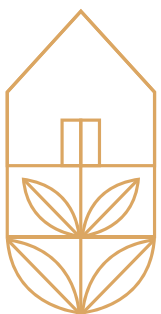




HOMEOWNER GUIDE



CHELSEA
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 **STREETSIDE**
DEVELOPMENTS
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Welcome Home

Congratulations on the purchase of your new home!

StreetSide Developments (BC) is Western Canada's largest fully integrated, privately owned real estate company, with over 60 years of service in the Greater Vancouver area.

Strong values of hard work, quality and customer service are the foundations of our reputation, and we are proud to partner with thousands of families each year who put their trust in StreetSide Developments. We firmly believe that excellent service and open communication are paramount to a satisfying home-ownership experience.

We have provided you with this guide and an Online Homeowner Portal which, together provide everything you need to know about your home and warranty coverage. You will find a library of resources providing you with all the information that is required to acquaint yourself with your home, operate your appliances, maintain each component, and easily find the model numbers and finishes of your fixtures, paint codes, suppliers, manufacturers and more. You'll also find instructions on how to submit a warranty service request, should the need arise. The portal also instructs you on how to submit a service request under warranty and sends monthly home maintenance reminders and occasional warranty milestone alerts.

The Portal also serves as our communication hub. We make sure that you'll always be able to reach us.

We appreciate your decision to buy your home from us and we are excited to welcome you to our homeowner family.

***StreetSide Developments (BC) Ltd
201 - 6525 177B Street, Surrey, BC V3S 5N4***

Accessing My Homeowner Portal

Once you have completed your home purchase, you will receive an email inviting you to set up your profile and access your portal. Be sure to note your username and password for future reference. You can access your Homeowner Portal wherever you have internet access.

If you have not received your account activation email, please contact us for assistance.

What's in My Homeowner Portal?

The Portal offers:

- ◆ Dashboard: includes an overview of the information in the Portal, and the latest updates.
- ◆ Documents: any supplemental information about your home, including a copy of this guide.
- ◆ Maintenance: a monthly list of recommended maintenance.
- ◆ Service: an online form to submit service requests.
- ◆ Contacts: a contact list of the companies involved in building your home.

Homeowner Portal FAQs

I am having trouble logging on. What do I do?

Your username and password are case-sensitive. Please ensure that you are typing your username and password correctly and that the Caps Lock key is not on.

If you forget your personalized login information, click “Forgot password?” link on the login page, enter your e-mail address, then click Submit.

You’ll be sent an email that will allow you to reset your password. then be able to use it to log in and set a permanent password. Please be sure to make note of your username and password for future reference.

What if the information listed in my Homeowner Guide is incorrect?

All efforts were taken to ensure the accuracy of your home information at the time of publication. If changes were made to products after your guide was printed, they may appear in the online Portal. Always refer to the online Portal for the most up-to-date information.

How long will I have access to the online Portal?

Access to your online Portal is decided by your Developer and is three years from the original date that you registered for your online Portal.

I have lost my printed guide and would like another copy. What should I do?

An online version of your guide is available for download and printing in the StreetSide Owner Guide section of the homeowner portal.

I have a warranty issue I need to address. Whom do I call?

Please sign into your online Portal and submit a service request.



About My Community

My Building

Where to Get My Mail

Your mail can be retrieved from the mail box kiosks, which are conveniently located by the entry off 21st Avenue.

The Hours of the Amenity Building

Please contact your Property Manager for the hours of operation for all amenities in the building.

How to Book the Kitchen, Games Lounge Area, and Outdoor Lounge Area

Please contact your Property Manager to book the lounge and social room.

Amenities

Our common areas are designed to provide all of the amenities of communal life. There's space for residents to enjoy social gatherings and indulge in relaxing activities. All common areas are comfortably air-conditioned and equipped with modern fire alarm and sprinkler systems. The entire building is a smoke-free environment.

- ◆ Courtyard and Play Area with Ping Pong table
- ◆ Games Lounge with Foosball Tables
- ◆ Kitchen
- ◆ Roof Deck and Outdoor Lounge
- ◆ Barbecues
- ◆ Bike Racks

Frequently Asked Questions

Can I bring someone in to wire and mount a TV in the wall?

Changes, alterations or additions to your new home by anyone after initial occupancy, except those made by the developer, are not covered under warranty. However, should you decide to proceed, we recommend that you approach the strata for authorization prior to making any changes within your home and that a qualified trade or technician complete the installation.

Can I have a propane or charcoal barbecue on my deck?

You may have a propane barbecue on your deck. No open flames or charcoal barbecues are permitted.

Can I have a gas or propane heater on my deck?

Yes, all Barbecues, gas, propane or solid fuel, must not be operated or stored hot within 24" of vinyl siding.

Can I plant flowers in a planter box off my deck?

Planter boxes are not permitted to be hanging over the railings at any time. You may place planters on your deck, but they must be stored securely on the ground.

Where can I park my second vehicle?

Please check with the strata on the availability of additional parking.

Can I repaint my home?

Please bear in mind that you are not permitted to paint your unit until the developer has registered you and you have taken title. We do recommend, however, that you wait until the first-year warranty period has expired prior to painting as defects to any areas that need repainting will be restored to the developer's original colours which will most likely not match your chosen colours.

Can I affix anything to the exterior of my home, such as an awning or solar panels?

The permanent installation of any items to the outside of your unit is strictly prohibited without the express authorization of the strata. Nothing may be placed on the outside of window sills or from any projections of any unit.

About My Home

Make sure to familiarize yourself with how to operate the various systems in your home. This document provides several tips but be sure to contact your Developer for professional help in case of emergency. Immediately report leaks, loss of heat, gas smells or anything that may damage your home or a neighbour's home.

Address Update

Be sure to update your address with your employer, driver's license, vehicle registration, voter registration, social insurance, insurance companies, banks and investment accounts, health plans, utility companies, professional organizations, and anyone else from whom you receive regular mail.

Circuit Breaker Panel

Check the location of your main circuit breaker panel and make sure you fully understand the labelling of each circuit. If your circuits are not labelled, label them yourself so you know which breaker turns off each area.

- ♦ ***If power to a device or electrical outlet goes out***, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- ♦ ***If your home loses power***, first check to see if the main breaker to your home has tripped. If not, then check if other homes in your area are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.
- ♦ ***A tripped breaker may indicate an excess load or a faulty device or wiring.*** Determine the cause of the issue and repair it. A faulty circuit could cause damage to your home and is a health risk to you and others.

Document Storage

Find a safe place to store your instruction manuals, home warranty documents, home insurance documents and this guide.

Fire Safety

Purchase a fire extinguisher for each floor of your home, a separate one for the kitchen, and for your garage, if you have one.

Fire Sprinklers

Please note that the fire sprinklers installed in your home operate on a glass filament inside them which may break if the sprinkler is struck, causing them to discharge unnecessarily. Be careful not to make contact with them if you are moving furniture.

Floor Protection

Install floor protector pads on the bottom of furniture legs where needed.

Humidity

Be aware of the humidity in your home, as too much can cause damage by encouraging mold and mildew growth. Winter conditions may exacerbate the issue of humidity, causing condensation on your windows. To reduce humidity, utilize your fan systems (in your bathroom and range hood) and open your window coverings so warm, moist air is not trapped unnecessarily. Cooking, fish tanks, baths, showers, dryers and humidifiers can all cause excess humidity, especially in cold weather.

Smoke Detectors

Find all the smoke detectors in your home and test them all if not done during your home orientation. Continue to test them every six months and replace the batteries when you do. Plan your evacuation routes in case of an emergency.

Thermostat

Review the instructions for your thermostat so you can program it for optimum comfort. You can find them in your Online Homeowner Portal. If you are experiencing a loss of heat, you may wish to check your thermostat instructions before contacting your Developer, as this may fix the problem for you.

Warranty Cards

Complete any applicable manufacturer's warranty cards.

Water Shut-Off Valves

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your toilet has its own water shut-off valve, and your sinks, dishwasher and laundry pipes may also have individual hot and cold water shut-offs. Make sure to close your water shut-off valves if you are away for an extended period of time, as this will prevent incidental leaks during your absence, which could damage your home or a neighbour's home.

Winterizing Hose Bibs (if applicable)

The hose bibs outside of your home may not be frost free. You should winterize your hose bibs if they are not frost free. Simply shut off the valve for each hose bib and drain the remaining water in the line at the respective exterior hose bib. Revisit the interior hose bib shut off location and use the bleeder valve to fully void the line of water. Remember to tighten the bleeder valve after you drain the water and leave the exterior hose bib open.

DO NOT leave a hose connected to your outdoor hose bib or an ice plug may form in the barrel of the valve and split the pipe.

Strata Living

The Strata Property Act and Regulation affects strata owners, buyers, sellers, and developers. This section provides an overview of the key topics that you need to be aware of when buying and owning a strata unit.

What Is a Strata Unit?

Types of residential strata units include: a townhouse, a condominium, an apartment within a building, a duplex or a bungalow.

A strata unit is a form of real property ownership that has two distinct parts: you own your strata lot to which you get a land title, and you also jointly own common property with the other unit owners in your complex.

Owning a strata unit is not the same as renting an apartment where all the duties and responsibilities of running the building are handled by the building owner and caretaker. In a strata complex, ownership responsibilities belong to you and all other unit owners in your strata corporation.

Strata Lot

The exact boundaries of each strata lot are identified in a strata plan. When you buy a unit you acquire title to a space that is usually bound by walls, floors, and ceilings. You are responsible for the maintenance, repair, and remodeling of your unit. However, you may need the council's permission to remodel your unit if the changes impact the common property.

Common Property

The common property in a strata complex is everything that is not within a unit identified in the strata plan. It usually includes the space and facilities outside the strata lots, such as hallways, elevators, heating, and electrical systems, laundry rooms, recreation rooms, and landscaped areas. In the case of a bare land strata unit this would include such things as roads. Your share of the costs for the maintenance and repair of the common property is determined by your unit factor.

Limited Common Property

Limited common property (LCP) is common property that has been designated for exclusive use of one or more strata lots. This designation is done on either the strata plan or on a sketch plan filed with the Land Title Office.

