



Dear new resident,

We welcome you home to our community at Graydon Hall.

To help you settle in we have prepared the most common questions we get asked. **Please take a moment to look through everything, it will give you all the basic infor mation you will need to get started and settled.** If you have more questions, feel free to call our office or walk in and someone will be happy to help you in any way we can.

Before any tenant moves in, we paint, refinish your floor, complete preventative maintenance on electrical, plumbing and appliances, complete a preventative maintenance treatment for all bugs (as we did not lease to them, just you!) and hire a professional cleaning service. For some of you, your suite has been fully renovated with new cabinets, appliances and bathroom(s). It's important to us to provide a fresh start for you. We do expect that the property is left in the same condition as when you moved in.

What you neeed to know before you move in:

- Renter's Insurance
- How to pay rent
- Access to building updates
- Booking the elevator
- Parking Permits

Thank you for trusting us to provide you with a safe and secure place to call home.

The Graydon Hall Team



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General informatio



Graydon Hall Drive, Apt. # Toronto, Ontario

PLEASE NOTE:

1. The balance of your first and last month's rent of is to be paid in full by . First and Last Month's rent to be paid by Certified Cheque, E-Transfer to collections@ghcapital.ca with your building and apartment number in the message box, Debit, Money Order or Draft, made payable to GH Capital Corp.

2. If you are Pro-Rating (moving in prior to the 1st of the month) you will be charged for the additional days. We calculate a pro-rate as follows: monthly rent x 12 months div. by 365 days = daily charge x the number of days moving in early. This pro-rate is due and payable prior to move-in date.

3. Once you are paid in full you will then sign your lease. Please remember to bring your lease with you on your move in day to show the Building Manager. The Building Manager will not provide you with the keys unless they see a signed lease or a key letter from the Rental Office.

4. Mandatory: Proof of Insurance Coverage (Liability and Personal Contents) to be presented prior to signing the lease agreement.

5. If you have intentions of **painting** your apartment in colors other than Graydon Hall's standard you will be responsible prior to vacating to prime the walls white or pay to have GH Capital prime the walls for you. A painting Agreement form is to be signed with the lease agreement.

6. Remember to book the elevator well in advance of your move. If not, you will run the risk of not being able to move in on your planned move-in date! To book the elevator:

Contact the Maintenance Office between the hours of 9 am to 5 pm Monday to Friday at **416-449-5431**, or your Building Manager after hours 5 pm to 8 pm at

7. Moving is allowed through the Freight Doors Only. At 100 and 150 Graydon Hall freight doors are at the **back of the building**. At 50 Graydon Hall freight doors are at the **front of the building**.

8. On Your Move-In Day: the Building Manager will conduct a move-in inspection with you to ensure that everything is in working order and that there are no issues. The Building Manager will also put the elevator on service and provide you with the building and apartment keys. They will also provide (if applicable) your parking spot number, garage keys and parking tag(s) for your vehicle. Only use the service elevator for move in and delivery of large items.

9. After you move in **your regular monthly rent can be paid** by debit, personal cheque (post dated), money order, certified/draft cheque or E-Transfer. We do not accept preauthorized bank withdrawals and credit cards.

Email transfer info: Payee: GHCAPITALCORPORATION Email: collections@ghcapital.ca

GHCC has auto deposit, there is no password needed. Please put your building and unit number in the message area.

For debit, personal cheque, money order and certified/draft cheque, please provide to the Maintenance Office – 150 Graydon Hall Drive, Suite 100 – or Rental Office – 100 Graydon Hall Drive, Suite 100 –.

10. LMR (Last Month Rent on file) gets applied to your last month of tenancy.

11. Once your one year lease is up, your tenancy becomes a monthly lease or you can converse with us.

12. Lockers are \$35.00 per month and are provided based on availability. If you require a locker you will sign a locker agreement and pay first and last month's rental fee. You will need to buy a padlock on the day you take possession of your locker.

Note: at 50 Graydon Hall the one and two bedroom apartments have a storage in the apartment. The three bedrooms in 50 Graydon Hall are only assigned lockers at the monthly fee above. If we have a locker available, and you are in need we will assign a locker to a resident of a two bedrooms suite on a case by case basis.

13. The Lobby Intercom System is programmed to your cell or home phone number.
Your buzz code will be provided to you on your move in day by your Building Manager.
To have your number registered it must be a local number.
Please press 6 on your phone to open the lobby door.

Note: Telephone/Mobile numbers that are considered long distance will not be accepted and a buzzer code cannot be assigned to those numbers. **ONLY GTA Area Codes** can have a number assigned.

