



Residences of the World Trade Centre - 10 Queen's Quay

You have just experienced a water escape into your suite. A flood of water into your suite can be extremely distressing. Please remain calm and do the following:

Call the Concierge Desk to report water escape at (416) 362-5612. If you even think that you hear water escape day or night, please report it. It is better to be safe than sorry.

If the source of the water escape is your suite, please turn off water at the source as soon as possible. You may need to access shut off valves in order to accomplish this.

Your call will result in staff attending at your suite to assess the situation. If the water escape is emanating from common area piping/mechanical equipment or from another suite, it will be necessary for staff to leave your suite temporarily to source the water escape and stop the ongoing water escape. Please be patient. Sourcing water leaks can take time and may necessitate making cuts to drywall in suites above yours.

If the damage is severe, please attempt to do everything possible to mitigate your potential loss. Apply towels to absorb standing water. If possible, move furniture, electronics and other personal items from the flooded area(s).

If the flooding can be handled in house, staff will use a wet/dry vacuum to remove standing water. If carpets have been damaged, staff will lift the carpet and remove the under pad. Under pad needs to be removed to ensure that no water is trapped beneath the carpet that could cause mould to develop. Commercial fans may be installed into your suite to help dry the carpet and circulate air. Opening windows and using exhaust fans will assist in the removal of moisture and humidity.

If you have damage to betterments or improvements or personal belongings, please contact your insurer. Betterments and improvements include wallpaper, wall mirror, molding, upgraded carpet, upgraded cabinetry, hardwood or laminate flooring etc. These items are **not** covered by the Corporation's insurance. Please note that if you

have damage to betterments and improvements or personal belongings, you will be responsible for your deductible even if you were not responsible for the damage. This is the way that condominium insurance policies operate. All condominium policies contain waivers of subrogation that preclude one resident from going to another resident or to the condominium corporation to be reimbursed for their deductible.

It is important that you know that the aforementioned does **not** apply to the corporation's deductible. If you, or anyone for whom you are responsible in law, causes damage to the common elements or other units, the Corporation has an obligation under the Condominium Act and the corporation's Declaration to conduct repairs and charge back the costs of those repairs to the individual unit owner who was responsible for the damage. Your liability is limited, however, to the Corporation's deductible or the actual costs of the repairs **whichever the lesser amount is**. The deductible for water escape is \$5,000.00. It is advisable that residents call their insurer to obtain coverage for the Corporation's deductible.

Following the initial flood clean up, the corporation will be responsible to repair all items that are not considered either betterments or improvements. Staff will attend to inspect the suite for damage and usually this inspection will take place at least five days following the water damage. Why do we wait? It is because not all damage will be immediately apparent. For example, damage to drywall may exceed what is noticeable on the day of the accident. We need to ensure that all damaged drywall is removed and replaced to preclude the development of mould.

Residents are encouraged to consider retaining insurance coverage for their units with the insurer who insures the condominium. In this way, arguments as to who will be responsible for repairs are avoided. The same insurer covers everything. Should you be interested in exploring this avenue, please visit the Management Office where we can provide you with insurance information.

Yours truly,

Brookfield Residential Services Ltd.
Acting for and on behalf of MTCC 979



Residences of the World Trade Centre - 10 Yonge Street

You have just experienced a water escape into your suite. A flood of water into your suite can be extremely distressing. Please remain calm and do the following:

Call the Concierge Desk to report water escape at (416) 362-5995. If you even think that you hear water escape day or night, please report it. It is better to be safe than sorry.

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Yours truly,

Brookfield Residential Services Ltd.
Acting for and on behalf of MTCC 979

**To All Homeowners
10 Yonge Street and 10 Queen's Quay West**

Subject: Homeowner's Insurance

Your insurance responsibilities as a homeowner are as follows:

Personal property such as furniture, area rugs, clothing, art, electronics, sports equipment etc.

Betterments and improvements made to the suite such as:

Wallpaper, upgraded flooring including hardwood, laminate, marble, granite etc., upgraded light fixtures, upgraded cabinetry, wood paneling, upgraded baseboards, door casing and crown moulding etc.

Personal effects such as personal papers, jewellery etc.

Under the Corporation's Insurance Policy, if a loss occurs to any property that the Corporation is responsible for insuring and the damage was caused as a result of the act or omission on the part of the homeowner (or anyone for whom the homeowner is responsible in law), the loss (which includes all amounts up to and including the Corporation's deductible) is a chargeback to the homeowner. The corporation's insurance deductible for water escape which is the most common form of damage is currently \$5,000.00. The good news is that you are able to obtain coverage for the corporation's deductible from your insurer and you are strongly advised to do so.

Please also check your policy to ensure that you are covered for seepage. (i.e.) water entering your suite from the exterior. Most policies exclude coverage for seepage and in this instance, damage to your betterments and improvements will not be covered.

Please note that when repairs are required to suites or common elements due to an act or omission of a resident, Management will need to retain the services of various outside companies to conduct repairs. These outside trades may conduct flood control including water extraction and the installation of air movers and dehumidifiers, restore marble, replace carpet and conduct drywall and/or paint repairs.