

WELCOME HOME  
TO



RIVERVIEW





Architectural renderings are for illustrative purposes only and may vary from the final finishes selected. E & O.E.



**RIVERVIEW**

# Welcome to Your New Home

Owning a home is an exciting and rewarding experience.  
We are pleased to welcome you home to Riverview.

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## How to Use This Handbook

This Resident Handbook is designed to help clarify important rules, regulations, policies and procedures required to live at Riverview. While this Resident Handbook is not intended to be a complete summary of all responsibilities and obligations as an owner, we have included helpful tips to avoid potential damage to your suite and preserve the high-quality finishes of your property.

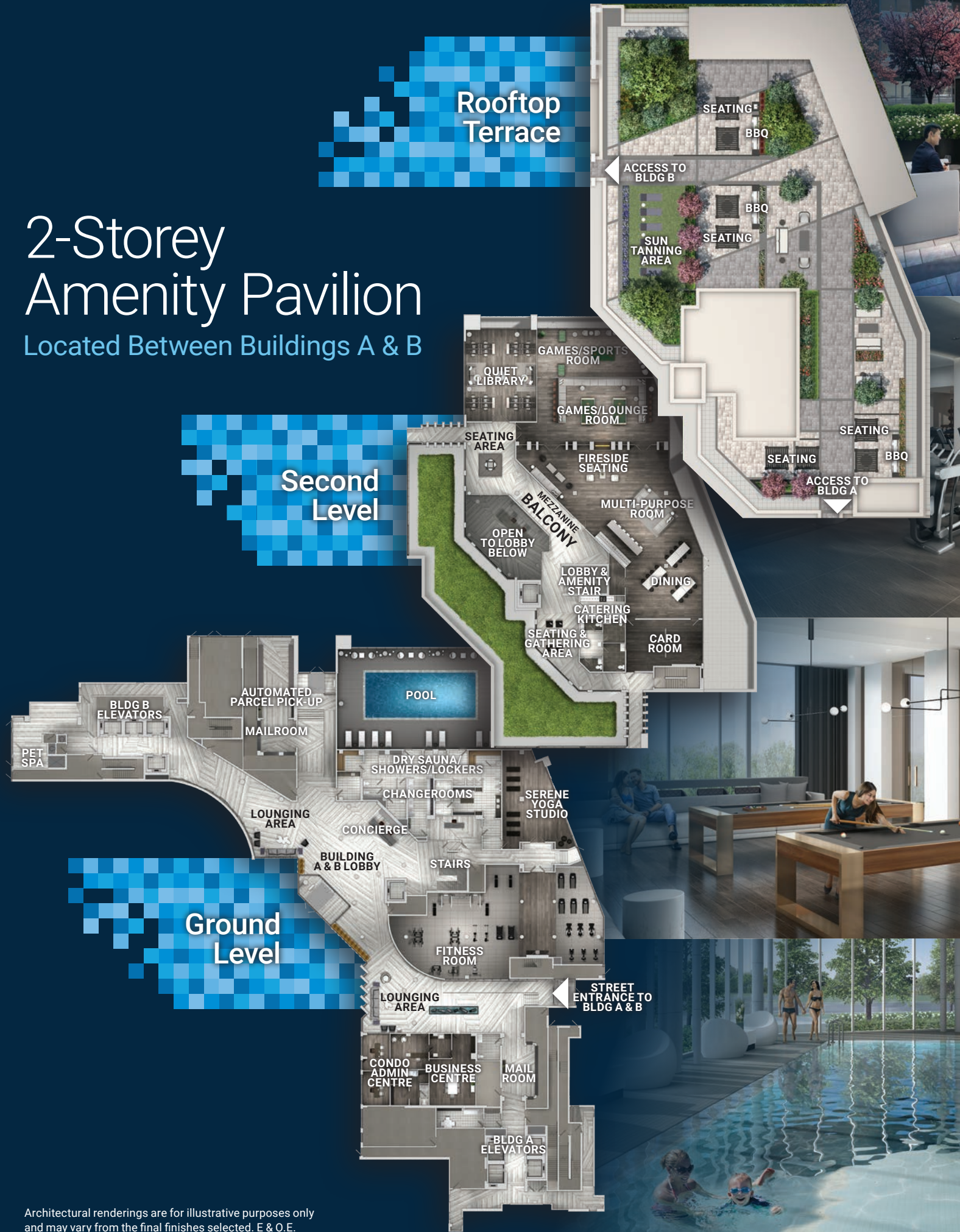
After you have moved in, we invite you to visit the Management Office or contact them by phone or email to answer any questions you may have.

**Thank you for choosing Riverview  
by Times Group, welcome home.**

The information contained in this Handbook supplements, but does not supersede, the Disclosure Statement, Declaration, Rules and Regulations (including amendments thereto) (collectively the "Condominium Documents"). In the case of any disagreement between the Condominium Documents and this Handbook, the Condominium Documents shall govern.