14. Unauthorized sublet, short-term renting and Airbnb are not permitted at Graydon Hall Apartements. Any and all individuals residing in your unit must be listed as an occupant or lease holder. To add persons and receive our authorization to do so, please contact our Leasing Office – 416-447-2447

If you want to sublet your unit or change your lease agreement, please contact the Rental Office to discuss proper procedures.

15. Parking Rules for Residents and Guests – please see page 10 and 11 for more information. Parking spots are assigned by the Accounts Receivable Department and will be provided by the Building Manager on your move in date. Should you require additional parking in future please call the Accounts Receivable Department **647-480-0796** or email **collections@ghcapital.ca** - **assistant@ghcapital.ca** to apply.

16. We offer **two different types of fob**: WRT fob is for residents who obtain parking, PSK fob for residents to access doors. Please note all fobs require a deposit which will be returned to you at the end of your tenancy or the termination of a parking space. **Only one fob is provided for each parking spot.**

17. Garbage disposal chutes are located on each floor near the elevators. The Recyclable Bins for buildings 100 and 150 are located at the back of the building. In 50 Graydon Hall the bins are located at the side of the building near the front of the parking lot.

PLEASE DO NOT LEAVE RECYCLABLES IN THE GARBAGE CHUTES. Any and all garbage that cannot fit in the chutes must be carried out by yourself and diposed of in the designated area.

18. Use of **Washers and Dryers in apartments are not permitted** as they cause floods and hot & cold water crossover to the plumbing system.

19. Rogers Cable is the exclusive cable provider at Graydon Hall. Please note Satellites are not allowed to be placed or installed on balconies nor is there access to the roof.

20. Condo Control Centre — Once you are moved in you will receive an email with a verification code to set up your account on Condo Control. This website will let you submit maintenance request and provide you with notices regarding your building.

21. Follow Us on **Facebook** and **Instagram** to stay up-to-date on events happening in your city. Join the **community Facebook Group** for building updates, and community events happening at Graydon Hall Apartments.

Also, visit our website at www.graydonhallapartments.ca to get access to tenant only content.

Contact information



ADDRESS

Graydon Hall Apartments 100 Graydon Hall Drive, Suite 100 North York, Ontario M3A 3A7

OFFICE HOURS

Monday - Friday 12:00pm – 7:00pm **Saturday** 10:00am – 5:00pm

CONTACT



ADDRESS

Graydon Hall Apartments 150 Graydon Hall Drive, Suite 100 North York, Ontario M3A 3B2

OFFICE HOURS

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

CONTACT Phone: 416-449-5431 — **Email:** maintenance@ghcapital.ca



CONTACT Phone: 647-480-0797 Email: assistant@ghcapital.ca **OFFICE HOURS** Monday - Friday

Monday - Friday 9:00am – 5:00pm



BUILDING 50 Suite 109 and Suite 103

Phone: 416-449-2482

BUILDING 100 Suite 109 and Suite 111

Phone: 416-445-3438

BUILDING 150 Suite 109 and Suite 1110

Phone: 416-445-4304

EMERGENCY NUMBER Phone: 416-446-5431



If a car is parked improperly on GH premises, please call City of Toronto Parking Enforcement. They will take the adequate action.

CONTACT Phone: 416-808-6600

Parking information



Tenant and Visitor Parking at 50, 100 & 150 Graydon Hall Drive please be advised of the following rules which apply to all residents and their guests:

1. All tenants are authorized to park on the property, pay for their parking and **must visibly display parking permits** which are issued when you receive your parking spot from the Rental Office at 100 Graydon Hall Drive or the Maintenance Office at 150 Graydon Hall Drive.

Note: if you lose your tag or have a new car please ensure that you obtain a new tag. There will be NO concessions made for residents who pay for parking but do not have a valid permit. If your vehicule changes we ask you to provide your updated vehicule information with management.

2. Once a parking spot is allocated to you, it is **YOUR spot**.

3. No resident with an assigned parking spot may park in visitor parking or at 185 Graydon Hall Drive. This is private property.

4. Security does not control parking, nor are they aware of parking procedures. Please do not attempt to get authorization for overnight parking or guest parking from the on-duty security officer.

5. No guest may park their car in a tenant parking space, furthermore, tenants may NOT rent out their parking spot or give it to an unauthorized vehicle, be it friend or family, without proper decal displayed and informing Management IN WRITING.

