen Eggshell

### FINISHING & TRIM CARPENTRY

Interior doors, door casings, and baseboards are coated with semi-gloss paint, making marks and scuffs easy to clean with a damp cloth and mild detergent.

**Trim Paint: Dulux White Dove**  
(13010N) OC-17





## **THE CONDO BOARD (THE CONDOMINIUM BOARD OF DIRECTORS)**

The Condo Board is comprised of homeowners who are elected to run the condo corporation and manage the affairs and finances on behalf of all unit owners. The Minto Beechwood Condo Board has been initially set up to include five people.

### **THEY ARE ALSO RESPONSIBLE FOR:**

- Knowing the provincial condo act and building function.
- Appointing professionals (such as engineers and consultants).
- Commissioning and reviewing the Performance Audit and Reserve Fund Study.
- Creating committees (social/green/audit committees).
- Working with Minto to address any questions or concerns.

In many cases, the Condo Board empower or delegate to Property Management to complete these tasks on their behalf. The Condo Board isn't formed until the condo is registered and more than half of the owners have taken legal title to their units.

# YOUR **CONDO** LIFESTYLE





### YOUR PROPERTY MANAGER

Your property management team is directed by the Condo Board to:

- Manage the day-to-day operations from the property line right up to your front door (including elevators, amenities, and all common areas).
- Be available to answer questions or concerns for homeowners and residents.
- Provide guidance and expertise when working with the Condo Board.
- Coordinate annual performance and financial audits.

They also coordinate move-ins by maintaining the elevator booking schedule and helping manage the finances of the condominium.

In most cases, concerns or questions can be directed to your Property Manager, which is:

#### Apollo Property Management Limited

Gerry Bouthillier  
Property Manager  
gerry@apollomgt.com  
613-697-4418

Brigitte Theriault  
Assistant Property Manager  
brigitte@apollomgt.com  
613-807-4402

The team also has regular office hours in the building.

### WHAT IS A CONDOMINIUM?

A condominium, or ‘condo’ for short, is a form of legal ownership, as opposed to a type of construction.

At Minto Beechwood, you own a private dwelling called a “unit.” You also share ownership of the common elements and assets of the building.

It’s important to be clear where your unit’s boundaries are located. You can find information about your unit’s boundaries in your condominium’s governing documents. In layman’s terms, we often say, “you own the paint on the walls of your suite and everything inside”, meaning that all other components of the building, including exterior window panes, the walls, corridors, amenities, and so on, are part of the shared portion of the building.

### COMMON ELEMENTS

The common elements are those parts of a condominium that are jointly owned by all unit owners; the lobby, amenity spaces, parking garages, elevators, corridors, roof, balconies, garbage areas, exterior landscaping and any other common elements. They may also include structural elements and mechanical and electrical services, as is the case in Minto Beechwood.

Some common elements may be outside the unit boundaries, but are for the sole use of the owner of a particular unit. These are called exclusive use common elements. Although they are owned by the condominium, they are for the exclusive use of the residents of the associated suite or townhome. A good example of exclusive use common elements at Minto Beechwood are the balconies, ground floor terraces and exterior pane of the windows. That way these items are included in the condo’s insurance and can be washed and maintained by Property Management.

The condo fees go towards upkeep of all common elements of the condo, including heating, cooling, electricity, water, cleaning etc. of interior spaces and maintenance and cleaning of exterior items.

Reach out to Property Management for more information or clarity on common elements.

### CONDO FEES

Condo fees are the monthly charge for utilities, day-to-day maintenance, management, administration and insurance of the common areas including the fitness room, lobby, lounge, terrace, dining room, guest suite, conference room, hallways, stairwells, elevators, exterior elements, window washing, and so on.

- The monthly fee varies according to the size of your suite.
- Schedule “D” in your Agreement of Purchase and Sale lists the calculated percentage for your suite, which you can find in your Condo Docs.

These fees can, and often do, change over time depending on the needs of the building.

### CONDO RULES, BY-LAWS, AND DECLARATION

Three of the most common causes of controversy or concern for condominium owners are pets, people and parking — the “three Ps.” That’s why condos have rules and restrictions around them and other issues, such as noise and the number of people who may live in a unit. It’s essential that you review the condo’s rules, by-laws and declaration. These rules are all intended to promote the common interest and make it pleasant for all members of the condominium community. They can be changed through the Condo Board once the Condo Corporation is formed and turned over to residents.

### INTERIM OCCUPANCY FEES

Monthly occupancy fees are required during the interim occupancy period, which is the time between when you take legal occupancy of your unit (get your keys) and final closing (when title of your unit is transferred to your name).

The fees are specified under the Condominium Act, and include;

- Common area expenses (maintenance fees/condo fees).
- Property taxes.
- Interest for the unpaid balance of the total purchase price.