# 2-Storey Amenity Pavilion

Located Between Buildings A & B



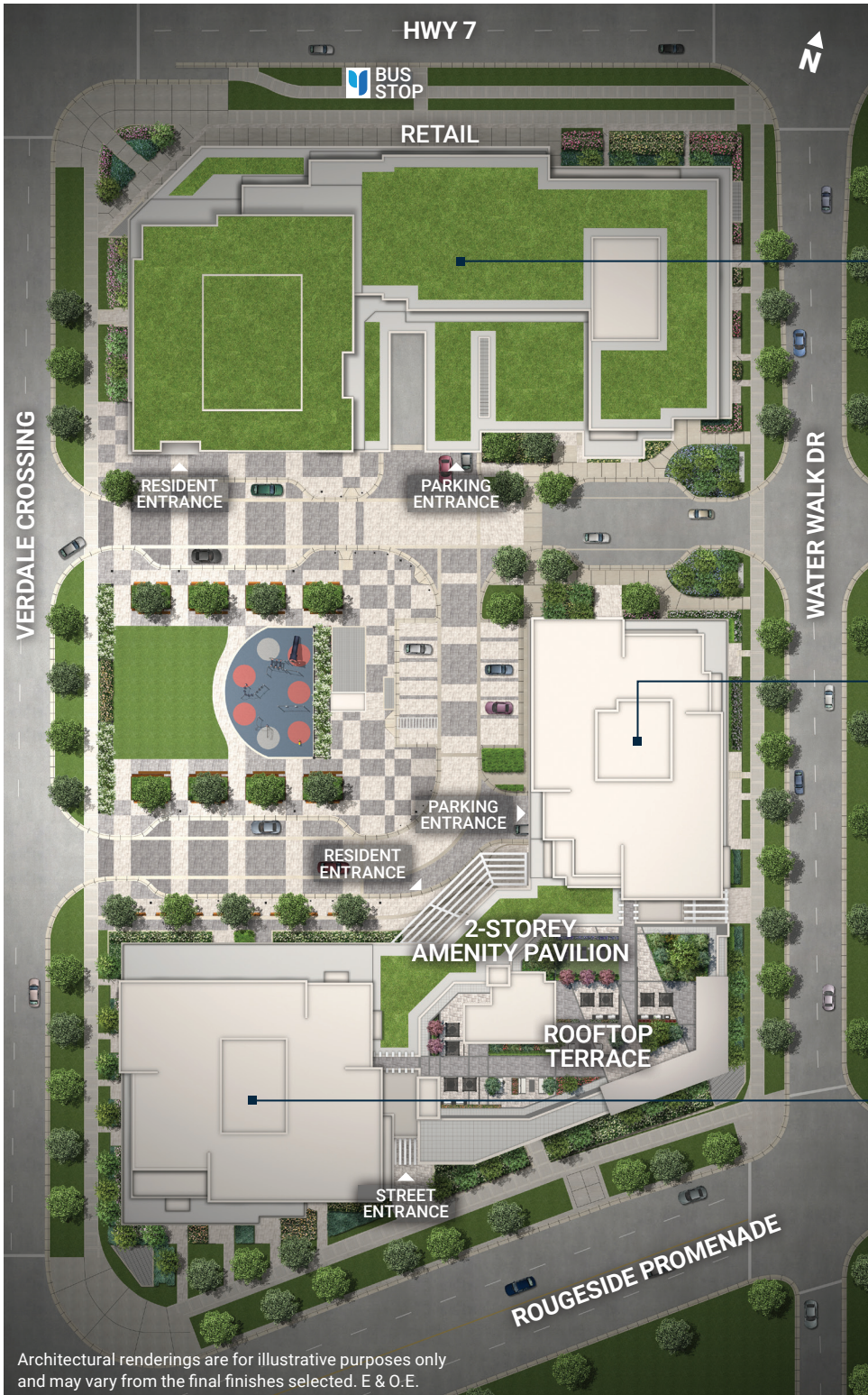


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# Riverview Site Plan



## Building C

38 Water Walk Drive\*  
Markham, ON  
L3R 6M8

## Building B

18 Water Walk Drive  
Markham, ON  
L3R 6L5

## Building A

8 Water Walk Drive  
Markham, ON  
L3R 6L4

Architectural renderings are for illustrative purposes only and may vary from the final finishes selected. E & O.E.

\*Excluding commercial/retail unit addresses

# Important Contacts



## Building Contacts

Concierge	289-554-9648	
Times Property Management On-site Office	289-554-9648 ext: 8 riverviewpm@timesproperty.ca	
Customer Care	riverviewcc@timesgroupcorp.com	
Times Property Management Head Office	905-882-4275 info@timesproperty.ca	350 Highway 7 East, Suite PH07 Richmond Hill, ON L4B 3N2
T2 Condo Rentals Authorized Rental Company	905-604-0600 riverview@t2rentals.com	3985 Highway 7 East, Suite 202 Markham, ON L3R 2A2

## Emergency Contacts

Emergency	911	Fire, Ambulance or Police
Markham Stouffville Hospital	905-472-7000	381 Church Street Markham, ON L3P 7P3
Police (direct)	1-866-876-5423 x 7500	8700 McCowan Road Markham, ON L3P 3M2

## Utility Contacts

Provident Energy Management Inc.	416-736-0630 / 1-866-840-2720	Electricity and Water Sub-Metering
Rogers Internet Set-Up	1-855-759-5856	Bulk Cable, Internet and Telephone Set-Up
Rogers Customer Service	1-888-764-3711	Cable, Internet and Telephone
Tarion Warranty Corp.	1-877-982-7466 customerservice@tarion.com	New Home Warranty

## Appliances

Jennair	1-800-JENN-AIR (536-6247)	See page 14 for service and warranties
KitchenAid & Whirlpool	1-800-807-6777	See page 14 for service and warranties
Fisher & Paykel	riverview@eliteappliance.ca	See page 14 for service and warranties

## In case of emergency Call 911 directly

Then call the Concierge to secure an elevator

### In Case of Fire

#### Upon Discovery of Fire

- Leave the fire area immediately and close all doors behind you
- Activate the fire alarm system using a manual pull station
- Use exit stairwells to leave the building, if they are safe
- Do not use the elevators
- Once in a safe location, call the fire department at 911
- Give the correct address, your name, and the location of the fire
- Do not return to your suite until a fire official declares it is safe

#### If You Hear The Fire Alert Signal (SLOW TONES)

- Remain calm and listen for instructions through your suite's communication system
- Prepare to evacuate but do not gather belongings

**NOTE:** A list of residents who require assistance to evacuate the building is kept in the common fireman box. This includes residents temporarily disabled due to illness or injury. You must notify the Management Office in advance if you need physical help evacuating so that the Fire Department is aware in case of an emergency.

#### If You Hear a Fire Alarm Signal (FAST TONES)

- Remain calm
- Evacuate building immediately; do not gather belongings
- Before opening any door, feel the door and doorknob; if warm, do not open
- If safe to proceed, close all doors behind you
- Use exit stairwells to leave the building, if they are safe
- Do not use the elevators
- If you encounter smoke in the hallways or stairwells, use an alternate exit or return to your suite

#### If You Cannot Leave Your Suite or Have Returned to Your Suite

- Close the door but leave it unlocked for firefighters
- Close all windows
- Dial 911 and tell the fire department where you are
- Seal all cracks where smoke can get into your suite
- Keep low to the floor if smoke enters your suite
- Listen for instructions through your suite's communication system
- Remain calm and wait to be rescued

**TIP:** After you move in, take a few minutes to locate the stairwells on your floor and the building's emergency exits. It doesn't take long and could save your life.



## Fire Prevention

The best way to prevent a fire is to avoid doing anything in your suite that creates a risk of fire. Also, do not allow anything that creates a risk of fire to be brought into your suite. In particular, residents are required to observe the following rules:

- Do not store anything combustible, including propane or natural gas tanks, in your suite or in the building's common elements (this includes your balcony, storage locker, parking space, and the hallway outside your door)
- Do not tamper with the sprinklers in your suite, including hanging lights or other items
- Do not overload or otherwise tamper with the electrical outlets in your suite
- Do not smoke in the building's common elements. If you smoke in your suite, extinguish all cigarettes completely. Never smoke in bed
- Regularly clean your dryer's lint screen and bottom filter to prevent the dryer from overheating
- Barbecues are not permitted on your balcony or inside your suite
- Use only artificial, non-combustible Christmas trees
- Do not use kitchen appliances for drying clothes

Under no circumstances should residents tamper with their suite's fire detection equipment. While cooking, use your kitchen's exhaust fan to avoid setting off the fire alarm accidentally and do not paint over any fire detection devices.

**TIP:** Fire prevention is much easier and less expensive than repairing fire damage. Some damage can never be repaired. It's always better to take a few extra minutes to eliminate a risk of fire.

## Travelling

Flood damage during travel can go unnoticed and cause major damage to suites and common elements. If you are travelling and will be away from your suite, be sure to shut off valves to toilet(s) and washing machine as these are commonly the cause of flood damage. It is recommended to leave your thermostat ON to prevent issues related to extreme temperatures, and also unplug unnecessary appliances. You may also choose to inform the Concierge of your travel plans in case of building emergencies or parcel deliveries.