6. To obtain authorized visitors parking, please contact the Maintenance Office by email to provide your visitor(s) info: <u>maintenance@ghcapital.ca</u> or <u>cs@ghcapital.ca</u>

7. All guests are required to place parking tag clearly visible by hanging the parking tag from the mirror.

8. Any and all unauthorized parking will result in your vehicle **being ticketed and/** or towed at the owner's expense.

9. Please be advised that the following are some of the reasons a tenant or guest will be towed from Graydon Hall Drive:

- Vehicles parked in fire routes are not permitted
- Tenants are not permitted in visitors parking at any time, or for any length of time for any reason
- Garbage areas must be kept clear to facilitate removal of garbage by garbage truck
- Loading zones are for loading and unloading only
- Tenant vehicles must CLEARLY display parking tag
- Tenant vehicles are permitted to park ONLY in the assigned spot given by the management office
- Visitors may not park in tenant parking areas
- Visitors may not park in loading zones
- Visitors must not park in visitor areas without visitor permits obtained from management office or building superintendents.
- Only cars with overnight parking passes may park in allocated visitor areas

IMPORTANT PARKING PHONE NUMBERS

If a vehicle is in your spot call Parking Enforcement **(416) 808-6600**. If your vehicle has been towed call **(416) 398-2500**.

Abram's Towing compound is open 24 HOURS and is located at 124 Lepage Court (Keele and Finch area). Proper identification (a valid drivers licence) is required to reclaim your vehicle.



Mat vou need to KNOW after

In your neighbourhood

On Site ÷

Garden

- Garden-50 Graydon Hall Drive •
- Garden 100 & 150 Graydon Hall Drive •

Transportation

TTC

- Bus 122 Graydon Hall to York Mills Station •
- Bus 25 Don Mills to Pape Station •



Playground

Driving

•

100 Graydon Hall Drive

HW 401/DVP/HW 404

Public	Separate	Private
Rene Gordon Elementary School	St. Timothy Elementary Schoo l	Bayview Glen Private School
Jr. Kindergarten — Grade 5	Jr. Kindergarten — Grade 8	Ages 2 — Grade 12
20 Karen Rd.	25 Rochelle Cres.	275 Duncan Mill Rd.
(416) 395 - 2790	(416) 393-5298	(416) 443-1030
Donview Middle School	Senator O'Connor	Abacus Montessori Private School
Grades 6 — 8	Catholic High School	Grades 1 — 5
20 Evermede Dr.	60 Rowena Dr.	1300 Don Mills Rd.
(416) 395-2330	(416) 393-5505	(416) 331-8637
George S. Henry Academy		

Grades 9 — 12

200 Graydon Hall Dr. (416) 395-3240

100 Graydon Hall Drive, Suite 100 North York ON M3A 3A7 · leasing@ghcapital.ca · 416-447-2447 · graydonhallapartments.com



Fairview 35 Fairview Mall Dr. 416-395-5750

Pleasant View 575 Van Horne Ave. 416-395-5940

Bayview 2901 Bayview Ave. 416-395-5460



Food Basics

1277 York Mills Rd. (416) 444-7921

Foodland 107 Parkway Forest dr. (416) 491-6525

Metro (Don Mills Centre)

1050 Don Mills rd. (416) 444-7671

Longos 808 York Mills Rd. (416) 385-3113



Don Mills Baptist Church 99 Scarsdale Rd 416-446-0088

Abu Huraira Center 270 Yorkland Blvd 416-752-1200

Temple Emanu-El 120 Old Colony Rd 416-449-3880



Fairview Mall 1800 Sheppard Ave. E. (416) 491-0151

CF Shops at Don Mills 1090 Don Mills rd. (416) 447-6087

York Mills 291 York Mills Rd

Bayview Village 2901 Bayview Ave. North (416) 226-0404



Graydon Hall Park 215 Graydon Hall Dr

Betty Sutherland Trail 250 Duncan Mill Rd

Greenbelt 50 Green Belt Dr

I---- Fitness

Orange Theory 861 York Mills Rd 416-233-9999

Revolution 150 Lesmill Rd 416-847-1020

LA Fitness 1380 Don Mills Rd 416-391-0220



Duncan House

125 Moat Field Dr. 416-391-1424

Kelsey's

861 York Mills Rd. 416-441-2781

Jack Astor's Bar & Grill 1060 Don Mills Rd. 416-331-9238



Cineplex Don Mills 12 Marie Labatte Rd 416-644-0660

Cineplex Fairview

1800 Sheppard Ave E 416-644-7746

IMAX - Ontario Science Centre 770 Don Mills Rd. 416-429-4100

Be a good neighbour

Consideration of others:



Don't play loud music



Quiet time between 23h - 7h



Your home is NOT a dumping ground

If you have pets:



Teach them how NOT to bark, your neighbours will thank you



Clean up after them



Don't let them chew or damage floors/wood.