Interim occupancy can last several months. They do not contribute to your mortgage. Although they are often less than a monthly mortgage, Minto tries to minimize the interim occupancy period as much as possible. We cannot register the condo, however, until the entire building is complete, which is the reason why some of the first residents often pay six or more months of occupancy fees. Please feel free to reach out to your Minto Customer Experience Coordinator for updates on condo registration at 613.751.2888 ext. 1



Amenity Space - Dining Room

E.&O.E. Renderings are artists' concept only. Subject to change without notice.



## WHAT IS MINTO MASTERCARE?

The Minto MasterCare team is Minto's in-house, specially created warranty program and your primary contact after you receive the keys to your Minto Beechwood suite or townhome. These warranty specialists are experts in the standards set by Tarion, the company charged with administering the new home warranty and governing home builders such as Minto for the province of Ontario.

# YOUR WARRANTY

More recently, Minto has added a dedicated 'high-rise' division to our Ottawa Minto MasterCare team who is comprised of staff who are more familiar with high-rise building systems and common condo concerns.

Please feel free to reach out to your Minto MasterCare Coordinator during weekday office hours to schedule any necessary appointments or for advice on the proper channels to record and initiate any requests for service.

We are here for you - Minto stands behind every building we build and are here for you many years after you take possession of your home. Email, call or visit us, we are often onsite and are happy to connect with you at:

**Minto MasterCare High-Rise Ottawa**  
**MasterCareHighRise@Minto.com**  
**613.782.2310 ext. 4**

**Regular Office Hours:**

Monday to Friday 8am - 4pm

**Summer Hours**

**(Victoria Day through Labour Day):**

Monday to Thursday 8am - 4pm

Friday 8am - 12pm







## YOUR WARRANTY RESPONSIBILITIES

Once you receive the keys to your Minto Beechwood suite, register with MyHome, the homeowner's portal at Tarion, by visiting [www.tarion.com](http://www.tarion.com). When making your submissions to Tarion, please also remember to let Minto MasterCare know so we can review and start scheduling service work days as soon as possible and at a day and time that is as convenient to you as possible.

You have three opportunities to submit forms to Minto MasterCare noting any items to be addressed as part of your Warranty Lifecycle:

- At your 30-Day anniversary.
- At your First-Year anniversary.
- At your Second-Year anniversary.

MyHome will remind you of these deadlines. With the complexity of modern buildings, it is expected that you will have some matters to attend to, often cosmetic ones.

- Once we receive notice of any items of concerns, we will call to schedule an appointment for a service work day.
- We will require access to your suite to complete any necessary repairs.
- We ask homeowners or friends/family to be present to sign off on the work and more significantly, to ensure you are satisfied before we consider the matter closed.

Not many people are aware that there are actually two different types of warranties when you live in a condominium - Unit Warranty and Common Element Warranty.

### UNIT WARRANTY

As a Homeowner at Minto Beechwood, you have an opportunity to fill out a 30-day, one-year and two-year form (if necessary) for any items of concern you have observed within the unit boundaries of your home. The definition of unit boundaries is provided in the declaration document provided by Minto and explained in the "Your Condo Lifestyle" section of this book.

### COMMON ELEMENT WARRANTY

Any area outside of the unit boundaries falls under the Common Element Warranty. As a resident of Minto Beechwood and as an owner in the condo, if you observe any issues requiring attention within areas of the common elements, these should be documented and provided to the Condo Board once established. Prior to that, please bring to the attention of Property Management. Some examples of common element areas of concern include exterior glass, exclusive use balconies, railings, vents, corridors, exterior cladding etc.

It is important to follow these established channels for the Common Elements Warranty and make all reports through the Condo Board rather than include them as part of your suite items. The Condo Board would then report and monitor the repair of any items in conjunction with Property Management who will work directly with Minto on behalf of residents to address any outstanding issues.

### SERVICE REQUESTS

We recognize that between your 30-day and one-year warranty, a warrantable item of concern could be raised. Please do not hesitate to retrieve a 'Service Request Form' from Property Management's in-building office and forward any requests to Minto MasterCare.

## COMMON CONDO QUESTIONS

### Condensation on windows

- Humidity control is much different in a suite because of its size & being a LEED building.
- A brand-new suite has more 'wetness' in it the first year.
- You will receive a device to monitor humidity from Minto.

### What is normal mechanical noise?

- Residents moving from a two-storey single family home to a condo suite often initially notice the sound of mechanical equipment which in their previous home was in the basement.
- HRV units also make noise when turning on.

### Water Pressure

- Low flow water fixtures - we've been mindful that our green features have minimal impact on your comfort, but residents moving from an older home often notice their sink fill up slower etc.
- Ask Minto MasterCare if you have any concerns, or how to make adjustments.



# YOUR NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



[MINTOBEECHWOOD.COM/MYCONDO](https://MINTOBEECHWOOD.COM/MYCONDO) | 613.782.2310 EXT. 4