### **NOTE:** Water Shut Off Valve Locations

- Kitchen faucet and dishwasher: Under the sink
- Toilet(s): Behind the toilet
- Washing machine: Inside the washer and dryer room
- Bathroom faucet: Under the bathroom sink
- Main shut off: In washroom ceiling area behind access door next to water meter

## Concierge

A Concierge is on site 24 hours a day in the shared lobby of Building A & B and another Concierge is on site 24 hours a day in the lobby of Building C.

The Concierge is primarily responsible for serving residents and keeping the building secure. A Concierge will not permit any visitors or tradespeople to enter the building without resident authorization. This is why the Concierge will request that guests call the suite they are visiting before being allowed inside.

Other duties of the Concierge include:

- Monitoring the video feeds from cameras placed throughout the building
- Accepting resident packages and deliveries (as authorized)
- Issuing overnight parking permits
- Completing building patrols
- Reserving certain amenity spaces

When the Management Office is closed, the Concierge can assist residents with issues relating to noise, parking, and many other tasks.

The Concierge is required to do the following, and residents are asked to respect the Concierge in the carrying out of their responsibilities:

- Not allowing visitors, tradespeople or anyone else into the building unless a resident authorizes that entry
- Having any vehicles that are improperly parked on the property tagged and/or towed
- As authorized, accepting packages on behalf of residents, but without the Condominium Corporation taking any responsibility for lost or damaged packages
- Never accepting cash, keys or any large or heavy item
- If necessary, asking any visitor to leave the property or any resident to leave a common element

## Visitors Access

Visitors must be buzzed in by residents and/or report directly to the Concierge upon arrival. For security purposes, visitors cannot enter the building without resident authorization. If you are not home, your visitor may not go up to your suite.

**NOTE:** Visitors are not permitted to access or use the common elements and facilities unless accompanied by a resident.

Residents must reserve the elevator for all moves and large deliveries (e.g., furniture, home appliances, etc.). Reserving the elevator helps moves and deliveries go smoothly and reduce the disturbance caused to other residents.

New residents are required to register with the Management Office before reserving the elevator.

## Reserving the Elevator

To reserve the elevator, contact the Management Office or use the 1Valet app and complete the Elevator Reservation Agreement. The elevator deposit may be refundable provided no damages have been caused to the elevator and/or common elements.

Residents are responsible for requesting both a pre and post-move inspection of the elevator and common elements from the building's Concierge staff. Your damage deposit cannot be refunded without both inspections.

Do not move anything in the service elevator without the proper pads in place to prevent damage.

## Reservation Times

The service elevator may be reserved only between the hours of 9am and 8pm, Monday to Saturday. The elevator may not be reserved on Sundays, holidays or Garbage pick up days. The maximum length of reservation is 3 hours.

## Moving In/Out

All residents must register with the Property Manager before moving into their suite. When you register for initial occupancy, the Property Manager will arrange to deliver your access devices for common elements and the parking garage.

**NOTE:** Do not leave unwanted furniture in the moving room. Abandoned furniture will be removed at the resident's expense.

**TIP:** When you are moving in, take a few minutes to locate your suites electrical fuse box and water shut-off valves. This will save valuable time in the event of emergency.

Riverview offers hotel-inspired recreational facilities for use by residents and their guests, including:

- Automated Parcel/Locker Room
- Card Rooms
- Fitness Room & Yoga Studio
- Games/Media Room (Billiards)
- Games/Sports Room (Ping Pong)
- Library/Quiet Lounge
- Meeting Room
- Multi-Purpose Room (Party Room)
- Pet Spas
- Rooftop Terrace
- Swimming Pool, Dry Sauna & Lockers

Amenity spaces are accessible using the provided fobs for common area access provided to each suite owner.

**TIP:** For hours of operation, please check with the Property Management Office or the Concierge Desk in the lobby area.

## 1Valet

Riverview uses 1Valet, a smart building software which brings enhanced building security, digital key access for building entry, digital amenity booking and more, all within a single app available on your smartphone. Additional features of the 1Valet system are below. Please download the app and register to access these features:

- Digital keys for building entry
- Package delivery notifications
- Booking amenities
- Video calling to entry system
- Maintenance requests
- Community messaging

Apple App Store



Google Play Store



To keep Riverview facilities safe and in good condition for all residents to enjoy, please follow these guidelines:

## General Rules

The following rules apply to all recreational facilities:

- No child under the age of 16 may use any facility unless accompanied by an adult
- Residents are permitted to invite up to two guests per resident (except for use of the Multi-Purpose Room), and a resident must accompany guests at all times
- Facilities may not be used for commercial activities
- Signage in each facility room provides specific rules and regulations. Please review these in detail before using any part of the facility
- Failure to follow any of the facility rules may result in loss of facility privileges
- Usage, booking and guest policies may be subject to change based on use and any issue that may arise during operations
- Restrictions and closures may be applicable at times for health and safety measures or in alignment with government-mandated restrictions

**NOTE:** If you witness someone breaking any rules and regulations, it is best to alert the concierge/security immediately so they can enforce these rules while the issues are happening, not afterwards.

## Day-Use Lockers

Please observe the following rules and regulations:

- Provide your own lock
- Do not spread personal items over multiple lockers
- Do not leave valuables in the lockers
- Padlocks left overnight will be removed and the locker's contents removed
- The Condominium Corporation is not responsible for items lost or stolen in the change rooms or lockers

## Swimming Pool

The swimming pool will be closed for one hour each day, for cleaning. Please observe the following rules and regulations:

- Shower with warm water and soap before entering the swimming pool
- Do not bring pets, glass, food or drinks into the pool area
- Do not wear street shoes in the pool area
- You must wear a bathing suit (no street clothes)
- Refrain from running, horseplay, splashing, diving or jumping in or around the swimming pool
- Do not use the pool if you are sick
- Children must be supervised at all times, and use of toys or floatation devices are not permitted in the swimming pool

**NOTE:** Users of the recreational facilities including the pool, do so at their own risk. The Condominium Corporation assumes no responsibility for any injuries or accidents while using any of the facilities.

## Fitness & Yoga Room

Please observe the following rules and regulations:

- Dress in suitable attire: track suits, shorts, shirts, and athletic shoes. No street clothing or open-toed shoes
- Headphones must be worn with any audio equipment
- Cell phone conversations are not permitted
- Do not drop or bang weights, and re-rack all weights after use
- Wipe down all equipment prior to and after use
- Do not bring glass containers or food into the Fitness and Yoga Rooms
- During busy times please limit use of machines/space to 30-minutes
- No personal training/private classes are permitted in the Fitness and Yoga Rooms

## Multi-Purpose Room

### Reservations

Residents may reserve the Multi-Purpose Room (Party Room) on a first-come, first-served basis by contacting the Management Office or by using the 1Valet app. To confirm reservations, residents must complete the Party Room Agreement Form and submit three separate cheques:

- Damage deposit (refundable)
- Cleaning fee (non-refundable)
- Security fee (non-refundable)

The completed form and cheques must be delivered to the Property Manager at least 14 days (two weeks) before the date of the party.

### Use

The Multi-Purpose Room's maximum capacity is set by the fire code. Residents cannot exceed this capacity, which is stated on the Multi-Purpose Room Agreement Form.