Taking care of your home

in the kitchen





Do NOT put dish liquid in the dishwasher, only **use tablets** made for the dishwasher.



Do NOT use aluminum foil as an oven liner. It can causes an electric short circuit. It conducts electricy is a metal.



Do NOT put nails in the kitchen cupboards.



in the bathroom



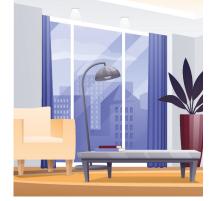
If you have any issue with your toilets, **turn off the water underneath the tank on the left side and call the maintenance office.**



Please **REPORT MAINTENANCE CONCERNS** immediately.

416-449-5431 maintenance@ghcapital.ca

in other rooms



In winter time, **please keep your windows closed**. All furniture to be kept at **a minimum of 2ft away from the radiators** (to let the heat rise into your home). Drapes not to block the radiators.



Do not willfully or negligently damage your suite. Including, screw holes in walls, doors, ceilings, damage or uncleanliness of appliances; cabinet doors, drawers and countertops.

Balcony rules





This is not a storage area: do not store boxes & tires



prohibited on the balconies



Do not affixed anything on the balcony railings



Do not hang anything from the balcony raillings



Bicycles can not be hanging on the balcony railings



Drilling into the balcony railings or the concrete walls is prohibited*

*will result in engineering fees and expensive costs to repair which residents will be responsible to pay





Must ONLY have outdoor furniture



Balcony is to be mopped & cleaned at least MONTHLY

ensure no excess water drips down to balcony below.

Balcony & windows are expected to be maintained

A CLEAN balcony will not attract pigeons as there is no place to nest and they do not smell the scent of their species.

Laundry room rules



- Be **timely in removing clothes** from washers and dryers.
- Give others 15 minutes of leeway after their cycle has finished before removing their clothes from the machine.





- Keep the laundry room **neat and tidy**. Clean up all spills and messes.
- Keep **the top loader lid open** to avoid stagnant water.

Place other people's finished clothes either in a laundry basket or on top of the machine after giving appropriate leeway.

Return **all clothing left behind** to its owner. **Be respecful** of others people's clothing.





- **Leave clothes** in the washer or dryer after **the cycle is done.**
- Be greedy with machines. Always **share machines** and leave at least **one machine free** for others to use.





Throw other people's clothing **onto the floor** when removing it from machines.

Leave clothing or laundry baskets in the middle of the floor in the way of others.

- **Don't shut the top loader lid** after using the machine. Left it open to avoid stagnant water.
- **Leave behind any clothing** in the machines. **Make someone else clean up** after you.



n case of a fir

During a fire emergency, **never attempt to leave a building by an elevator**. Heat can activate elevator call buttons, sending the elevator to the fire floor, where dense smoke may interfere with the elevator's light sensitive eye and prevent the door from closing. Also, you may become trapped in the elevator if water from fire fighting operations creates a power failure. In addition, fire fighters require designated elevators to carry them and their equipment to the floor below the fire.

In reacting to a fire in a high building, you must decide on two options:

- Do I leave the building to safety?
- Is it safer to stay where I am? •

What steps do I take when fire is in my apartment?



Alert everyone in your apartment



Leave immediately. Close, but don't lock all doors behind you.



Sound the fire alarm by activating a red manual pull station on the fire floor (when safe to do so)

Call 9-1-1. Make sure you give your name, the correct address and location of the fire.

Use the exit stairwells. Don't use elevators. Don't return until firefighters declared the apartment safe.

WHAT STEPS DO I TAKE WHEN I HEAR A FIRE ALARM?

If you choose to leave the building:

- Leave as soon as possible
- Before opening any door, feel the door handle and the door itself, starting from the bottom, moving to the top. If the door is not hot, open it slightly.
- If you see or smell smoke, or feel or hear air pressure or a hot draft, close the door quickly.
- If the corridor is free of fire or smoke, take your keys, close the door behind you, and leave the building by the nearest exit stairwell, again closing all doors after you.
- If you encounter smoke in a stairwell, consider taking an alternate stairwell. Be sure to crawl low under smoke. If the alternate is also contaminated with smoke, return to your suite.
- When you are safely outside call 9-1-1. Never assume that someone else has already done so. Make sure you give your name, the correct address and loca tion of the fire.

