

MINTO HIGH PARK

BALCONY PROJECT FAQs – SOUTH SIDE

1. *Why do you need to waterproof the balconies?*

Well simply put its necessary to protect and extend the life of the balconies and minimize potential structural damage.

2. *When will the project start?*

The project is scheduled to begin on or slightly after Monday, October 3rd. The first few days will focus on setting up overhead protection and fencing on the South side of the building. Balcony lock-outs will begin immediately once the staging is done.

3. *What does the waterproofing process entail?*

Waterproofing Steps- South Facing (Apartments ending in 01, 02, 03, 11, 12, 13, 14, 15)	Projected Number of Days – weather dependent
1. Mobilization	2 – 3 days
2. Balcony Lock-outs	1 – 3 days
3. Balcony sealant removals	5 – 7 days
4. Grinding & Surface Preparation	10 – 15 days
5. Concrete repairs, if needed	5 – 10 days
6. Balcony Power washing	3 – 5 days
7. Railing base plate sealant application /Waterproofing membrane application	10 – 15 days
8. Final Clean (Power washing)	3 – 5 days
9. Engineer Inspection & Balcony Reopening	2 – 5 days
10. Demobilize from building	2 – 3 days

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4. What are the hours the work will be conducted?

Monday to Friday the crew will arrive on site as early as 7am, but noisy construction work will only be conducted from 8am to 5pm. Saturday work will only be considered if absolutely necessary and Minto will provide specific communication to residents.

5. Is this a weather dependent project?

Yes. The project schedule can be impacted by heat, winds and rain.

6. Will there be noise?

Yes, there will be various construction noises, such as scrapping, sanding with power driven equipment, possibly some knocking, work men talking, jackhammering if concrete repairs are required and sounds from the swing stage machinery.

Sanding products will be used to remove the existing layer, this will be persistent in the first several weeks. Imagine the sound of removing the top layer from hardwood floors. Minto has disposable ear plugs available for resident use. These will be available upon request from the Resident Service Centre at 111 Pacific Avenue.

7. Where will the swing stages be placed?

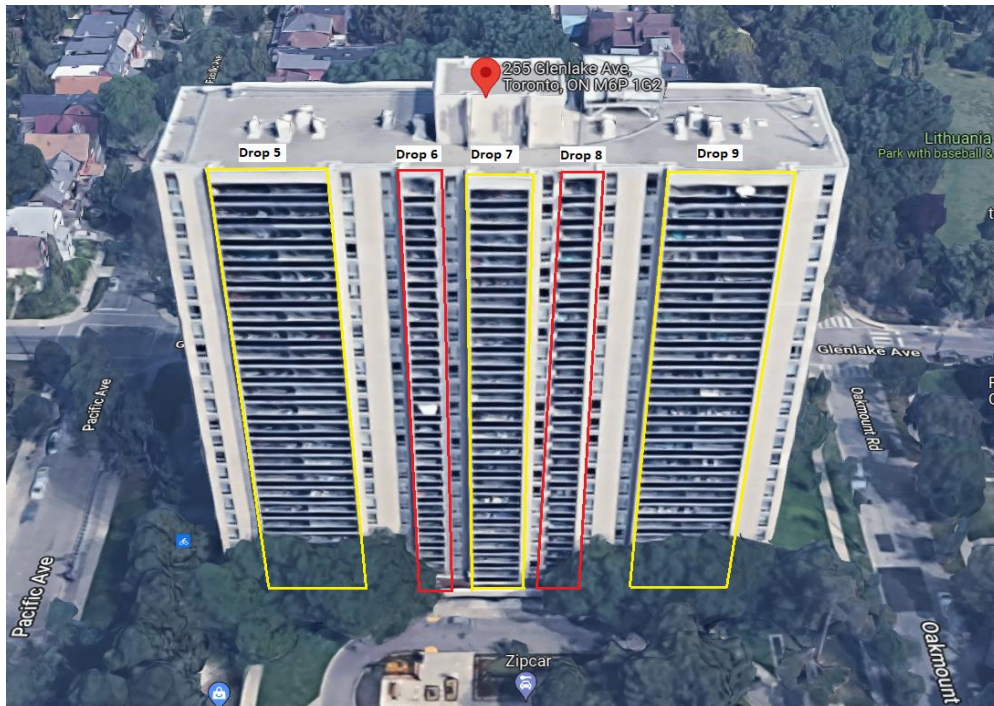
There will be 5 drops. Each drop services one or more apartment balcony vertical risers.