Residents are responsible for any noisy and raucous behavior in and around the Multi-Purpose Room that disturbs the quiet enjoyment of other residents and their guests. Residents may not permit any illegal activity in and around the Multi-Purpose Room or anywhere on the property. Use of the Multi-Purpose Room is restricted to the room itself and the adjacent washrooms. The rest of the building is off-limits, and no food or drink is permitted outside the room.

While the Multi-Purpose Room reservation includes a cleaning fee, residents are responsible for collecting all garbage in the room prior to the final inspection.

- **The Multi-Purpose Room may not be used for commercial events**

**TIP:** In order to keep the Multi-Purpose Room attractive for all residents, you may not affix any decorations to the furniture, walls or ceilings.

## Games Rooms

Please observe the following rules and regulations:

- Do not sit on the billiards or ping pong tables nor attempt trick shots that may cause damage
- Reservations are for one hour and can be made through the Concierge or through the 1Valet app
- Smoking, radios, speakers, food or beverages are not permitted
- Residents are requested to sign-in at the Concierge prior to use

## Card Room

Please observe the following rules and regulations:

- Do not sit on the tables
- Reservations are for a maximum of two hours and can be made through the Concierge or through the 1Valet app
- Smoking, radios, speakers, food or beverages are not permitted
- Residents are requested to sign-in at the Concierge prior to use

## Pet Spa

Riverview has two pet spas conveniently available for washing and drying your pet(s). One located in Building C and one located in the 2-storey amenity pavilion. Please clean up after yourself and be courteous to other residents when using the pet spa. For additional information please contact Property Management.

## Car Wash

For your convenience, two car wash stations are located on P1 in the underground parking garage. Please clean up after yourself and be courteous to other residents when using the car wash stations. For additional information please contact Property Management.

## Rooftop Terrace

Please observe the following rules and regulations:

- May be used by owners, residents and/or tenants, and their guests
- Consideration of others is required for this shared space
- No athletic use is permitted in this area (such as throwing and catching, aerobics, yoga etc.)
- Pets are not allowed on the Rooftop Terrace for any reason
- No video or photography shoots are permitted
- The Rooftop Terrace is a NON SMOKING AREA
- When using BBQ's, residents must complete all BBQ reservation forms at the concierge front desk
- A clean up deposit cheque must be submitted at the time of your reservation, which will be refunded if the BBQ station and surrounding area are left clean and in the same condition as prior to the reservation (Failure to meet any of the clean up requirements will result in forfeiting the deposit)

## Library/Quiet Lounge

Please observe the following rules and regulations:

- Be courteous to other users of the Library and ensure to turn all devices to silent mode, and leave the library to take any phone calls or video conference calls
- Do not converse unless you are not disturbing others
- Use headphones instead of your laptop's speakers
- Only bottled water is permitted in the library - no other food or beverage
- Do not use ink bottles, liquid correction fluid, or other substances that could potentially damage furniture, flooring or other materials or surfaces
- Pets are strictly prohibited from the Library

**NOTE:** If you witness someone breaking any rules and regulations, it is best to alert the concierge/security immediately so they can enforce these rules while the issues are happening, not afterwards.

# Common Elements & Quiet Enjoyment

## Common Elements

The common elements of Riverview essentially comprise of everything other than your suite. Common elements are for common usage. This includes hallways (including the outside of your suite's door), elevators, the Multi-Purpose Room and recreation facilities, the parking garage, and any other areas where individual residents do not have exclusive access.

In respect of the common elements, residents are not permitted to:

- Cause any damage, including littering
- Remove any equipment or furniture
- Make any alterations, including painting or decorating the exterior of suite doors and windows
- Store or otherwise leave anything, including shoes, boxes, furniture, cleaning supplies or garbage

Residents are not permitted to affix doorbells, knockers, religious symbols or decorations to the exterior of their suite.

**NOTE:** Restrictions on resident use of common elements are designed to preserve the building's attractive appearance. Riverview's high-quality common elements are part of its appeal to current and future residents.

## Quiet Enjoyment

Residents and their guests are not permitted to use suites, balconies and common elements in a way that disturbs the quiet enjoyment of other residents and guests. This includes allowing noise or odours to travel between suites.

**NOTE:** Please keep noise to a minimum between 10pm and 8am, daily.

The Condominium Corporation's Board of Directors responds to nuisance complaints. Residents may notify the Concierge and Property Management to report a noise complaint. All complaints are brought to the attention of the Condominium Corporation's Board of Directors and multiple infractions can result in action being taken against the offending resident.

In general, residents and their guests should do the following to preserve everyone's quiet enjoyment:

- Avoid scheduling repairs or renovations outside normal working hours (renovations/repairs only permitted between hours of 8am and 5pm, Monday to Friday and 10am to 4pm Saturday, no renovations permitted on Sundays or public holidays). Exceptions may be made for emergency repairs
- Do not vacuum early or late (between 10pm and 8am)
- Avoid loud music, especially during late or early hours
- Do not allow entertainment to spill into hallways or other common elements

Residents are not permitted to hold or host public events in the buildings or their suites.

Certain parts of your suite are connected with other suites throughout the building. This means that problems with components in your suite can have serious consequences for other residents living around you. To reduce the chances of this happening, the Condominium Corporation has designated service personnel for repairing these parts of every suite.

## Fan Coil Units

A fan coil unit provides heat and air-conditioning service to residents. The fan coil unit is located behind a panel in the wall of your suite. At the bottom of the wall is an air filter intake vent and above this, inside the wall, is the motor for the fan. A thermostat is located on a wall of your suite.

**TIP:** Please do not put furniture in front of your fan coil unit. Doing so will restrict airflow into and out of the unit, which is hard on the motor and can result in costly damage.

**NOTE:** Occasionally, Property Management will request that furniture be moved away from your fan coil unit in order to provide access for repair or general maintenance. No owner wants to return to their suite with scratches or damaged furniture, so please ensure you comply with these requests. Failure to do so may result in the need to reschedule, and potentially a rescheduling fee.

## Regular and Emergency Maintenance

In order to ensure the fan coil units function properly and efficiently, maintenance to the internal components is required twice per year. The Condominium Corporation will carry out this maintenance on residents' behalf and include the fee in its operating budget. If any fan coil repair work is needed, the work must be arranged by the Condominium Corporation and paid by the suite owner.

If you discover a problem with your suite's fan coil unit, contact the Management Office immediately. Residents should not tamper with their fan coil units.

### Drip Pans

Each fan coil unit contains a drip pan that collects condensation from the fan coil and drains it away. If the drain line becomes clogged, the drip pan could overflow and cause damage to your suite and those suites that share your drain line. Residents should contact the Management Office immediately if they notice leaks near fan coil units.



Your suite together with any parking or storage locker are the part of the Riverview Condominium that you own. The rest of Riverview consists of other suites and common elements such as hallways, elevators, and recreational facilities that are owned collectively by all residents and managed by the Property Manager as directed by the Condominium's Board of Directors.

The Property Manager is responsible for repair and maintenance of the common elements, as well as certain in-suite features that affect the entire Corporation. If you have any questions about who is responsible for certain repairs and maintenance, please contact the Management Office.