Under the Standard Bylaws, owners are required to maintain and repair LCP which they have the use of, except the following LCP, which the strata corporation repairs and maintains:

- ◆ Structure of the building;
- ◆ Exterior of the building;
- ◆ Chimneys, stairs, balconies and other things attached to the exterior of the building;
- ◆ Doors, windows and skylights on the exterior of a building or that front the common property;
- ◆ Fences, railings and similar structures that enclose patios, balconies and yards; and
- ◆ All LCP relating to the repairs and maintenance that occurs less often than once a year.
- ◆ The standard bylaws can be amended to change the repair and maintenance responsibilities.

The Strata Corporation

What is a Strata Corporation?

The strata corporation is a legal entity with all of the powers of a natural person who has full capacity. This means that it can sue others, be sued by others, enter into contracts with others and hire employees.

The owners of the strata lots are the members of the strata corporation. If a strata corporation is responsible for paying a judgment, the owners are personally liable to pay a portion of the judgment in proportion to their unit entitlement.

A strata corporation does not have limited liability like a company.

What does a Strata Corporation Do?

The strata corporation is responsible for managing and maintaining the common property and assets of the strata development for the benefit of all of its owners.

The specific obligations of the strata corporation are usually performed by the strata council, or agents or employees whom it hires.

Additionally, the strata council will also perform its own obligations which are imposed by the Act and Regulations on the strata council and will benefit the strata corporation.

The specific obligations of the strata corporation which are set out in the Act and Regulations are:

- ◆ Preparing, retaining and making accessible various records;
- ◆ Holding general meetings, or obtaining the appropriate waiver of general meetings;
- ◆ Giving notices of general meetings;
- ◆ Preparing “Information Certificates” (Form B) and “Certificates of Payment” (Form F);
- ◆ Ensuring that the strata corporation address is correct at the Land Title Office;
- ◆ Maintaining and repairing common property, except any limited common property that the owners may have to maintain under the bylaws;
- ◆ Complying with work orders which deal with common property;
- ◆ Maintaining a contingency reserve fund which is accounted for separately from the operating Fund;
- ◆ Paying common expenses;
- ◆ Determining the amount of contributions which owners must make to the operating fund and contingency reserve fund;
- ◆ Preparing annual budgets;
- ◆ Informing owners of any changes to strata fees;
- ◆ Obtaining adequate insurance coverage; and
- ◆ Informing owners if the strata corporation is sued.

Depending on the situation, decisions of the strata corporation are made by either the eligible voters in the strata corporation or the strata council.

The Strata Council

What is a Strata Council?

The strata council is comprised of a number of owners (or their representatives). The Act states that the strata council's role is to: “exercise the powers and perform the duties of the strata corporation,

including enforcement of bylaws and rules". More specifically, the strata council's role is to:

- ◆ Act as the managing body for the strata corporation;
- ◆ Make daily decisions that enable the strata corporation to operate smoothly; and
- ◆ Operate within any restrictions created by the Act, Regulations, bylaws, or a majority vote of the owners.

The strata council can hire a strata manager to perform some or most of the functions of the strata council. However, if a strata council has delegated its powers to a strata manager, the strata council is still ultimately responsible for ensuring that its obligations under the Act are fulfilled.

How is the Strata Council formed?

The strata council is usually elected every year at the annual general meeting, in accordance with the strata corporation bylaws.

Who is eligible to sit on the Strata Council?

The following persons are eligible to sit on strata council:

- ◆ All owners, including existing or past strata council members unless:
 - Their strata lot has a lien pending for money owing to the strata corporation, and
 - A bylaw permits this restriction;
 - There are multiple owners of one strata lot, in which case, only one owner can sit on the strata council, unless all owners are on council (but each lot only has one vote). The Standard Bylaws provide that if there are fewer than four strata lots or owners, then all owners must sit on the strata council;
- ◆ Representatives of corporate owners;
- ◆ Tenants who have been assigned to the owner's right to vote, by either:
 - Being a family member, as defined in the Regulations;
 - Entering into a lease of three years or more; or
 - The landlord delivering a written notice to the strata corporation which discloses the terms of the voting assignment;
- ◆ Different classes of persons, if a bylaw is created to permit certain classes of persons to sit on a strata council, such as spouses not registered on title or children of owners.

What about Strata Council Meetings?

Council meetings are held to facilitate the execution of the council's responsibilities. Minutes of strata council meetings need to be taken and the strata council must inform owners of the minutes of all strata council meetings within two weeks of the meeting.

Decisions at strata council meetings are made by a majority vote of strata council members.

Your Rights and Responsibilities***The Rights of Strata Lot Owners***

Owners have the right to:

- ◆ Vote at a general meeting, unless:
 - Pursuant to a bylaw they are ineligible to vote on resolutions needing to be passed by a majority or $\frac{3}{4}$ vote, due to unpaid strata fees or other monies owing;
 - They have assigned their right to vote on certain matters to tenants or mortgagees;
 - They no longer have a vote due to an automatic assignment to:
 - » a tenant who is a family member, as defined in the Regulations;
 - » a residential tenant with a lease of three years or greater; or
 - » they lack the capacity to vote or are under sixteen years of age;
- ◆ Under the Standard Bylaws, attend strata council meetings as observers for matters other than bylaw contravention, rental hardship, or matters affecting an individual's privacy;
- ◆ Direct the actions of or limit the powers of the strata council by majority vote at general meetings;
- ◆ Obtain insurance for:
 - Loss or damage to his or her strata lot for perils not covered by the strata corporation insurance;
 - Improvements built or installed on the strata lot;
 - Loss of the rental value of his or her strata lot; and
 - Liability for property damage and bodily injury that occurs either on his or her strata lot or on the common property;
- ◆ Seek a court or arbitration order to:
 - Prevent a person who holds more than 50% of the votes, including proxies, from exercising those voting rights;

- Require the strata corporation to perform a duty under the Act, Regulations, or bylaws or rules; and,
- Require the strata corporation to stop contravening the Act, Regulations, bylaws or rules.

Owners do not have the right to:

- ◆ Requisition general meetings or place items on the agenda of annual or special general meetings, unless 20% of the owners petition to have items on the agenda;
- ◆ Claim any interest in the contingency reserve fund upon selling his or her strata lot;
- ◆ Under the Standard Bylaws:
 - Participate in discussions or decision making at strata council meetings, if they attend as observers;
 - Refuse entry to their strata lot by any authorized person:
 - » In an emergency, even though no notice has been given; and
 - » To inspect and repair parts of common property or the strata lot that the strata corporation is responsible to maintain or insure, if 48 hours written notice has been given;
 - Alter certain parts of the strata lot without written strata council approval;
- ◆ Alter common property or limited common property without written strata council approval.

The Obligations of Strata Lot Owners

Strata lot owners must do the following:

- ◆ Pay regular strata fees;
- ◆ Maintain and repair all parts of their strata lot and limited common property which are required by the bylaws;
- ◆ Use property in a manner required by the bylaws;
- ◆ Pay special levies to the strata corporation if the special levy has been approved by the necessary vote;
- ◆ Comply with work orders from a local authority to do work to his or her strata lot.

What Owners Should Be Willing to Do

In order for a strata corporation to function effectively, strata lot owners should be willing to do the following:

- ◆ Participate in managing the strata corporation by sitting on the strata council;
- ◆ Attend general meetings to participate in important discussions and decision making about the strata corporation;
- ◆ Understand and observe the bylaws and rules of the strata corporation;
- ◆ Educate themselves about the Act and Regulations, so the strata corporation functions as it should;
- ◆ Compromise individual interests for the good of the strata corporation as a whole; and,
- ◆ Take responsibility for resolving disputes between owners through discussion, mediation and arbitration, as there is no government body that can become involved in strata affairs.

Resolving Complaints

The first step to resolving a complaint is through informal process of either:

- a. To requisition a general meeting to consider a resolution or other specified matter;
- b. To place resolutions and other items on a meeting's agenda.

When a complaint or concern cannot be remedied through informal processes, the parties may utilize the formal dispute resolution process of:

- ◆ Arbitration;
- ◆ Provincial Court (Small Claims Court); or
- ◆ Supreme Court.

Please consult the Housing BC website at www.housing.gov.bc.ca/strata should you have any questions or concerns related to strata living.

What To Do in Case of Fire

In case of a fire, it is always important to remain calm, remember the following information and procedures, and execute them as quickly as possible.

General Fire Safety Information

- ◆ Keep clear of flames and remember that smoke is deadly.
- ◆ Stay low to avoid smoke.
- ◆ Notify other residents of the fire hazard if it is safe to do so.
- ◆ Never attempt to extinguish a fire when the flames are higher than desk height.
- ◆ If the fire is uncontrollable, leave and close all doors behind you.
- ◆ Never open doors that are hot to the touch. Feel doors for heat with the back of your hand before opening.
- ◆ Do not use a stairway that is full of smoke.
- ◆ Do not re-enter the building for any reason.
- ◆ Use the nearest phone at a safe location to call the Fire Department.
 1. Dial 911;
 2. Stay calm and state your name and phone number;
 3. Give the address of the fire;
 4. Follow instructions given by the Fire Department representative; provide them with all of the information that they need.

Fire Planning

It is important to be prepared for a fire should one occur. Here are some things to consider:

- ◆ Always have a pre-determined plan of action in case of fire.
- ◆ Plan and practice an escape route for you and your family.
- ◆ Establish a meeting place with friends and family for after you leave the building.
- ◆ Know the location of fire extinguishers, fire alarms and fire exits.
- ◆ Look out for children and others requiring assistance. They may panic or become disoriented during a fire.

It is important to keep in mind that a fire can happen at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage to property but may save lives.

Fire Prevention

The best way to fight fires is to prevent them. Here are a few common-sense rules to help reduce the likelihood of a fire.

- ◆ If you smoke, make sure you use deep ash trays in the house. Keep them clean. DON'T smoke in bed.
- ◆ Keep your stove and oven clean, and the area around them clear.
- ◆ Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- ◆ If an appliance has a worn or frayed cord, don't use it: either have it repaired as soon as possible or dispose of it.
- ◆ Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage bulb than recommended.
- ◆ Keep electrical cords visible, and out from under rugs and furniture. Attempt to install appliances close to their power source. Do not fix down electrical cords with staples.
- ◆ It is never advisable to store gas or oil indoors, or to store oily rags in a confined space.
- ◆ Make certain that exit doors close fully behind you; notify your Property Manager as soon as possible if they don't.