Drop 5	Apartments ending in 02, 03
Drop 6	Apartments ending in 01
Drop 7	Apartments ending in 15
Drop 8	Apartments ending in 14
Drop 9	Apartments ending in 12, 13

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A swing stage will be set up in front of each drop as shown on the below diagram:



8. Why do I have to remove all my personal items, can't construction guys just move them or work around them?

No, the entire balcony needs to be cleared so the construction crew can work from the swing stage(s) to remove the current top surface using sanding equipment and then apply the new water proofing. Power washing each balcony will also be necessary as part of this work.

9. What will happen to the stuff on my balcony? Where am I supposed to put it?

If you don't have sufficient space in your suite, Minto has arranged a secured on-site communal storage area only accessible to Minto High Park team. We have scheduled **September 28th** and **September 29th** when a time can be booked for helpers to remove items from your balcony and place it in storage. We ask that residents only store larger items like furniture, chairs, carpets etc. that they will not require access to during the project. Please contact the Resident Services Centre to reserve your spot. An inventory of the items you need stored will be requested of you.

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10. I need a place to store my bike?

Bike racks are located inside the underground garage near the main garbage room at 66 Oakmount Road. They are available for use by residents needing a storage area. If you need access, please contact the Resident Service Centre.

11. Why can't I have my own storage locker for the items on my balcony?

Unfortunately, individual lockers are not available at this time.

12. Can I go out on the balcony during the lockout period?

No. For safety reasons access to the balconies will not be available until all balconies are done and the engineer gives the okay to reopen the balconies for everyone on the South elevation.

13. Will we be compensated for the lost use of my balcony?

No, the Residential Tenancies Act requires that building owners and/or landlords' complete reasonable preventive maintenance and repairs to their buildings/property and as such does not entitle the tenants to compensation for temporary loss of use while work is underway.

14. I work from home; this is going to be very disruptive. What are you going to do about it?

Possibly, there may be some degree of disruption with noise or other inconveniences, but we are trying to mitigate them through planning the most efficient and safe work schedule for our contractor. In addition, we have the following air conditioned areas available on a *first come, first serve basis*;

- Temporary business centre suite equipped with WIFI.
- Quiet Suites, also equipped with WIFI
- All building lobbies are equipped with WIFI and air conditioned

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Important to note: Please reach out to the Resident Service Centre should accommodation in the Business Centre suite or Quiet suite be needed. We are currently booking use of the space on a week by week basis. Pets are able to enter these areas, but must be fully supervised.

15. Can I use my air conditioner?

We recommend window air conditioners not be used while work is underway to prevent dust from entering and spreading into your suite and damage your A/C. To protect the window air conditioner unit left in place, the contractor prior to grinding your balcony will place a covering over it. The covering will be removed once grinding on your balcony is complete. This typically happens on the same day, weather permitting.

Portable air conditioners also known as stand-up air conditioners do not need to be removed because they exhaust outside. Please ensure the seal plate is properly installed to prevent dust migration when in use.

16. Is there a smell to the water proofing compound?

There will be some odour but by keeping your doors, windows tightly closed and the air conditioner off it should minimize it. The solvent will be used exclusively outside with plenty of circulating fresh air.

The specified products are commonly used on balconies and in underground parking garages. While our vendor has occasionally received complaints regarding odour during application, it is typically only during the application of the sealant and most likely when applied in enclosed space.

17. I need more air flow. What are you going to do about it?

Oscillating fans and portable stand-up air conditioners will be made available temporarily for those residents who need them.

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18. Will I be able to open my window treatments?

Yes, at your discretion. We do however recommend window coverings be left in the down position during the day to stop direct light from entering through the window and help control the climate in your apartment while providing privacy.

19. Will there be dust?

Yes. To mitigate dust the contractor will, where possible:

- Use dust collection shrouds on the grinder equipment
- Use Shop vacuums to control dust in tight corners where the grinder cannot reach
 - Grinders, dust shrouds and vacuums will be cleaned at the end of every day
- Apply tape to all operable windows and door perimeters.
 - Note: Tape will be removed only after grinding is completed
- Pressure wash all balconies (top to bottom) upon completion of grinding for entire apartment line (i.e. pressure wash all apartments ending in 01 on the same day)
 - Note: Water and dust may cascade from balcony to balcony. Every effort to contain these by-products to the balcony being worked on will be taken.

Minto has N95 masks available for resident use which can be requested from the Resident Service Centre at 416-763-5691.

20. Will our exterior windows be washed?

Yes. All accessible and inaccessible windows for the FULL building including the balcony glass panels will be cleaned once the work is completed on the South side.