## Rules & Regulations

All residents of Riverview are provided with a copy of the Condominium rules and regulations which pertain to suites and common elements. Many, but not all, of these rules and regulations are summarized in this Handbook.

The Condominium rules and regulations serve three important purposes:

- Preventing unreasonable interference with each resident's use and enjoyment of their suite and the common elements
- Guiding the behaviour and responsibilities of residents and their guests when using the common elements, including pets, noise, parking, moving, fire safety, use of recreational facilities and exterior grounds
- Maintaining a living environment that is attractive to current and future residents at Riverview

## Damages & Violations

Any losses, costs or damages incurred by the Condominium Corporation or other residents as a result of a breach of the rules and regulations, by any other resident or their guests, will be paid for by the resident whose breach of the rules caused the damage.

Residents or their guests that are found to be in breach of a rule may be charged back for the cost of any repair or replacement.

## Basic Use & Maintenance

Residents are permitted to use their suite only for residential purposes. Suites may not be used for commercial or other non-residential purposes, or for any immoral, improper, offensive or unlawful purposes.

Certain parts of your suite are interconnected with the rest of the building.

For this reason:

- Use toilets, sinks, showers, bathtubs and other parts of the plumbing for their intended purpose only. Do not dispose of garbage, kitty litter, animal waste, dust or other debris down your drains
- Do not pour food or oil down your kitchen sink
- Do not make any major changes to the plumbing, mechanical, electrical, television cable or structure of your suite without written permission from the Condominium Corporation

Residents are required to keep their suite in good condition. Please fix any damage promptly.

## Pest Control

Residents should keep their suite clean so that bugs, rodents or other pests do not infest their suite. This includes using covered garbage, recycling and organic waste bins, emptying bins on a regular basis and not leaving food or other organic material uncovered. Promptly dispose of produce boxes from grocery stores as they can harbor and attract insects. If you will be away for an extended period of time, ensure you dispose of all garbage before leaving. Residents must notify the Management Office immediately if pests are discovered.

**TIP:** Dirty dishes are a common attraction for bugs and other pests. Keep your sink and dishes clean, as well as load and run your dishwasher promptly to avoid this problem.

**TIP:** There is a junction box in the living room ceiling area where you can install a chandelier by your own licenced Electrician. There is also a plug switch in the living room which is designed to turn a standing lamp on and off.

## Window Coverings

Uniform window coverings preserve the attractive appearance of Riverview's exterior. Residents are not permitted to change the outside appearance of their windows by:

- Changing the colour or tint of their suites windows, including using paint, foil or decals
- Installing any sign or advertisement visible through the suites windows

Residents are permitted to install only white or off-white window linings, backings or coverings (including blinds or shutters) to the inside of their windows. If you are thinking of changing your suite's window coverings or other renovations, please contact the Management Office to ensure that work complies with the Condominium Corporation's rules and regulations.

## Humidity & Flooring

Humidity is the degree of moisture in the air. It is important to manage the humidity level of your suite to avoid expensive repairs to flooring, cabinetry and drywall.

### Too Much Humidity

Excess humidity is most common in warmer months. This can cause condensation on windows and elsewhere, which can drip and pool, causing drywall rot and mildew growth.

### Too Little Humidity

Dry conditions are most common in colder months and can cause warping/shrinking/cracking of flat surfaces, including flooring materials, furniture and wall paint. Avoid humidity problems by using a portable humidifier or dehumidifier (away from windows) to keep humidity levels in your unit between 40 and 55 percent throughout the year (note: your suite's air-conditioning unit will function as a dehumidifier).

### Other tips for avoiding excess humidity:

- Use exhaust fans whenever cooking or bathing
- Keep all pots covered while cooking
- Reduce the number of plants in your suite
- Do not leave wet clothes or towels around your suite
- Periodically check your fans to ensure proper operation
- Place a humidity meter in the living area to check on humidity levels
- Keep bathroom doors closed when showering

## Flood Prevention & Other Maintenance

### Fire Sprinklers

Fire sprinklers are located on the ceilings of different rooms. Do not touch, clean or paint over the sprinklers, or use them to hang any items. Doing so could cause flooding or failure of sprinklers to work in an emergency.

### Water Shut Off Valve Locations

- Kitchen faucet and dishwasher: Under the sink
- Toilet(s): Behind the toilet
- Washing machine: Inside the washer and dryer room
- Bathroom faucet: Under the bathroom sink
- Main shut off: In washroom ceiling area behind access door next to water meter

**TIP:** When you are moving in, take a few minutes to locate your suites electrical fuse box and water shut off valves. This will save valuable time in the event of emergency.

Do not leave water on the bathroom floor during or after showering. Be sure to use shower curtains and have the end hanging on the interior side of the tub to avoid water from getting on to the bathroom floors. Accumulation of water on bathroom floors may cause damage to your suite and leak into the suite(s) below.

## Washing Machine

Inspect hose connections on a regular basis, ensuring they are tight. Replace any worn or broken parts immediately. Your washing machine requires the draining of residual water and the cleaning of a drain pump filter periodically. Please follow the Use & Care Guide for more details.

### Use & Care Guide



**TIP:** Prevent mold from building within your washing machine by using an appliance cleaning product such as Affresh every month. It is also recommended to leave your washing machine door open after use until all water has evaporated.

## Ventless Dryer

Suites at Riverview come with energy efficient ventless dryers, which require the emptying of a water tank, lint screen and bottom filter. Please follow the Use & Care guide for more details.

### Use & Care Guide



**TIP:** Energy efficient ventless dryers use a heat pump design and warm air to dry clothes. For best results, leave your laundry room door open while the dryer is running.

## Dishwasher

Inspect for water leaks on a regular basis and replace any worn or broken parts immediately. Make sure the dishwasher door is properly closed and sealed tightly before running. Clean out the built-in drain pump filter every month and run a cleaning cycle periodically.

### Use & Care Guide



**TIP:** Your water meter is located in the ceiling area of your washroom under an access door.

## Smart Locks

Suites at Riverview use MIWA P Series smart locks, similar to smart locks used at luxury hotels. These locks have built in RFID technology with safety and security in mind and come with a physical override key provided to owners for additional peace of mind. Please download the app and visit Property Management for your unique code to finalize set-up.

### Apple App Store



### Google Play Store




## Smart Thermostat

Your new thermostat will provide uniform and comfortable temperature control throughout every room in your suite. Controlling the temperature of your suite is available using the thermostat mounted on your wall or by using your smartphone and one of the below apps. Please download the app and follow the instructions in the user manual to finalize set-up with your thermostat. If you are having difficulty, please contact Property Management.