Smoke Detectors

These devices have been installed throughout your home. Periodically check the detector to make sure it is active or has not run out of power. Some models will have a small light that is on when power is being supplied to the alarm. The light is visible by standing directly under the detector. Other models will have a test button which will emit a high-pitched squeal when pressed indicating that the device is working properly.

Portable Fire Extinguishers

A portable fire extinguisher can be a very effective tool in saving lives and property, and it is recommended that you keep one in your home. Use portable fire extinguishers to extinguish small, contained fires (i.e. on the stove top, in the oven or in a waste-paper basket). Use an extinguisher only if the fire is in its early stages. Portable fire extinguishers are not designed to fight large fires or those that may spread quickly.

Make sure you purchase a CO₂ or dry chemical type as these are the most versatile. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and when using always position yourself between the fire and the closest exit.

Carefully read all the operating instructions on the side. If possible, familiarize yourself with its operation prior to a fire. A good time to do this would be during your practice drills.

Before you attempt to fight a fire, make sure that:

- ◆ If the building has a fire alarm, it has been sounded. If not, alert the occupants.
- ◆ Everyone has left or is in the process of leaving the building.
- ◆ The Fire Department has been called.
- ◆ The fire is small and confined.
- ◆ You have a clear escape route that will not be blocked by fire.
- ◆ You choose the right type of extinguisher for the fire.
- ◆ You have read the instructions and know how to use the extinguisher.

Do not fight a fire under any other circumstances! Instead, leave the building, close the doors behind you and immediately call the Fire Department.

Choose the Right Fire Extinguisher

Only choose extinguishers that have been tested by an approved testing laboratory and labeled for their intended use. The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification. Using the wrong type of extinguisher can make the fire worse and is dangerous to the operator.

The three most common classes of fire extinguishers are A, B, and C. The fourth class is D.

<i>Class A</i>	Class A extinguishers may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.
<i>Class B</i>	Class B extinguishers are appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.
<i>Class C</i>	Class C extinguishers may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.
<i>Class D</i>	Class D extinguishers may be used on some types of combustible metals including combustible magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a "D" Class fire in your home.

Installation and Maintenance

Install extinguishers in plain view, near an escape route and away from stoves and heating equipment.

Extinguishers need to be cared for. Read the operating manual for inspection, installation and maintenance instructions. Rechargeable models **MUST** be serviced after every use. Service companies can be found online under “Fire Extinguishers.” Disposable extinguishers are very limited and can be used only once.

Use the P.A.S.S. Word

To use a portable fire extinguisher effectively, remember the 4 step **P.A.S.S. Word!**

Pull the pin: Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the lever release mechanism. This unlocks the operating lever.

Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.

Squeeze the lever fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.

Sweep from side to side: Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.

NOTE: If your extinguisher is empty, stops extinguishing the fire or the fire grows larger, leave the building immediately, closing the doors behind you.

Always call the Fire Department before fighting a fire, and ensure they inspect the fire site even if you think the fire is extinguished.

Carbon Monoxide

Carbon monoxide (CO) is an odourless, colourless gas that can cause illness and death, and is often called the “silent killer.” CO is produced by burning fuels such as gasoline, wood, coal, natural gas, and propane.

Primary Sources of CO

The primary sources of CO in the home are cooking and heating equipment such as gas-powered cooktops, ovens, fireplaces and appliances (including furnaces, clothes dryers, and water heaters), charcoal or propane grills, camp stoves, or propane and kerosene heaters and generators.

Know the Symptoms

The most common symptoms of CO poisoning are headaches, dizziness, weakness, nausea, vomiting, chest pains, and confusion. High levels of CO inhalation can cause loss of consciousness and death. People who are sleeping or intoxicated can die from CO poisoning before ever experiencing symptoms.

Safety Tips

Here are some tips for avoiding CO poisoning:

- ◆ Check to ensure that CO alarms are installed in a central location outside each sleeping area and on every level of the home.
- ◆ Make sure the alarms are certified by a recognized testing lab such as CSA or ULC.
- ◆ Test your alarms at least once a month and replace batteries or alarms as necessary.
- ◆ Never warm up your car inside a closed garage. Move it outside after starting it.
- ◆ Never leave any kind of vehicle or motor engine (including lawn or gardening equipment) running indoors or inside a garage, even with the door open.
- ◆ When starting and running your vehicle, make sure the exhaust pipe is not blocked by snow or other obstructions.

- ♦ If you have a vehicle with a tailgate, make sure you drive with the windows open if the tailgate is open, otherwise CO from the exhaust will be pulled into the cab of the vehicle.
- ♦ Propane or kerosene heaters and generators should be used in well-ventilated areas only. Ensure the ventilators on the heaters or generators are not obstructed.
- ♦ Never use a stove or oven for heating. Always check that fireplaces, stoves, and ovens are off before leaving the home or going to bed.
- ♦ Never burn charcoal indoors.
- ♦ During and after a snowstorm, make sure vents for fireplaces, dryers, furnaces, and stoves are clear.
- ♦ Only use gas or charcoal grills outdoors.
- ♦ Your local natural gas provider adds foul-smelling odourant to natural gas to give it the signature “rotten egg” smell. If the alarm sounds or you smell gas in your home, immediately move to a fresh air location and open nearby windows and doors. Call for help from a fresh air location and wait there for safety personnel.

Emergency Preparedness

Public Safety Canada recommends that you follow these three simple steps to ensure your family is prepared in the case of an emergency:

Know the Risks

Canada is a vast country with extreme weather conditions and dramatic geological features. Take the time to learn about natural hazards and, more importantly, learn how to prepare for them. Major hazards can vary by region and include:

- ♦ Avalanches
- ♦ Earthquakes
- ♦ Floods
- ♦ Hurricanes
- ♦ Landslides
- ♦ Severe Storms
- ♦ Tornadoes
- ♦ Tsunamis
- ♦ Wildfires

Make a Plan

Your family may not be together when an emergency occurs. Your plan should cover:

- ♦ **Household** – Document the emergency exits and safe meeting places nearby.
- ♦ **Workplace** – Learn about evacuation plans and consider keeping some basic supplies at work.
- ♦ **Children** – Find out about your children's school or daycare emergency policies and ensure the school or daycare has updated contact information for parents, caregivers, and designated guardians.
- ♦ **Pets** – Pets may not be allowed in some shelters due to health regulations. Identify alternate pet boarding facilities along the evacuation route.
- ♦ **Special Health Needs** – Ensure your family, friends, and neighbours understand your special needs including allergies, medical history/conditions, medications, recent vaccinations, and surgeries.
- ♦ **Safe Home Instructions** – Ensure everyone in your household knows the location and operating instructions for the fire extinguisher, water valve, electrical box, gas valve, and floor drain.

Get a Kit

In case of a major event you will need some basic supplies set aside. At a minimum, Public Safety Canada recommends that you have:

- ♦ Water – two litres of water per person per day (include small bottles)
- ♦ Food that won't spoil, such as canned food, energy bars, and dried foods (replace once a year)
- ♦ Manual can opener
- ♦ Wind-up or battery-powered flashlight (and extra batteries)
- ♦ Wind-up or battery-powered radio (and extra batteries)
- ♦ First aid kit
- ♦ Special needs items – pet food, prescription medications, infant formula or equipment for people with disabilities
- ♦ Extra keys for your car and house
- ♦ Cash – include smaller bills, such as \$10 bills, and change
- ♦ Emergency plan – include a copy in your kit as well as contact information

In an Emergency

- ♦ Follow your emergency plan.
- ♦ Get your emergency kit.
- ♦ Make sure you are safe before assisting others.
- ♦ Listen to the radio.
- ♦ Stay put until all is safe or you are ordered to evacuate.

For more information on emergency preparedness, please visit www.getprepared.gc.ca.

Travelers Home Warranty

IMPORTANT: Please consult your Warranty Certificate for your policy number.

Please note that more information on the specifics of your new home warranty coverage, most importantly Limitations and Exclusions, is available online at www.travelerscanada.ca.

Coverage

2-Year Materials & Labour Warranty

- ◆ First 12 months: coverage for any defect in materials and labour;
- ◆ First 24 months: coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home.

5-Year Building Envelope Warranty

- ◆ Coverage against unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

10-Year Structural Defects Warranty

- ◆ Any defect in materials and labour that results in the failure of a load bearing part of the new home, and;
- ◆ Any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

Limitations and Exclusions

Please be aware that while it is comprehensive, your home warranty doesn't cover everything. For your convenience, here are some important limitations and exclusions:

- ◆ Normal shrinkage of materials caused by drying after construction;
- ◆ Materials, labour, or design supplied by an owner/occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed

by the Developer or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by Travelers Guarantee Company of Canada;

- ◆ Accidental loss or damage from acts of nature including, but not limited to fire, explosion, smoke, water escape, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Developer;
- ◆ Reduction in value of the new home;
- ◆ Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- ◆ Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- ◆ Non-residential structures including sheds, garages, carports or any structure or construction;
- ◆ Roads, curbs, and lanes;
- ◆ Site grading and surface drainage, except as required by the Building Code;
- ◆ The operation of municipal services, including sanitary and storm sewer;
- ◆ The quality or quantity of water, either piped municipal water supply or from a well;
- ◆ Contaminated soil.

Your Responsibilities

Under your home's warranty, you have a duty to mitigate damages by reporting problems or defects to your warranty provider in writing in a reasonable time. You must also take reasonable steps to prevent further damage and provide access to your property for inspection and repairs.

Properly operating and maintaining your home will ensure you don't void any of the terms of your coverage. Be aware of your responsibilities to be certain that your home warranty serves you well.

Owners are required to mitigate any damage to a new home, including damage caused by defects or water penetration, as set out in your home warranty insurance.

The duty to mitigate is met in part through timely notice in writing to the warranty provider.

Owners must also take all reasonable steps to restrict damage to the new home if the defect requires immediate attention.

Owners' duty to mitigate survives even if

- a. the new home is unoccupied,
- b. the new home is occupied by a party other than the owner,
- c. water penetration does not appear to be causing damage, or
- d. the owner advises a condominium corporation about the defect (if applicable).

To the extent that damage to a new home is caused or made worse by failure of an owner to take reasonable steps to mitigate as described above, such damage may be excluded from home warranty insurance coverage.

