



A QUALICO® Company

201 – 6525 177b Street
Surrey, BC V3S 5N4
www.streetsidebc.com
604.579.0018

StreetSide Developments builds condos and townhomes for all lifestyles. Our homes reflect our commitment to delivering quality, value, and exceptional customer service. Our mission is to build on Qualico's strong vision and tradition of hard work, quality, and trust.

HOMEOWNER CARE DEPARTMENT

Contact Homeowner Care with questions regarding warrantable interior home items:
homeownercarebc@qualico.com



HPO GUIDELINES

This guide provides advanced information to homeowners as to how warranty providers evaluate claims.

www.hpo.bc.ca



TRAIL APPLIANCES

All homeowner residential appliance warranties are through Trail Appliances directly. Submit any service requests via Online Portal for tracking and contact Trail directly for all appliance related services. For complete instructions on operation and care for each appliance, refer to the corresponding Appliance Manual (also available on your Online Portal).

Service Request Contact:

Builder Services

homeownercare@trailappliances.com

Please keep in mind that part orders may take several months to arrive, based on availability.



PROPERTY MANAGEMENT

Rancho Management is an independently operated firm, assigned to manage the Strata Corporation based on its expertise, knowledge, resources and professionalism in handling large condominium developments. The management company is directed by the Strata Council and provides an array of services. Questions or concerns regarding property management including common areas, exterior, landscaping, recreation areas, and/or parkades can be directed to your Rancho Strata Agent:

Office: 604.684.4508

Exterior & Common Area Emergencies
24-HR Line: 604.684.4508



EXTERIOR & COMMON PROPERTY ITEMS

Submit all exterior and common property items via your RANCHO Portal, and directly Rancho Management **ASAP**. Please keep in mind that all exterior items are common area. Repairs are on-going due to Trade availability and are weather permitting.



TRAVELERS INSURANCE

Review limitations & exclusions to the Travelers 2-5-10 Warranty, as it does not cover everything.

www.travelerscanada.ca/home

Telephone: 604.682.3095
Toll Free: 1.800.555.9431

IT IS TIME TO WINTERIZE

WINTERIZE HOSE-BIBS

Always winterize your hose-bibs! Failing to do so will void your warranty. If your exterior shut-off is frozen, you will need to contact a plumber from your trades list in your Homeowner Manual or Online Portal, to heat the hose-bib.

General Instructions:

1. Turn off the valve in your utility room.
2. Go outside and open the hose-bib.
3. Come back to open bleeder valve (a cup or bucket may be needed to catch the water).
4. Close the bleeder valve.

IMPORTANT TEMPERATURE SETTINGS FOR WINTER

Between October to May, please keep your utility room and interior home temperatures at a minimum of 20 degrees Celsius. During freezing temperatures, please increase to a minimum of 25 degrees Celsius.

SERVICE REQUESTS

Please submit all requests in writing via the Online Homeowner Portal.

Please note, cosmetic deficiencies post-possession on painting, windows, countertops, light fixtures, plumbing fixtures, cabinets, floors and appliances are non-warrantable. Cosmetic deficiencies may include scratches, nicks, breaks, snags or any other defects not listed on the Homeowner Walkthrough Form. If you're not sure, please submit and one of our technicians will be able to review and let you know if it falls under warranty.

Submit via the Portal

- Log in to your online homeowner portal using your username and password.
- Click "Service" in the menu options on the left.
- Complete the service request form:

STEP 1

- From the dropdown lists, please select your address, the type of issue it is, the location of the issue and a description of your request.
- If available and/or applicable, we strongly recommend attaching a picture or video of the issue.

STEP 2

- If you have additional information or comments, such as indicating that your neighbour can also grant access to your home, please enter these in the 'Service Request Description' field.

STEP 3

- When you're ready to submit your list, click the 'Submit' button.
- You will receive an email notification with the details of your request, confirming that it has been received by your Builder.