**Buildings A & C (Smart Life)**

User Manual    Apple App Store    Google Play Store



**Building B (TuyaSmart)**

User Manual    Apple App Store    Google Play Store



## Appliance Service & Warranties

If you experience any issues with your appliances, please contact the manufacturers listed below directly. You will need to provide your contact information, model number, issue with appliance and Tarion Certificate. If you have any questions, please contact Property Management at 289-554-9648 ext: 8 or [riverviewpm@timesproperty.ca](mailto:riverviewpm@timesproperty.ca)



**2 Years Parts & Labour  
from date of Occupancy**

**Service & Warranty:  
1-800-JENN-AIR (536-6247)**



**1 Year Parts & Labour  
from date of Occupancy**

**Service & Warranty:  
1-800-807-6777**



**1 Year Parts & Labour  
from date of Occupancy**

**Service & Warranty:  
1-800-807-6777**



**2 Years Parts & Labour  
from date of Occupancy**

**Service & Warranty:  
Elite Appliances  
[riverview@eliteappliance.ca](mailto:riverview@eliteappliance.ca)**

# Balconies, Patios, Terraces, & Exclusive Use Areas

## Rules Governing Exclusive Use

While residents have exclusive use of their balconies, patios, decks, terraces and yards, that use is governed by rules established for the benefit of all residents.

The following are not permitted on any resident balcony, patio, deck or common terrace:

- Throwing anything off the balcony, including cigarettes and garbage
- Cooking or barbecuing
- Hanging or drying clothes
- Storage of bicycles, boxes, pet cages or any goods or materials
- Wind chimes, bird feeders, satellite dishes or lights
- Shaking or beating any mops, brooms, rugs, beddings, etc.
- Hanging planters, and planters which overhang the deck/balcony railing to the exterior are not permitted
- Anything that could disturb the quiet enjoyment of other residents

Seasonal plants are permitted provided that they are contained in planters with drainage trays.

Residents are not permitted to erect any privacy screen or fence, awning or other screens on their windows, terrace, decks, patio or balcony. Nor may residents install large planter boxes or other landscaping features on their balconies or patios. Resident pets should not be left unattended on any patio, deck, yard, balcony or terrace and are not permitted to defecate or urinate on any such area. If in doubt, please consult with the Property Manager before installing improvements or items on your balcony.

## Maintenance

Residents are responsible for maintaining their balconies and patios in good condition. Balconies must be kept neat, clean and tastefully decorated at all times. For patios with pre-existing landscaping features (patio stones, plants, planters, fences, etc.) installed prior to residents move in, are to be maintained by the suite owner and the suite owner with exclusive use of these areas are responsible for cost and expenses associated with the maintenance. In cases where some landscaping materials are inaccessible by the suite owner, the suite owner will be responsible for notifying the Corporation of any needed maintenance work. Any other patio landscaping must be approved by the Condominium Corporation.

### **DO NOT WASH YOUR BALCONY FLOOR WITH WATER.**

This will create an overflow that will cause major damages to your own or your neighbour's suite.

Violating the rules governing exclusive use of your balcony will result in a charge back for any damages.

**NOTE:** Restrictions on what residents can do with their balconies and patios are intended to preserve the building's exterior attractive appearance. Riverview's sleek uniform exterior is part of its appeal to current and future residents.

After final closing, owners are permitted to lease their suite for residential purposes. It is in everyone's interest, that suites be leased by selecting quality tenants.

An owner who leases their suite becomes a landlord. The lease agreement is solely between the owner/landlord and tenant and is governed by the Residential Tenancies Act.

**NOTE:** Owners who lease their suites have no right of use of any part of the common elements (including the amenities and facilities of this Condominium) for the duration of their tenant's occupancy.

Owners are responsible for making sure their tenants follow all of the Condominium's rules and regulations. Owners also remain responsible for their portion of the Condominium's common expenses.

**NOTE:** Owners are responsible for any damage caused by tenants and their guests to the suite(s) or common elements.

## Requirements For Lease

Owners must provide the Management Office with 30 days' notice of any tenant's move-in or lease renewal.

Before any tenant moves in, the owner must provide the following to the Management Office:

- Tenant Registration Package
- Tenant Information Form
- Executed copies of the Tenant's Undertaking and Acknowledgment (see pg 17)
- Executed copy of the lease application and the lease itself
- Owner's address and telephone number during the period of tenant's occupancy

**TIP:** Copies of forms and documents required for leasing your suite are available from the Management Office.

Before any tenant moves in, the owner must provide the following to the tenant:

- Copy of the Declaration
- Copy of the Condominium Corporation's by-laws and rules

**No lease shall be for a period of less than ninety (90) days.**

## Smart Cards & Common Elements

At Riverview, keys have been replaced by SMART CARDS to access suites, while the common areas are accessed using a fob. If required, owners may request additional SMART CARD and access devices for their tenant(s) on their behalf. The Management Office will not issue SMART CARDS or access devices to any tenant directly, even if the tenant loses their SMART CARD or access devices.

## Recommended Procedures for Leasing

If you are not using a real estate agency, the following steps will help you successfully lease your suite:

**ADVERTISING:** Advertise in places frequented by people you would feel comfortable leasing to. For example, if you do not want to lease to students, do not advertise in or around schools or universities.

**MEET YOUR TENANTS:** Arrange to meet face-to-face with potential tenants. Never lease your suite to people you have not met.

**CREDIT HISTORY:** Avoid bad tenants by checking their credit history. Visit [rentcheckcorp.com](http://rentcheckcorp.com) for information and assistance conducting credit and other background checks.

**INCOME AND EMPLOYMENT:** Ask for proof of income and current employment. Make sure you understand how your tenant will pay their rent.

**REFERENCES:** Ask for employment and past landlord references, and ensure to contact them directly.

You can use a lease application to collect the foregoing information (credit history, income and employment information, and references). A good source for lease applications is [lawdepot.ca](http://lawdepot.ca).

**DRAFT THE LEASE:** If you've never leased a property before, the Government of Ontario has created a Standard Form of Lease which is mandatory for all leases in Ontario. Please visit [ontario.ca](http://ontario.ca) to download the form and to learn more about your requirements as a landlord and the Residential Tenancies Act Ontario. Make sure you understand all the terms of the lease before you ask the tenant to sign. If you are unsure of how to proceed, you should contact a lawyer.

**INSURANCE AND UTILITIES:** Obtain a copy of the tenant's insurance policy (see Insurance section on pg 18) and confirm that utilities have been switched into the tenant's name (if applicable).

## Tenant's Undertaking & Acknowledgment

To ensure your tenant abides by the Condominium's rules and regulations your tenant must sign an undertaking containing the following language:

"I acknowledge and agree that I, the members of my household, and my guests from time to time, will, in using the unit rented by me and the common elements, comply with The Condominium Act 1998, S.O. 1998, as amended, as well as the declaration, by-laws and rules of the Condominium Corporation during the entire term of my tenancy, and will be subject to the same duties imposed by the above as if I were a unit owner, except for the payment of common expenses, unless otherwise provided by The Condominium Act 1998, S.O. 1998, as amended."

In connection with this undertaking, you must provide your tenant copies of the Condominium's Declaration, by-laws, rules and regulations. Also provide your tenant a copy of this Handbook and the Condominium Documents.

**MOVE-IN REPORT:** Conduct an inspection of the suite with the tenant before they move in. Note any deficiencies and damaged items. Indicate the number of keys/SMART CARDS and access devices being provided. You and the tenant should both sign this list, and each keep a copy.