Warranty Service Contacts

During Your New Home Warranty

Contact your Developer first with any questions, to avoid voiding your warranty. If you are still in the new home warranty period, reach the contacts below to receive service or find out more about your warranty.

IMPORTANT: For life threatening emergencies, always call 911.

Developer

StreetSide Developments (BC) Ltd
201 - 6525 177B Street
Surrey, BC V3S 5N4
Phone: 604-579-0018
Email: homeownercarebc@qualico.com
Website: www.streetsidebc.com

Property Manager

Rancho Management Services (BC) Ltd
8th Floor - 1125 Howe St
Vancouver, BC V6Z 2K8
Phone: 604-684-4508
Website: www.ranchovan.com

Home Warranty Provider

Travelers Insurance Company of Canada
2500 - 650 West Georgia St
Vancouver, BC V6B 4N7
Phone: 604-684-6574
Website: www.travelerscanada.ca

BC Housing

Consumer Services
203 - 4555 Kingsway
Burnaby, BC V5H 4T8
Phone: 604-646-7050
Website: www.bchousing.org

Post-Warranty Contacts

After your new home warranty period expires, you may opt to get in touch with your manufacturers or suppliers as they may be able to offer extended product warranties or provide additional information about the items in your home.

Manufacturers

After your new home warranty period is over, you may want to contact the manufacturers of items in your home for information on extended product warranties.

Suppliers

The companies that supplied the products in your home can help you find where to get similar or comparable items. This can be especially useful when contemplating a renovation or when your home needs minor touch ups or repairs. **Remember to contact your developer first if you are still within your new home warranty period.**

Service During Warranty Period

We strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the building code. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues.

When dealing with any problem that requires warranty service, it is important to classify the nature of the issue to ensure an appropriate response:

Classification	Description	Handling
<i>Emergency</i>	An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect. Examples include: ♦ Water line burst; ♦ Circuit board overload/total loss of electricity; ♦ Total loss of heat (check thermostat and electrical breaker before calling for service).	For emergencies, please contact Rancho Management Services <i>Emergency Line at 604-684-4508</i>; then please submit a service request via the Online Homeowner Portal to ensure that it gets tracked, as multiple appointments may be required.
<i>Immediate/Non-Emergency</i>	These defects could pose a safety hazard or could cause greater harm to your home. Examples include: ♦ Loose railings; ♦ Malfunctioning plumbing; ♦ Water seepage visible as damp areas on surfaces such as exterior stucco; ♦ Window seal failure (the space inside the sealed glass becomes foggy); ♦ Window cracks not due to accidents; ♦ Exterior or entry doors and windows that no longer fit or function properly; ♦ Cracked or broken tile in the shower not due to accidents.	For non-emergency repairs within the interior of your unit, please submit a service request via the Online Homeowner Portal.
<i>Low</i>	These items do not require immediate attention. Examples include drywall cracks or nail pops.	These items should be submitted as they occur, before the end of the one-year warranty period.
<i>Appliances</i>	You require warranty service to one of your household appliances (one year from your possession date).	Contact Midland Appliance. See the "Systems, Fixtures and Finishes" section in this manual, then submit a service request via the Online Homeowner Portal for tracking purposes only.

IMPORTANT: For life threatening emergencies, always call 911.

Emergency Procedures

When an emergency warranty situation occurs, prompt response is essential. You may be able to mitigate or solve plumbing and electrical problems by referring to the troubleshooting tips in this manual.

An emergency constitutes a:

- ◆ Total loss of heat when the outside temperature is below 10°C;
- ◆ Total loss of electricity;
- ◆ Total loss of water;
- ◆ Plumbing leak that requires the entire water supply to be shut off;
- ◆ Gas leak.

For warranty related emergencies, please follow these steps:

Step 1: Call Rancho Management Services **24-hour Emergency Line at 604-684-4508.**

Step 2: Submit a service request via the Online Homeowner Portal to ensure it gets tracked as multiple appointments may be required to complete repairs. Without a request in the system, these appointments and the related details will not be tracked.

For ALL Common Property emergency repairs outside of your unit, please contact your Property Management Company (Rancho Management Services).

Owner to Maintain and Mitigate

The “Maintenance Guide” section of this Manual contains care hints for the maintenance of your home, which may prevent a problem or emergency. Please note that the home warranty issued by Travelers Insurance Company of Canada requires:

“The Owner to maintain the New Home and mitigate any damage to the New Home, including damage caused by Defects or water penetration, as set out in the Warranty Certificate”.

An Owner’s duty to maintain and mitigate survives even if the New Home is unoccupied, occupied by someone else other than the owner, for sale or experiencing water penetration that does not appear to be causing damage.

If a problem is made worse due to an Owner's failure to undertake the proper home maintenance or to mitigate damage, the problem and resultant damage may be excluded from warranty coverage".

Water Leaks or Water Penetration

As soon as possible, please familiarize yourself with the locations of the water shut-off valves in your home. Should you notice a leak inside your home, turn the water off at the applicable shut off valve immediately and contact your Property Manager. To avoid damage to your home, be sure to clean up all water or moisture immediately.

Service Request Process

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.

Submit via the Portal

1. Log in to your online homeowner portal using your username and password.
2. Click "Service" in the menu options on the left.
3. 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 also 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 e-mail notification with the details of your request, confirming that it has been received by your developer.

Requests for either emergency or non-emergency warranty service will only be honoured if they are received in writing using the Online Homeowner Portal.

Once received, your request will be processed as follows:

1. Homeowner Care will review your request for clarity. If there are any uncertainties with respect to the nature of the issue(s) and/or warranty coverage, you will be contacted to confirm the specifics of the issue(s). Duplicates and non-warrantable items will be closed in our database and an automated email notification will be sent.
2. Homeowner Care will contact you within 2 business days to schedule an appointment to review and repair warrantable items.
3. Homeowner Care will arrange for service with the appropriate technicians/trade(s). Depending on the size of your list, parts may need to be purchased or the original trade may be required. In this case a secondary appointment will be necessary to complete the repair(s).
4. Homeowner Care will contact you to arrange access to your home to review and complete your warrantable service items. Please Note: We do not paint drywall, only fill and sand.
5. Please be prepared to provide access to your home when service is scheduled and be present for the duration of the service appointment.
6. As scheduled, the technicians/trade(s) will complete the repairs. Please note that they are advised to only inspect/repair what has been requested from our office.
7. Technicians will sign off repairs as complete at your service. If the original trade is required, please keep Homeowner Care notified via e-mail of all scheduled appointments to ensure the trade(s) complete their Work Order(s).

Warrantable items will be scheduled for review and repair as the service tickets are received throughout the warranty period.

Your appliance warranty is through Midland Appliance. Before booking a service call always refer to the use and care guides for possible troubleshooting. You can request service through Midland Appliance online at www.midlandappliance.com/request-service, or by phone or email. See addendum on page 92 for full contact information, plus details on extended warranties. Once this item has been completed, please notify the Homeowner Care Department to close this in our database.

PLEASE NOTE:

Please submit your exterior/common property items immediately in writing to your Property Management Company. These will be reviewed/completed by our Site Construction Team and Trades prior to the Common Property Expiry Date. Do not submit exterior/common property items to your Developer using the Online Homeowner Portal, as it will be closed in our database.

Tips for a Successful Service Request

Please do:

- ◆ Send requests prior to the expiration date of your warranty;
- ◆ Report your request for service in writing/online;
- ◆ Be prepared to provide access to your home for repair work and to be present the entire duration of the appointment.

Please do not:

- ◆ Report warranty items over the phone;
- ◆ Present service requests to anyone other than your Developer and/or warranty provider;
- ◆ Attempt repairs yourself or hire someone to do them for you;
- ◆ Ask the service/tradesperson to fix anything else.

Maintenance Guide

All homes require periodic maintenance to prevent premature deterioration and to ensure proper functioning and systems integrity. In addition to this homeowner guide, we have provided you with online access to product manuals and written warranties on consumer products which may be installed in your home. Please familiarize yourself with these documents, as you are responsible for maintenance related to your home, and for damage that results from your failure to maintain your home.

This maintenance guide covers general maintenance and care required for items and fixtures in your home. It is not intended to replace any recommendations by the manufacturer, and if you observe a conflict between our recommendations and those provided by the manufacturer, the manufacturer's instructions always supercede any found in this section or in your Homeowner Portal. It is by no means an all-inclusive list and may not apply to every item in your home. For full maintenance details, please consult all guides, manuals, warranties, and literature provided by the manufacturer which may be found in your Homeowner Portal or on the manufacturer's website.

Please visit your warranty provider's website below to view or download the latest information related to your home's warranty.

Travelers Insurance Company of Canada

www.travelerscanada.ca

BC Housing

www.bchousing.org

Appliances

Appliance manufacturers provide their own warranty with their terms and conditions specified within their documentation. At closing, you will have received copies of these warranties, along with the operation manuals for your appliances. These can also be found within your homeowner portal.

It is important to complete the manufacturer warranty registration that came with each appliance soon after you move in.

To avoid unnecessary service charges, if an appliance fails or does not work properly, we suggest that you follow these steps before calling the manufacturer or supplier:

1. Verify that the appliance is plugged in;
2. If the appliance is plugged in to a wall-switched electrical outlet, verify that the switch is “on”;
3. If the appliance is plugged in to a GFCI circuit, verify and press the reset the button, if necessary;
4. Verify that the circuit breaker on the electrical panel box controlling the appliance is “on”.

If the problem persists, you should then contact the manufacturer or supplier, based on the direction given in the manufacturer's warranty. Please be sure to have the following information on-hand when you call:

1. The date of purchase, which will be your closing or move-in date, whichever occurred first;
2. The model number and serial number, which are typically found on a metal plate on the side, back, or bottom of the appliance.

Cooktop

- ◆ Let the cooktop cool to a safe temperature before cleaning or removing grates.
- ◆ Do not use abrasive cleaners or scouring agents or pads on the surface of the cooktop. Use warm water and mild soap instead. Stainless steel surfaces can be cleaned with non-abrasive stainless-steel cleaner.
- ◆ If you have a gas cooktop, keep the burner igniters dry. If they get wet, they will not spark. Do not use any sharp objects that could damage the seal between the frame and countertop.