If you cannot leave your apartment/office or have returned to it because of fire or heavy smoke:

- Close, but don't lock any doors for possible entry by firefighters.
- Seal all cracks where smoke can enter by using wet towels or sheets. Seal mail slots, transoms and ventilation outlets as necessary (a roll of wide duct tape is handy).
- Move to the balcony or to the most protected room and partially open a window for air. Close the window if smoke enters.
- Keep low to the floor. Heat and toxic gases rise.
- Signal firefighters by waving a white sheet or towel.
- Wait to be rescued. Remain calm. Don't panic or jump.
- Listen for instructions or information from authorized personnel over the building's internal speaker system.

HIGH-RISE SURVIVAL KIT

The Toronto Fire Services recommends a high-rise survival kit for tenants of high buildings, readily available if they become trapped during a fire.

You can purchase the following list of items for less than \$50. Having these items available for emergency use may improve your chances of surviving a fire:

- **1.** Wet towel Place at the base of a door.
- 2. Duct tape Tape over door and vent openings.
- **3.** Foil wrap Use to cover vent openings.
- 4. Whistle Use to signal for help.
- 5. Flashlight Use in case of power failure, smoke, or to signal for help.
- 6. Bright-coloured cloth Hang up in a window, or on a balcony, to identify your location.
- 7. **Ink marker** Use for messages on cloth, door or windows.
- 8. Cotton bedsheet If smoke is heavy in your room, soak the bed sheet with water and make a tent near an open window.
- **9.** Washcloth Place the wet cloth over your mouth and nose to aid brea thing in smoke-filled areas.
- **10. Plastic pail with lid** Use for storing survival equipment. (Fill with water du ring a fire.)

FIRE RESISTANT CONSTRUCTION

High buildings are designed to be more fire-safe than an average single-family dwelling. Floors and ceilings are constructed with fire-resistant materials and are separated into fire compartments. The compartments act as barriers to resist fire from spreading.

Interior water supplies: High buildings contain a standpipe system, that is an interior water supply system of fire hose cabinets on each floor for use by firefighters. Most buildings also have portable fire extinguishers in these cabinets.

Fire alarm system: High buildings contain a fire alarm system designed to alert occupants when activated. Types of fire alarm devices include smoke detectors, thermal detectors and sprinkler flow switches. If you discover a fire, immediately activate a red manual pull station near a stairwell and leave the floor. This will identify the specific location at the lobby alarm panel to responding firefighters. Your fire alarm system is not connected to the Fire Services. You must always call 9-1-1. Make sure you give your name, the correct address and location of the fire.

Right & Reponsabilities



Most residential tenancies are covered by the Residential Tenancies Act (RTA).

This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board (LTB).

Exemptions

Some rental units are not covered under the RTA. For example, the RTA does not apply:

- if the tenant must share a kitchen or bathroom with the owner, or the owner's family members
- if the unit is used on a seasonal or temporary basis

The Role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the RTA, and
- resolve disputes between landlords and tenants through mediation or adjudication, or by providing information.

Tenant Rights and Responsibilities

You are responsible for:

- paying your rent on time.
- keeping your unit clean, up to the standard that most people would consider ordinary or normal cleanliness.
- repairing any damage to the rental property caused by you or your guests whether on purpose or by not being careful enough.

You are not allowed to:

• change the locking system on a door that gives entry to your rental unit unless you get your landlord's permission.

You have the right to:

• Security of Tenancy — You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the RTA.

• Important — If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the LTB to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

• **Privacy** — Your landlord can only enter your rental unit for the reasons allowed by the RTA. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

Landlord Rights and Responsibilities

Your landlord has the right to:

• collect a rent deposit — It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.

• **increase the rent** — There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Ontario Government. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. Exceptions:Non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- keeping the rental property in a good state of repair and obeying health, safety and maintenance standards.
- providing you with a copy of your written tenancy agreement within 21 days after the day you signed it and gave it to your landlord. If your tenancy agreement is not in writing, your landlord must give you written notice of their legal name and address within 21 days after your tenancy begins.

Your landlord is not allowed to:

- shut off or deliberately interfere with the supply of a vital service (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- take your personal property if you don't pay your rent and you are still living in your rental unit.
- lock you out of your rental unit unless your landlord has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- insist that you pay your rent by post-dated cheque or automatic debit. These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

Contact the Landlord and Tenant Board

Toll free: 1-888-332-3234 Toronto area: 416-645-8080 TTY: Bell Relay Service at 1-800-268-9242 Leasing: leasing@ghcapital.ca — 416-447-2447 Maintenance: cs@ghcapital.ca — 416-449-5431 Accounting: collections@ghcapital.ca — 416-449-5431

> 50 BM: 416-449-5492 100 BM: 416-445-3438 150 BM: 416-445-4304