## Rental Management for Condo Investors

An all-in-one service designed  
for condo investors like you

**Our full-service offering  
has everything you'll need**

- ✓ Tenant screening
- ✓ Collecting rent
- ✓ Dealing with tenant issues
- ✓ Coordinate maintenance and repairs

**NO MONTHLY FEES  
DURING INTERIM OCCUPANCY**

Available to Riverview purchasers. Please note that fees for supplementary services and a one-months rent listing fee will apply

**905-604-0600**  
[riverview@t2rentals.com](mailto:riverview@t2rentals.com)  
[t2rentals.com](http://t2rentals.com)

## Required by Residents

The Condominium Corporation's insurance does not cover certain improvements to your suite. Please review the definition of a "standard unit" in the Condominium Documents for more detail and consult with your insurance advisor. Accordingly, it is strongly recommended that residents obtain the following kinds of insurance:

### All-Risks Insurance Coverage

Should cover the replacement cost of any additions, upgrades and improvements to your suite, including flooring. (Refer to Appendix "A" to by-law #1, the "standard unit definition", for more details.)

### Property Damage Insurance

Should cover the furnishings, equipment and personal property in your suite, as well as any automobiles or bicycles stored in the building.

### General Liability Insurance

Should cover any injury or damage suffered by any guest or invitee while inside your suite. We recommend a minimum coverage of 2 million dollars per occurrence.

### Additional Insurance

Covering any deductible amount under the Corporation's master insurance policy.

**TIP:** Make sure your insurance coverage also covers the contents of your storage locker(s).

## Additional Insurance Options

Residents are encouraged to consider the following additional coverage:

### Loss Of Occupancy

Additional insurance to cover your living expenses if you are forced to leave your suite for any insurable reason.

### Special Assessments

Insurance against any special assessments assessed against resident(s) by the Condominium Corporation.

### Contingent Coverage

Against the risk that the Condominium Corporation's insurance is inadequate to cover any particular damage or injury suffered by a resident.

**NOTE:** You are responsible for insuring any and all floor coverings in your suite, including the floor coverings in place when you moved in. The Condominium Corporation's insurance only covers your suite's concrete floor slab. In addition, you are responsible for fully insuring your own kitchen and bathroom countertops, cabinets and appliances.



## Visitor Parking

Visitor parking is located on the ground level and on the P1 level of the underground parking garage. Residents are not allowed to park in visitor parking spaces.

Visitors must register their vehicle with the Concierge. Residents are responsible for making their visitors aware of parking rules. Additional visitor parking restrictions may apply and residents/visitors must comply with all rules and posted signage.

Overnight parking permits are required for visitors parking between 2am and 7am. Permits are available from the Concierge and must be displayed on the parked car's dash. Only seven (7) overnight parking permits will be issued per suite per month, and no single permit can be longer than three nights.

## Resident Parking

Resident vehicles must be registered with the Management Office. Only passenger vehicles, motorcycles, station wagons, minivans and small trucks may be parked in the parking garage.

Parking spaces cannot be used as storage space, including the storage of tires, bicycles, cans, bottles, containers or garbage.

**NOTE:** Residents are not permitted to use their parking space for storage, vehicle repair or service or any other activity besides parking. Car wash stations are located in the underground parking garage on P1.

Residents are permitted to park in their designated space only. Parking in any other space (including visitor parking) will result in the vehicle being tagged and/or towed. If another vehicle is parked in your space, please inform the Concierge.

**TIP:** Residents are required to keep their parking space clean, including any oil and gas leaks. Check your vehicle regularly.

## Ownership Of Your Space

Only existing suite owners may own parking spaces. You can lease your space only to another resident or the Condominium Corporation. Any leases must be registered with the Management Office.

**No vehicles with propane or natural gas engines may be parked in the parking garage.**

**No commercial vehicles, trailers, boats, snowmobiles, machinery or equipment of any kind may be left in parking spaces.**

The Management Office may require residents to remove their vehicles from parking spaces, with 72 hours written notice, if that vehicle poses a safety or security risk, is unattended for an extended period of time, is damaged or undriveable or due to its appearance. Failure to follow any of the Condominium's parking rules will result in vehicles being tagged and/or towed at owner's expense.

## Entering the Underground Parking Garage

- Do not attempt to follow another vehicle into the garage while the door is open
- To avoid garage door collisions, only one vehicle should enter at a time
- Activate your remote control prior to entering the garage to avoid damage to the garage door
- Activate your remote control even if the garage door is open

**TIP:** Many car accidents happen while entering and exiting underground parking garages and parking spaces. Please be vigilant and alert.

## EV Parking Spaces

EV parking spaces at Riverview were purchased as upgrades by suite owners and are privately owned. These parking spaces are individually metered with electricity consumption from each EV parking space billed to each suite owner as part of their electricity bill.

## Permitted Pets

Residents are permitted two pets per suite, but only of the following kinds:

- A bird, kept in a cage/enclosure at all times
- Hamster, gerbil, guinea pig, mouse or a similar sized rodent, kept in a cage or appropriate enclosure at all times
- A non-venomous/non-poisonous reptile not exceeding 36 inches or 91.44 centimeters in length, and be kept in a cage or appropriate enclosure at all times
- An aquarium of fish not exceeding a 30 gallon/ 113.6 liter tank
- A cat, ferret or a rabbit
- Permitted dogs not to exceed 25 inches or 64 cm in height at withers (being the ridge between the shoulder blades of a four legged animal) nor a dog that behaves aggressively

Any pet not in the above list (including animals, reptiles, rodents, livestock or fowl) is prohibited.

Residents may request exceptions or accommodations for certain pets from Property Management in accordance with the Ontario Human Rights Code. Please speak with Property Management directly for more detail.

Residents must register their household domestic pets with Property Management.

Pets owners are not allowed to walk their pets unleashed/ uncaged anywhere upon the common elements.

**NOTE:** Not everyone likes pets and some people are fearful of animals. What looks like playful behaviour to one, may look like aggressive behaviour to others. Please keep your pet(s) under control at all times.

## Pets as Nuisance

Any pet deemed to be a nuisance shall be removed permanently from the Condominium property within two weeks after receiving a written request from the Board of Directors or the Condominium's Legal Council.

If a pet defecates, urinates or sheds in any part of the Corporation's common elements (including walkways, stairs or hallways) and its owner fails to immediately clean up the mess, that pet may be deemed a nuisance.

Other nuisances caused by pets:

- Lunging or otherwise acting aggressively to a resident, guest or representative of the Corporation
- Physically harming a resident, guest or staff member without provocation
- Acting aggressively or harming or interfering with another pet or service animal
- Disturbing the quiet enjoyment of any of the residents
- Causing damage to any portion of the common elements

All pets must be carried through interior common elements (including hallways).

Service and emotional support animals provide assistance to a person with a cognitive, physical or emotional disability. Exceptions to all rules regarding pets are available to any resident owner, tenant or visitor who requires a service animal while residing or visiting. Please register your assistive animal with Property Management or the Concierge and keep your assistive animal harnessed at all times while passing through any common area.

## Pet Spa

Riverview has two pet spas conveniently available for washing and drying your pet(s). One located in Building C and one located in the 2-storey amenity pavilion.

## Locker Storage

Most residents have a designated storage locker located on one of the underground parking levels (P1, P2, P3, or P4).