Dishwasher

- ◆ Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents and settings to find the one that works best. Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still do not come out as clean as expected, check the manufacturer's manual.
- ◆ The dishwasher drain filter may need to be cleaned periodically.
- ◆ From time to time, run an empty cycle to clean the dishwasher.

Hood Fan

- ◆ Run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.
- ◆ For everyday cleaning, wipe the hood fan unit with warm water and mild soap.
- ◆ Clean the filters monthly by removing them and soaking in hot water and mild soap for several minutes. Rinse with clean water and wipe them with a clean sponge or cloth before replacing them in the fan unit.
- ◆ Alternatively, filters are safe to clean in the dishwasher.
- ◆ Ensure that vent louvres are not blocked.

Microwave

- ◆ Do not remove the waveguide cover inside the microwave. To clean, wipe with a damp cloth.
- ◆ Clean the inside and outside surfaces with a damp cloth and mild detergent if needed. Do not use harsh abrasives.
- ◆ If your oven has a glass tray, remove it for cleaning. Use warm soapy water, or you may put the tray in the dishwasher.
- ◆ Keep the oven clean and dry to avoid rusting or arcing.
- ◆ Never operate the microwave when it is empty, as this will cause the oven's energy to feedback on itself and can overheat it.

Oven

- ◆ Self-cleaning ovens use high temperature to burn off soils. Wipe spills promptly to avoid buildup, which can cause excessive smoke during the self-cleaning process.
- ◆ Sugars and other carbohydrates such as casseroles and pie fillings can adhere firmly to the oven surface, causing damage to the enamel glaze when burned off.
- ◆ When using the self-clean feature, be sure to remove all contents and the racks.
- ◆ Always follow the directions in your user manual carefully before using the self-cleaning function.

Refrigerator

- ◆ To prevent odour build-up, keep an open box of baking soda in the fridge and clean your refrigerator and freezer on a regular basis.
- ◆ Wipe up any spills immediately.
- ◆ Do not use abrasive cleaners or scouring pads and brushes.
- ◆ If your refrigerator has a water dispenser or ice cube maker, you will need to change the filters every 6 months, or when the “change filter” indicator lights up.

Washer/Dryer

- ◆ Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
- ◆ Every few months, and no less frequently than once per year, inspect the dryer's duct to the outside to ensure it remains unclogged.
- ◆ Do not use abrasive cleaners on the exterior of your washer or dryer. Use warm water and mild soap instead.
- ◆ Do not overload machines.
- ◆ Use laundry soap, detergent, softeners and bleach as recommended by the manufacturer. If you have a front-loading washing machine, be sure only to use “HE” or “high efficiency” detergent.

Electrical Systems

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

Arc Fault Circuit Interrupters (AFCI)

Arc Fault Circuit Interrupters are sensitive to power surges caused by electrical arcing. Arcing can occur when wires or cords are damaged, and the resulting heat can cause a fire. AFCI circuits have TEST and RESET buttons and should be tested monthly. If an AFCI breaker trips, unplug the affected appliance or device and reset the breaker at the electrical panel. If the same circuit trips again, it may indicate a damaged electrical cord.

Circuit Breaker

During your home orientation, your developer will have shown you the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. You should familiarize yourself with what outlets, lighting and appliance each circuit breaker controls and ensure that they are labelled for quick and easy reference during an emergency.

Circuit breakers trip under excessive electrical load. Circuit breakers have three positions: ON, OFF, and TRIPPED. When a circuit breaker trips it must first be turned OFF completely before it can be turned ON again. Switching the breaker directly from TRIPPED to ON will not restore service. Reset tripped circuit breakers by moving them to the OFF position and then back to the ON position.

- ◆ If power to a device or electrical outlet goes out, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- ◆ If your home loses power, first check to see if the main breaker to your home has tripped. If not, then check if other homes in your area are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.
- ◆ A tripped breaker may indicate an excess load or a fault device or wiring. Determine the cause of the issue and repair it. A faulty circuit could cause damage to your home and is a health risk to you and others.

Ground Fault Circuit Interrupters (GFCI)

During your orientation walkthrough, your developer will have pointed out the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

GFCI circuits have a TEST and RESET button. Once each month the TEST button should be pressed. This will trip the circuit. To return service, press the RESET button. If a GFCI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFCI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFCI breaker.

It is possible that some outlets that are connected to the GFCI device are not so marked. If you have a failure at an outlet, reset the GFCI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

Interior Lighting

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service.

Always turn off the power at a wall switch or circuit breaker before cleaning a lighting fixture. Most light fixtures can be cleaned by wiping with a damp cloth and mild soap. Translucent panels can be cleaned by removing them. First push up slightly above the grid system, then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse as the soap film will reduce static electricity.

DO NOT hang a ceiling fan from an existing ceiling light box without adding support to carry the extra weight.

Moving lighting fixtures to accommodate special changes is a homeowner responsibility. It is recommended a licensed electrician be consulted.

Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death.

If any electrical outlet does not have power, there are two possible explanations:

- ◆ Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.
- ◆ Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFCI and AFCI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your developer if your home is still covered under your third-party warranty policy.

CAUTION: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centres and hardware stores.

Smoke Detectors

One or more smoke detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of building codes. **Do not move or disable the smoke detector.** If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations.

If your smoke detector requires batteries, the batteries should be replaced at least twice a year and when the low battery alarm is audible. Monthly testing of the smoke detector should be conducted, and other care or maintenance as recommended by the manufacturer.

Exterior Components

The exterior finishes of your home are exposed to changing weather conditions and require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.

Decks and Balconies

Do not install heavy equipment or nail anything to the balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. If damage occurs to the deck membrane, it should be repaired immediately.

Check with your developer to find out the maximum weight your deck can support.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony or deck. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal.

Use caution when placing and moving outdoor furniture. Rust from metal articles can also damage surfaces.

If you place plants on your balcony, make certain that drainage from the plants does not accumulate on the floor of the balcony. Water can be trapped under potted plants and trays on your balcony or deck, which can deteriorate the surface.

Cracking, warping and splitting of wood decks is normal and cannot be prevented. Treating or re-staining your wood decks annually will keep them looking their best.

Consult a licensed contractor before you consider making any structural or cosmetic changes to your balcony or deck.

Garage Door and Opener

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will ensure safe and reliable operation.

Do not allow anyone near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

Weather conditions may affect the door operation which could require some resetting of the opener's adjustments. To ensure safe operation of the door, perform the monthly and six-monthly tests as described in the manufacturer's manual (found in your Homeowner Portal).

Check the door hardware for lubrication at least once a year. Lubricate door hinges, rollers and bearings, according to the manufacturer's recommended procedures. CAUTION: many newly manufactured garage doors come with self-lubricated or plastic parts that do not require oil.

Occasionally inspect the rubber seal or gasket at the bottom of your garage door to ensure it remains pliable and forms a good seal with the ground. The rubber can become brittle and crack over time and will need periodic replacement.

Windows and Sliding Glass Doors

Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches.

Do not apply window tinting materials made of film to double-glazed windows and doors. Window tinting may limit or void coverage under your window manufacturers' Limited Warranty and/or cause damage with respect to the windows in your home. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes.

Aluminum foil also causes a heat buildup between window panes and should not be used.

Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration. Window screens should be repaired or replaced when and if necessary.

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows. Window tracks and weep holes must be kept clean and free of debris to facilitate proper drainage and to help prevent leaks and other problems resulting from standing water.

Keep the window and sliding door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. Refer to the manufacturer's instructions for appropriate products if windows and doors do not slide freely.

Window and sliding door frames have small weep holes at the bottom to permit water to drain from the tracks. Keep the weep holes open and free of debris. Avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home.

During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

Heating and Ventilation

Baseboard Heater

Electric baseboard heaters are maintenance free except for the cleaning of the appliance surface. Occasional dusting of the element (with caution) may be required. Do not place furniture in front of the baseboard heaters as they require airflow to function properly.

Exhaust Fans

The exhaust fans provided in your home are designed to reduce odours, smoke, and moisture produced by cooking and bathing. Ensure that bathroom fans are turned on while showering or bathing and left on until all excess moisture has dissipated. Regular cleaning and inspection quarterly (more frequently if required by heavy usage) will help keep them in working order.

Range Hood

Grease build-up in your range hood or hood fan can be a fire hazard. Avoid this problem by cleaning both hood and filters at least once every three months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly and reinstalling new filters. For tips on maintenance, see “Hood Fan” under the Appliances section of this guide.

Thermostat

The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not block the thermostat, as this will prevent it from being able to detect air temperature accurately. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading. Follow the manufacturer’s manual for operation and care instructions.

Interior Finishes***Backsplash and Wall Tiles***

Glazed tiles should be cleaned routinely with an all-purpose household cleaner. Be sure the cleaner is compatible with grout, as some products such as Lysol can stain grout. Unglazed tiles can be cleaned with a neutral-pH cleaner formulated for cleaning tile. Never use abrasive cleaners, scouring pads, ammonia, or bleach, which can scratch or damage the tile finish. Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Sealers and cleaners can be found at your local hardware store.

Cabinets

A soft, damp cloth is usually all that’s needed to clean your cabinets. Remove splashes and splatters promptly to avoid permanent stains. For more thorough cleaning, use mild dishwashing liquid and warm water. Wipe dry after cleaning. Never use abrasives, scouring pads, solvents, ammonia, bleach, or silicone-based products, as these can damage cabinet surfaces. The beauty of the wood can be preserved by polishing with a furniture polish. Laminated cabinets require little care but can be protected with a light coating of suitable wax.

Over time, some fading of the original colour may occur, especially if exposed to direct sunlight. Consider using window coverings to prevent direct sun on cabinets. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. Excessive heat and moisture from other appliances (e.g. countertop ovens, water kettles, etc.) can also cause damage to the finishing and door. Avoid placing these items directly under a cabinet.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel. From time to time the hinges may need adjustment, which can be done easily with a small screwdriver.

Countertops

The countertops in your home are constructed of quartz engineered stone. To maintain your countertops, follow these general care instructions:

- ◆ Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest surfaces.
- ◆ Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains. In time, the stains can accumulate and become unsightly.
- ◆ Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.
- ◆ Do not place extremely hot pans on the counter. Instead, set the pan on a trivet or potholder.
- ◆ Re-caulk separations that occur around sinks and along the backsplash of countertops to prevent water from entering into those separations and causing damage.
- ◆ Clean your countertops with mild soap and water. Do not use abrasive cleaners, scouring pads, scrapers, bleach, ammonia, or harsh cleaners, as these can damage the finish.