The lock provided for your storage locker at closing is temporary; please supply your own permanent lock. For safety reasons, you may not store anything outside or on top of your storage locker.

In case of emergency, the Condominium Corporation has the right to cut your lock and relocate items inside your storage locker. Residents will be notified of the reason and purpose of emergency relocations.

If you occupy another resident's storage locker by mistake, the Condominium Corporation has the right to cut your lock and relocate your items.

## Ownership of Your Storage Locker

Only existing suite owners may own storage lockers. You can lease your storage locker only to another resident or the Condominium Corporation. Any leases must be registered with the Management Office.

**NOTE:** Generally speaking, you cannot store anything in your storage locker that you couldn't store in your suite, especially fire hazards like propane or natural gas tanks.

## Bicycle Parking

Bicycle storage rooms and racks are located on the Ground Floor and Level P1 of the underground parking garage. Ground Floor and P1 visitor bicycle parking areas are designated for day use only.

**TIP:** For safety reasons, please do not ride your bicycle in the underground parking garage or on the ramps.

All bicycle racks are available on a first come, first served basis. The Condominium Corporation takes no responsibility for any loss or damage caused to bicycles stored anywhere on the property.

Residents and visitors are required to provide their own bicycle lock. Resident bicycles must be stored in bicycle storage rooms or the resident's storage locker. The storage rooms are for working bicycles only. Only bicycles may be stored in the bicycle storage rooms.

The Condominium Corporation may implement a bicycle registration system after turnover of the Building is complete.

**NOTE:** Under no circumstances should bicycles be stored on balconies, patios, or elsewhere on the property grounds.

# Mailboxes & Mail Delivery



Each suite will have a designated mailbox located in the mail room on the ground floor of the Buildings. Only representatives of Canada Post are permitted to deliver mail to these boxes.

The Condominium Corporation does not have additional keys to the mailboxes. Mailbox keys can be duplicated at a local key shop. Should you lose your mailbox keys or wish to have your mailbox lock changed, owners are required to contact the Condominium Corporation's designated locksmith on their own and at their own expense. The Property Manager or concierge can provide you with the appropriate contact.

If you will be away for an extended period of time please contact Canada Post directly to hold your mail or make alternative arrangements with family or friends for your mail to be picked up.

## Acceptance of Parcels, Courier Mail & Small Packages:

For your convenience, the Concierge is able to accept parcels, courier mail and packages on resident(s) behalf, however all items must be:

- Picked up **within ten (10) days of delivery** due to limited storage
- No more than **50lbs in weight** to prevent potential injury to staff
- Cannot exceed the approximate size of: **50cm x 50cm x 50cm or 20" x 20" x 20"**

For **oversized or heavy items**, Buildings A & B have a Large Parcel Room for deliveries while Building C has access to a large Snaille locker.

**NOTE:** In order for the Concierge to receive packages on your behalf, please fill out a Parcel Waiver form. Without a signed "Parcel Waiver" form neither the Concierge nor Management can accept any of the above noted items on your behalf.

## Snaile Package & Delivery Lockers

Fully automated Snaille lockers are set-up in the amenities area of each building. Packages will be securely stored in their lockers and recipients will be notified electronically. A full audit log is maintained for every package with real-time video surveillance. You can access your packages 24/7.

Residents are asked to sign-up to use Snaille lockers when notified by the Management Office. All parcel deliveries will be made using the automated parcel locker service, when the service is set-up. Only residents of Riverview are allowed access to the Snaille lockers.

Sign-Up



### CANADA'S SMART PARCEL LOCKER

**ORDERING ONLINE IMPORTANT**  
Be sure to include your building address and unit number to ensure the parcel is delivered to you!

**"Collection of the package was flawless. Great system."**  
— ALAN, OAKVILLE, ONTARIO

**Parcel Collection**

- 1 You will receive an SMS message (or email) from Snaille notifying you that your parcel has been delivered.  
Hello, Your parcel has been deposited to the smart parcel locker. Use PIN code 12345678 to collect or click and scan the QR code
- 2 At the locker terminal, key-in your 8-digit PIN code + compartment number, hit "enter". Compartment door will open automatically.  
  
or for more contactless collection experience click on the QR link found in your SMS delivery alert and scan the QR code beneath the touch-screen. Collect your parcel then please close compartment door. Thank you.

- 24/7 convenience
- accepts all carriers
- bilingual web + phone support
- secure
- near contact-less parcel collection
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Canada's Parcel Locker Company  
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www.snailelockers.com support@snaile.com toll-free: 1 833-200-5169

## Wi-Fi Included

Riverview suites have unlimited ultra-high-speed Rogers 150Mbps internet included in your Common Area Maintenance (CAM) monthly fees. High speed internet is also available in selected common amenity areas.

### Set-up

1-855-759-5856

- Call the number listed above for bulk internet account set-up
- Press 1 to activate services
- Provide information requested to set-up your account, including your building address (below) and suite number
- You will have the option to have your modem/router shipped to you, picked-up from a local store or be able to schedule on-site delivery, installation and set-up

#### Building A:

8 Water Walk Drive  
Markham, ON L3R 6L4

#### Building B:

18 Water Walk Drive  
Markham, ON L3R 6L5

#### Building C:

38 Water Walk Drive  
Markham, ON L3R 6M8



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## WiFi you can count on.

Your Condo Developer and Rogers have partnered to provide you with exclusive bulk pricing already included in your maintenance fees.



**Ignite Internet™ 150u**  
with download speeds up to 150 Mbps and unlimited usage.<sup>1</sup>

### How fast can you go with 150u Speeds?

 5 second to download the latest hit album <sup>2</sup>	 10 seconds to download 250 photos <sup>2</sup>	 3 minute to download a HD movie <sup>2</sup>
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Take advantage of a convenient central number for the whole household with unlimited Canada-wide calling plus 7 features included.<sup>3</sup>

**To activate your service, contact our dedicated Customer Care team**

 **1-855-759-5856**

Select your language:

- For English **Press 1**, for French **Press 2**

Select the nature of your call:

- To activate services offered in your new bulk agreement **Press 1**
- To make changes to your existing bulk services, including move related inquiries **Press 2**
  - If you are calling to subscribe to Rogers Ignite **Press 1**



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# Waste Management

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Every floor contains a disposal chute for resident garbage, organic waste and recycling. Use the controls next to the chute to ensure your garbage and recycling is properly deposited in the garbage room. The sorted garbage is collected in separate bins and is picked-up on a weekly bases by Municipal Waste Removal Services arranged by the City of Markham.

The disposal chute may be used between 8am and 10pm daily. Outside of these hours please bring garbage and recycling to the garbage room on the P1 Level.

Do not leave anything in the disposal room. Improper use of the disposal system will be charged back to the owner.

If you find the disposal chute inoperable during normal hours, please inform the Concierge staff.

## The Bi-Sorter System

The Bi-Sorter System sorts resident garbage and organics. A control panel next to the disposal chute offers a choice between two waste streams: garbage and organics. Your choice allows the sorter to automatically direct waste to the appropriate bin in the garbage room. A separate chute is provided for recycling.



CONTEMPORARY RESIDENCES



TIMES  
G R O U P