Doors and Hardware

The doors and doorframes in your home are typically made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make other permanent changes.

You can correct most sticking doors by using sandpaper to lightly sand the area of the door that is sticking. Use touch up paint on the exposed wood promptly. If the lock is sticking, you may use lubricant sold at most hardware stores. Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

Occasionally, a door or deadbolt may become out of alignment from the strike plate. In this case, the strike plate can be removed and adjusted. Also check the door hinges to ensure they're not loose. Tightening the hinge screws will help secure the door back to its proper position.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a light coating of Vaseline or another petroleum jelly (we do not recommend using oil because it accumulates dust), replace the pin (and wipe off any excess), and then swing the door back and forth a few times.

Doorknobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

For doors with panels, the insert panels may shrink from time to time, showing raw wood edges. This is not uncommon and usually due to temperature and humidity changes. Wait until seasonal changes have passed before correcting and repainting the door panels.

Flooring

In some instances, the floors may squeak. Squeaky floors are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new home construction and is not considered a construction defect.

The subfloors of your home have generally been designed to support the weight of your home, plus a per square foot furniture and occupancy load. Waterbeds, pianos, and pool tables may exceed this limit. Check with your developer if you are in doubt.

We offer these steps for routine maintenance of your flooring. Please follow your manufacturer's recommendations.

Carpet

Vacuum carpet frequently to avoid the buildup of dirt and grime. High traffic areas should be vacuumed twice a week. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibres as they appear. Loose carpet fibres will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibres as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out, as it is likely still attached to the backing. Trim it instead.

Visible carpet seams may be evident and are not an indication of a fault in the carpet. They are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibres will blend together, eliminating many of the visible seams.

When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags. Doormats are an excellent way to save your carpets. Use them in high traffic areas with one on each side of exterior doorways.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult your specific manufacturer's warranty information for stain removal. Cleaning products should be tested on a section of carpeting that is not in a high traffic area. Do not use cleaners that have not been recommended by the manufacturer for the carpeting materials in your home. You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer.

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner.

Laminate Flooring

Warping may occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Colour variations may develop from exposure to direct sunlight.

Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your laminate floors:

- ◆ Your laminate floors should be maintained according to the manufacturer's instructions.
- ◆ Sweep and vacuum your laminate floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.
- ◆ Do not use water or water-based cleaners, bleach or one-step floor cleaners.
- ◆ Do not flood laminate floors with water. This will cause stains, warping and the destruction of the flooring.
- ◆ Do not permit water or other liquids to stand on laminate flooring. Wipe up spills immediately.
- ◆ Exposure to direct sunlight can cause damage, discolouration or fading to laminate floors. Use window coverings in these areas.
- ◆ Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor.
- ◆ Gritty sand is one of laminate flooring's worst enemies.
- ◆ Do not drag heavy appliances or furniture across laminate flooring. Permanent scratches in the finish can result. High-heeled shoes can dent laminate flooring.
- ◆ Install proper floor protectors on furniture used on laminate floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Tile

Your tile floors may be natural stone or ceramic. Care and maintenance of your floor tiles will depend on the material of which they're made:

Natural Stone

- Sweep and mop regularly with warm water and mild soap solution to keep floors free of dirt and grit.
- Never use acidic or abrasive cleaners.
- Natural stone can be porous. Sealing your floors with the appropriate sealant is recommended to prevent stains.

Ceramic or Porcelain

- Never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or a pH neutral cleaner on a moist cloth is preferred.
- Be careful not to drop heavy articles on it that can cause chipping.
- Always wipe up spills immediately to prevent staining of the grout. Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up.
- Mop with clean, warm water.
- Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect.

Grout

Grout is cement with colour additives. Colouring can change with time. It is suggested that the grout be sealed with a penetrating sealant every 6 to 12 months to prevent particles seeping into the pores. There are products designed for homeowner use such as grout colour blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change colour over time and may change the colour of your grout when applied. Grout colour is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.

Interior Paint

The paint on exterior and interior wood surfaces must be maintained in good condition at all times. Chips, scratches and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

Please be aware that all paint is subject to yellowing and discolouration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colours and white painted surfaces are more subject to yellowing than darker colours.

Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint.

Interior woodwork, as well as the bathrooms and kitchen walls, are generally painted with a latex paint. These areas may be wiped down with a soft sponge and soapy water.

Painted interior walls are not “scrub-proof”. Scrubbing or harsh cleaners will remove paint. Also, you should avoid washing newly painted interior surfaces for at least three months after you move into your home or after re-painting, to allow the paint to fully set.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Filler may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Trim

Shrinkage of wood trim occurs during the first two years or longer depending on the temperature and humidity both outside and inside your home. Wood is more prone to shrinkage during the heating season. Maintain a moderate and stable temperature and humidity level to help minimize the effects of shrinkage.

Plumbing

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut-off and individual shut-offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shut-off for the home at once. Flowing water can cause severe damage to your home and its contents.

Please make certain that everyone in your household knows the locations of the main shut-off valves in your home. Other water shut-offs may be located under the sinks in the bathrooms and the kitchen, or behind the toilet bowl. Another water shut-off may be located on the top of the water heater. This controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shut-offs are and how they work.

Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapour barrier between your home and the sewer. This U-shaped area of pipe is called the trap and is found directly under the drain. The trap holds water which prevents the airborne bacteria and odour of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

If you detect the odour of sewer gas from a sink after you have ensured there is water in the sink trap, contact a licensed plumbing contractor.

Safety Tip: It is possible to be accidentally locked into the bathroom. Keep the door key in a safe open place outside the bath, but nearby. If you lose it, a small screwdriver or similar tool can be used.

Bathtubs, Showers and Enclosures

Fiberglass or acrylics are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid cleaner, detergent or foaming cleanser. Do not use abrasive cleansers. Alcohol used as a cleaning agent may cause discolouration. Stubborn stains can be removed with various appropriate household cleaning agents used with a nylon scouring pad. Never use metal scrapers or similar tools. Always rinse the walls and the door of the shower after each use.

The delicate beauty and gloss of porcelain bathtubs are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or all-purpose household cleaner on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

If your bathtub is jetted, follow the manufacturer's instructions for operation, care and cleaning.

Clogged Drains

Clogged traps, drains, or toilets can usually be cleared with a plumber's helper (plunger). If that is insufficient, consider using a small "snake." Never use chemical agents, as they can corrode the pipes and drain seals. In addition, they can cause burns and injury.

In some cases, you may need to remove the drain stopper in order to access the trap. To do this, loosen the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

Fixtures

Plumbing fixtures with special finishes are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools or intense sunlight. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discolouration by drying the fixtures after each use.

Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such force in a short time.

Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

Hot Water Heater

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. It must be inspected annually by a licensed professional. It is imperative that control compartments, burners, and circulating air passageways of the appliance be kept clean. Check burner flame for proper color. Once ignited, the flame must cover the surface of the burner. The flame must burn with a clear, blue, stable flame. If the flame does not have this appearance, complete the following steps:

1. Turn off and disconnect electrical power. Allow to cool.
2. Remove the front panel by removing four screws.
3. Use a vacuum to remove dust from the main burner and fan blades. Do not use a wet cloth or spray cleaners on the burner. Do not use volatile substances such as benzene and thinners; they may ignite or fade the paint.
4. Use soft dry cloth to wipe cabinet.

The vent system should be inspected at least annually for blockages or damage. If the vent is blocked contact licensed professional. Motors are permanently lubricated and do not need periodic lubrication. However, you must keep fan and motor free of dust and dirt by cleaning annually.

Use a soft damp cloth to clean the temperature controller. Do not use solvents.

Scale build-up is caused by hard water and can be accelerated if the water heater is set at a high temperature. The water entering the hot water heater must be potable, free of corrosive chemicals, sand, dirt, or other contaminants. It is up to the installer to ensure the water does not contain corrosive chemicals, or elements that can affect or damage the heat exchanger. Water that contains chemicals exceeding the levels required affect and damage the heat exchanger. Replacement of the heat exchanger due to water quality damage is not covered by the warranty.

Keep the area around flue terminal free of snow and ice. The water heater will not function properly if the combustion air or exhaust vent pipes are impeded (blocked or partially blocked) by obstructions. Keep the condensate drain line free of snow and ice. Ensure the line is not blocked or clogged and that condensate is flowing freely.

Installations located in or near coastal areas may require additional maintenance due to corrosive airborne ocean salt. If corrosion is observed on the body of the water heater, the water heater shall be inspected to ensure proper operation and if necessary, repaired or replaced.

Water Filter – Clean the inlet water filter by closing the cold and hot water inlet isolation (shut-off) valves. Put a bucket under the filter at the bottom of the water heater to catch any water that is contained inside the unit. Unscrew the water filter. Rinse the filter to remove any debris. Install the filter and open the isolation valves.

Air Filter – To maintain optimum performance, periodically inspect the air filter. If the air filter appears to have lint and/or dust build up, refer to the cleaning procedure in the manufacturer's operating instructions. If the air filter appears damaged, contact a trained and qualified professional for a replacement air filter assembly.

Pressure Relief Valve – Operate the pressure relief valve manually once a year. In doing so, it will be necessary to take precautions with regard to the discharge of potentially scalding hot water under pressure. Ensure discharge has a safe place to flow. Contact with your body or other property may cause damage or harm.

If you live in a cold climate, during the cold season, ensure that you winterize exterior pipes and protect your water heater from freezing. Refer to the manufacturer's operating instructions for more information on how to do this.

It is also recommended that the heat exchanger be flushed periodically. Please refer to the manufacturer's operating instructions to learn how to set the system to remind you when it's time to flush it, and for the procedure on how to do so.

If the water heater is not going to be used during a period of possible freezing weather, it is recommended that the water inside the water heater be drained. Please refer to the manufacturer's operating instructions for the procedure on how to do so.

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's operating instructions for specific locations of these items and other troubleshooting information.

If the water temperature is not hot enough, adjust the temperature at the water heater by following the manufacturer's operating instructions. Water temperatures over 52° C can cause severe burns or scalding resulting in death. Hot water can also cause first degree burns with minimal exposure. Children, disabled, or elderly are at highest risk of being scalded. **Feel water before bathing or showering.**

Shower Doors

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same time, inspect the caulking, and re-caulk where any separations appear.

Sinks

Clean sinks with a soft cloth, mild detergent and water. Rinse and dry properly to eliminate any film build up and water spotting. Do not use abrasive, metal or scouring pads. They will take away from the finish.

Toilets

Most toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Water conservation regulations have mandated the use of low flow or water-saving toilets in new homes. These toilets use less water, so they are important elements in the area's water conservation program. However, at times you may notice an incomplete flush. When this happens, allow the tank to refill, and then repeat the flush. Feminine products, diapers and baby wipes must not be flushed in toilets.

Always keep a plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home centre or

hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Conservation

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances. Here are some tips on how to conserve water:

- ◆ Every time a toilet is flushed, about 6 litres of water goes into the sewer, so avoid using the toilet for things that could go into the wastebasket.
- ◆ Keep in mind that a partially full tub uses far less water than a long shower, while a short shower uses less than a full tub (35 to 55 litres).
- ◆ Rinse your dishes and always load your dishwasher to capacity before turning it on. Most models use between 30 and 50 litres per run.
- ◆ Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 30 to 40 litres a day. Turn off the water while brushing your teeth or shaving to avoid wasting more water.
- ◆ Outside the home, the basic principle of lawn and garden watering is to avoid over watering. Water only when plants show signs of needing moisture. Water in the cool of the day to avoid excessive evaporation. Use herbicides and fertilizers sparingly according to the direction on the original container and avoid use if rain is forecast.
- ◆ Do not let the hose run while washing the car; use a bucket and biodegradable soap. Sweep down sidewalks and driveways rather than hosing them off. The storm drains are not connected to the sewer system and everything that enters goes into local waters.

Water Lines

Plumbing systems should be maintained by running water through each faucet for approximately one minute each month, to minimize stagnation and to prevent drying out of faucet and drain gaskets.

In the event of water leaks, shut off the main water supply to the home. The shut-off is typically located in your home (often under the sink or at the supply line to the particular fixture), or else utilize the main home shut-off. The location of the shut-off valves will be pointed out to you during your orientation walkthrough. Individual shut-offs may be located adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shut-offs for local leaks.

Structure

Caulking

Caulking is the method in which sealant compounds are generally applied to seal gaps between adjacent surfaces. Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your windows, doors, sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six (6) months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centres. Be sure to use the correct type of caulk for the application you need.

Ceilings

The ceilings in your home require occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling.

If your ceiling consists of luminous light fixtures, do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel-dry the panels and grids to remove any soap residue and water spotting.

Condensation

Condensation is normal in a new home because many litres of water were used in its construction. This water causes higher than normal humidity until the drying process is complete (typically after 1 or 2 years).

When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic louvres are clear of debris. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

Drywall

Slight cracking, nail pops or seam joints may appear in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of wall studs, trusses or rafters to which the drywall is attached. To repair nail pops:

- ◆ Gently tap the nail into the drywall using a nail punch and hammer. For screws, use the appropriate screwdriver.
- ◆ Use a small spackling knife to smooth a small amount of spackle over the area.
- ◆ Allow the spackle to dry completely, then sand lightly using fine grit sandpaper.
- ◆ Prime and paint with touch up paint.

Hairline cracks in drywall seams can be repaired with spackle and touch up paint.

Effects of Weather and Temperature

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first two years after a home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first two years. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

Freezing weather can cause numerous problems in a home. Freezing ground can raise and crack concrete and landscape improvements, which will move again after the ground thaws. You should take care to properly “winterize” your home’s exterior and garage areas, including water lines, irrigation lines, etc.

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates, which may result in separation between them. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall,

paint - especially where mouldings meet sheetrock, and mitred corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

This may occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

Interior Walls

The walls in your home are constructed of wood and other materials, which are subject to normal expansion and contraction. Moulding and trim can shrink and warp in some cases. Routine maintenance on moulding, trim and wall boards is the responsibility of the homeowner beyond your warranty coverage. Replace warped moulding and trim.

Some slight cracking, nail "pops" and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with filling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home centre or hardware store. Always repair nail holes with a dab of filler.

The walls in your home may be textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from painted walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

Mold

Mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

Limiting Mold Growth

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odour, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers, and wipe promptly. Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes.

Report or fix water leaks promptly - Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately.

Every homeowner must take all appropriate steps to prevent conditions that may cause mold or mildew to develop in your home.

Mold Prevention Obligations

1. To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
2. To regularly clean and sanitize windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
3. To use dry towels or bath mats when stepping out of shower or tub;
4. To use bathroom fans while showering or bathing;
5. To use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
6. To maintain regular air flow and circulation throughout the home;
7. To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
8. To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible (note: mold can grow on damp surfaces within 24 to 48 hours);
9. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
10. Do not hang wet clothing on indoor drying line;
11. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
12. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
13. To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
14. To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
15. To maintain positive drainage and grading away from the foundation and walls of the home;
16. To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed;

17. To prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (i.e., trellises, patio covers, awnings, satellite dishes, etc.);
18. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
19. To maintain and not obstruct air conditioning primary and secondary condensate lines;
20. To maintain and not obstruct ventilation installed by the developer in attic, basements, or other locations in the home;
21. To prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home;
22. To properly use and maintain appliances containing water and other liquids;
23. To not alter insulation installed by developer;
24. To prevent clogging of plumbing.

Settlement

All homes settle to some degree. Some adjustment in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints as well as minor cracking of exterior stucco (particularly at stress joints such as window or door corners).

Please report settlement cracks throughout the first year of warranty. They will be repaired once the service requests are received.

Regular Maintenance is the Key

Inspecting your home on a regular basis and following good maintenance practices are the best way to protect your investment in your home. Whether you take care of a few tasks at a time or several all at once, it is important to get into the habit of doing them. Establish a routine for yourself, and you will find the work is easy to accomplish and not very time-consuming. A regular schedule of seasonal maintenance can put a stop to the most common — and costly — problems, before they occur. If necessary, use a camera to take pictures of anything you might want to share with an expert for advice or to monitor or remind you of a situation later.

This checklist is intended to provide you with a list of common maintenance tasks that most homeowners are required to perform but is not intended to be a comprehensive list. Some items may not apply to your home, and some required maintenance may not appear on this checklist. For complete information on the maintenance you are required to perform on your home, please consult all manuals, warranties, and documentation provided to you by your developer, in your Homeowner Portal and on the manufacturer's web sites.

If you do not feel comfortable performing some of the home maintenance tasks listed below, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified handyperson or licensed contractor to help you.

Monthly

Category	Maintenance Required
Appliances	Clean the range hood filter, replace as needed.
Electrical	Test GFCI/AFCI receptacles and outlets.
Plumbing	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.
	Clean/replace tankless hot water heater air and water filters.

Quarterly

Category	Maintenance Required
Appliances	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Inspect washing machine water supply hoses for leaks.
	Ensure dryer ducts are not clogged.
Exterior	Inspect exterior doors for peeling and cracking, touch up where needed. Lubricate hinges and locks if required, adjust door sweeps and replace weather stripping as needed.
	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
	Check garage door hinges, springs, rollers and cables for signs of wear or rust. Tighten hinges and lubricate parts as necessary. Have the tension adjusted by a certified technician if needed. Check that the auto-reverse feature still works well.
Heating & Ventilation (HVAC)	Check and clean bathroom exhaust fans.
	Vacuum electric baseboard heaters to remove dust.
Interior	Check for cracks or separations and mildew in caulking around sinks, bathtubs, showers, toilets, faucets, countertops, backsplashes, ceramic tiles and floors, windows etc. Repair with the appropriate caulking compound as needed.
	Inspect shower doors for proper fit and leaks. Re-caulk where necessary.
	Inspect interior door hinges and hardware.
Plumbing	Check faucet aerator water flow and clean screens if needed.
	Check pipes and water drains for leaks. Clean drains.

Semi-Annually (Spring and Fall)

Category	Maintenance Required
Appliances	Inspect refrigerator ice maker supply line and clean if necessary.
Electrical	Check electrical extension and appliance cords. Replace frayed or split cords.
	Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
Exterior	Inspect garage door for warping or damage.
	Check window screens and replace or repair as necessary.
Heating & Ventilation (HVAC)	Check connection between dryer and exhaust vent, repair as needed.
Interior	Check cabinet drawers and hinges for proper alignment. Tighten and adjust as necessary.
	Review cabinet manufacturer recommendations as to proper products to maintain the wood finish.
	Vacuum/clean windows and sliding door tracks, lubricate with a suitable product.
	Inspect tiled areas for loose or missing grout/caulking. Re-grout or re-caulk as necessary.
	Check security of guardrails and handrails.
Plumbing	Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.

Annually

Category	Maintenance Required
Exterior	Check and tighten deck bolts.
	Winterize hose bib (if applicable).
Heating & Ventilation (HVAC)	Check the attic vents are not blocked and redistribute insulation if there are voids on the attic floor.
Interior	Deep clean carpets and rugs.
Plumbing	Have your tankless hot water heater inspected by a licensed professional. Be sure to operate the pressure relief valve manually or have the licensed professional do it.

Systems, Fixtures & Finishes

The following pages list the components and products that were used in constructing your home. For each product you will find:

- A) Each product used in your home;
- B) Where it is located and;
- C) Who manufactured and supplied it

IMPORTANT: Failure to follow the appropriate process for obtaining service or repairs under warranty may void your warranty. Please consult the “Service During Warranty Period” section of this guide for more information.

Accessories

Closet Rod Model: 170328180 Nickel; Brackets - 7839185 - Satin Finish Steel Location: Bedroom / Walk-In Closet	
Manufacturer: Stormore Home Solutions	Supplier: Stormore Home Solutions
Closet Shelves Model: 12” Linen Shelving 3/4” Deep - Laminated Wood - White Location: Bedroom / Walk-In Closet	
Manufacturer: Stormore Home Solutions	Supplier: Stormore Home Solutions
Glass Shower - Enclosure Model: 10mm Clear Tempered Glass, Frameless, Chrome Type Wall Mount Hinges and Clips Location: Bathroom / En-Suite	
Manufacturer: Stormore Home Solutions	Supplier: Stormore Home Solutions
Medicine Cabinet - Casework Model: Custom, Wood Location: En-Suite	
Manufacturer: Suncrest Cabinets	Supplier: Suncrest Cabinets

Medicine Cabinet - Mirror

Model: 5mm Clear

Location: En-Suite

Manufacturer: Stormore Home Solutions

Supplier: Stormore Home Solutions

Mirror

Model: 5mm Clear

Location: Bathroom / Powder Room

Manufacturer: Stormore Home Solutions

Supplier: Stormore Home Solutions

Toilet Roll Holder

Model: 04-33448L / 04-33448R - Slip Stream - Polished Chrome

Location: Bathroom / En-Suite / Powder Room

Manufacturer: Taymor

Supplier: Dick's Lumber & Building Supplies

Towel Bar - 9"

Model: 04-33409 - Slip Stream - Polished Chrome

Location: Powder Room

Manufacturer: Taymor

Supplier: Dick's Lumber & Building Supplies

Towel Bar - 16"

Model: 04-33416 - Slip Stream - Polished Chrome

Location: Bathroom / En-Suite

Manufacturer: Taymor

Supplier: Dick's Lumber & Building Supplies

Towel Bar - 24"

Model: 04-33424 - Slip Stream - Polished Chrome

Location: Bathroom / En-Suite

Manufacturer: Taymor

Supplier: Dick's Lumber & Building Supplies

Under-Sink Recycling Centre

Model: 3666100 - Heavy-Duty pull-out waste bin (9-7/8"W x 19-1/8"D x 16"H)

Location: Kitchen

Manufacturer: Stormore Home Solutions

Supplier: Stormore Home Solutions

Appliances

Dishwasher Model: DW80CG5451SR Location: Kitchen	
Manufacturer: Samsung	Supplier: Midland Appliance
Dryer Model: DVE45T6000W/AC Location: Laundry	
Manufacturer: Samsung	Supplier: Midland Appliance
Hood Fan (Slide Out) Model: Glide-30-2 Location: Kitchen	
Manufacturer: Porter & Charles	Supplier: Midland Appliance
Microwave (Countertop) Model: NN-ST765S or NN-ST785S, Trim Kit: NN-TK714S Location: Kitchen	
Manufacturer: Panasonic	Supplier: Midland Appliance
Range - Induction Model: NE63B8411SS or KNE63B8411SS/AC Location: Kitchen	
Manufacturer: Samsung	Supplier: Midland Appliance
Refrigerator Model: RF22A411SR Location: Kitchen	
Manufacturer: Samsung	Supplier: Midland Appliance
Washer Model: WF45T6000AW Location: Laundry	
Manufacturer: Samsung	Supplier: Midland Appliance

Doors & Door Hardware

Bi-Fold Door Model: Heritage - Lincoln Park Hollow Core Location: Closet	
Manufacturer: Masonite	Supplier: Dick's Lumber & Building Supplies
Bi-Fold Door - Hardware Model: 20-0810PC - Barcelona Bi-Fold Knob - Polished Chrome Location: Closet	
Manufacturer: Taymor	Supplier: Dick's Lumber & Building Supplies
Door Stops Model: 25-4671SC - Satin Chrome Location: Throughout	
Manufacturer: Taymor	Supplier: Dick's Lumber & Building Supplies
Shower Door Model: Custom Frameless Surround and Pivot Door - 10mm Clear with chrome hinge Location: En-Suite	
Manufacturer: Shower Surround	Supplier: Stormore Home Solutions
Swing Door Model: Heritage - Lincoln Park Hollow Core Location: Throughout	
Manufacturer: Masonite	Supplier: Dick's Lumber & Building Supplies
Swing Door - Hardware Model: Halifax - Square Rose - 9GLA3310-063 - Polished Chrome (Privacy Leverset) Location: Bathrooms, Primary Bedroom	
Manufacturer: Weiser	Supplier: Dick's Lumber & Building Supplies
Swing Door - Hardware Model: Halifax - Square Rose - 9GLA1010-064 - Polished Chrome (Passage Leverset) Location: Bedrooms	
Manufacturer: Weiser	Supplier: Dick's Lumber & Building Supplies
Swing Door - Hardware Model: Halifax - Square Rose - 9GLA120-053 - Polished Chrome (Dummy Leverset) Location: Closet	
Manufacturer: Weiser	Supplier: Dick's Lumber & Building Supplies

Electrical

Smoke Alarm Model: P1275CA Location: Other	
Manufacturer: Kidde	Supplier: D&N Electric Ltd
Smoke & Carbon Monoxide Detector / Alarm Model: KN-COSM-IBACA Location: Other	
Manufacturer: Kidde	Supplier: D&N Electric Ltd

Exterior

Deck Membrane Model: 60mil Vinyl Stonehedge (16325 21 Ave) Location: Exterior	
Manufacturer: Global Decking Systems	Supplier: Oh Deck & Rails
Deck Membrane Model: 60mil Vinyl Valordek Premium Series - Grey Stone (16355 21 Ave) Location: Exterior	
Manufacturer: Valordek	Supplier: All Seasons Waterproofing
Garage Door Opener Model: ReliaG Pro Series 2028 Location: Exterior	
Manufacturer: Genie	Supplier: Creative Door
Patio Door Model: Series 8000 Location: Exterior	
Manufacturer: Morrison Windows	Supplier: Morrison Windows
Railings Model: Aluminum Location: Exterior	
Manufacturer: Choice Railings	Supplier: Choice Railings

Windows - Vinyl

Model: Various
Location: Exterior

Manufacturer: Morrison Windows

Supplier: Morrison Windows

Finishes**Blinds**

Model: Roller Shade - Ghost White Smooth
Location: Windows

Manufacturer: CBM

Supplier: MGR Installations

Cabinets - Cool Colour Scheme

Model: T2003 (VA) - Sommet; Colour: Weekend Getaway
Location: Kitchen, En-Suite, Powder Room

Manufacturer: Tafisa

Supplier: Suncrest Cabinets

Cabinets - Warm Colour Scheme

Model: T2007 (VA) - Sommet; Colour: Casting at First Light
Location: Kitchen, En-Suite, Powder Room

Manufacturer: Tafisa

Supplier: Suncrest Cabinets

Cabinets - Secondary Bathroom

Model: Habitat Queue Q010-GL - Snow White Gloss
Location: Bathroom

Manufacturer: Pentco

Supplier: Suncrest Cabinets

Carpet

Model: E0881 Something Sweet - 117 Fresh Perspective
Location: Throughout

Manufacturer: Shaw Carpet

Supplier: Exclusive Floors

Laminate Floor (Cool Colour Scheme)

Model: EE-H-290 - Marquee Highland in Willowbrook Oak
Location: Throughout

Manufacturer: Torlys

Supplier: Exclusive Floors

Laminate Floor (Warm Colour Scheme) Model: TL-AV229-PEFC - Avenue in Bowery Oak Location: Throughout	
Manufacturer: Torlys	Supplier: Exclusive Floors
Paint Model: DLX1001-1 - Delicate White - Eggshell Finish Location: Walls	
Manufacturer: Dulux	Supplier: Impressive Painting
Paint Model: DLX1001-1 - Delicate White - Semi-Gloss Finish Location: Doors, Trims & Mouldings	
Manufacturer: Dulux	Supplier: Impressive Painting
Paint Model: DLX1001-1 - Delicate White - Flat Finish Location: Ceilings	
Manufacturer: Dulux	Supplier: Impressive Painting
Stone Model: Quartz - 4001 - Fresh Concrete Location: Bathroom	
Manufacturer: Caesarstone	Supplier: Sunburst Stone
Stone Model: Quartz - 4600 - Organic White Location: Kitchen	
Manufacturer: Caesarstone	Supplier: Sunburst Stone
Tile - Backsplash Model: Urban Max - NC1200 - White Location: Kitchen	
Manufacturer: Centura	Supplier: Exclusive Floors
Tile - Floor and Wall - Cool Colour Scheme Model: Pietra Spirito - Matte White Location: En-Suite, Bathroom	
Manufacturer: Julian Tile	Supplier: Exclusive Floors

Tile - Floor and Wall - Warm Colour Scheme

Model: Denmark - DMPG1224H - Matte White

Location: En-Suite, Bathroom

Manufacturer: Ames Tile

Supplier: Exclusive Floors

Tile - Floor

Model: Maxstone OV.MX.IV0.1224.MT - Matte Ivory

Location: Entryway, Laundry, Secondary Bathroom

Manufacturer: Olympia Tile

Supplier: Exclusive Floors

Tile - Wall

Model: Urban Max - NH6306 - White

Location: Secondary Bathroom

Manufacturer: Centura

Supplier: Exclusive Floors

Heating & Ventilation**Adjust-A-Vent Ceiling Diffusers**

Model: WG Series - WG401/501/601

Location: Various

Manufacturer: Primex

Supplier: KCS Heating

Baseboard Heater

Model: OFM

Location: Various

Manufacturer: Ouellet

Supplier: KCS Heating

Ceiling Mount Ventilation Fan

Model: WhisperValue DC - FV-0510VS1

Location: Bathrooms

Manufacturer: Panasonic

Supplier: KCS Heating

Dryer Booster Fan

Model: SDF200

Location: Laundry

Manufacturer: Ortech

Supplier: KCS Heating

Energy Recovery Ventilator

Model: Intelli-Balance 100 FV-10CVE2

Location: Third Floor Ceiling

Manufacturer: Panasonic

Supplier: KCS Heating

Heat Pump (Outdoor Unit + Air Handling Unit)

Model: CU-B-RXSQ24TBVJUA + HP-B-FXTQ24TAVJUD

Location: Mechanical Room & Exterior

Manufacturer: Daikin

Supplier: KCS Heating

Heat Pump (Outdoor Unit + Air Handling Unit)

Model: CU-A-RXTQ36TBVJUA + HP-A-FXTQ36TAVJUD

Location: Mechanical Room & Exterior

Manufacturer: Daikin

Supplier: KCS Heating

Heat Registers

Model: HR Series - Classic and Designer - Light Grey (31) & Taupe (23)

Location: Throughout

Manufacturer: Primex

Supplier: KCS Heating

Filter - Heat Pump

Model: 16 x 20 x 1

Location: Mechanical Room

Manufacturer: Various

Supplier: Home Improvement Stores

Filter - ERV (Energy Recovery Ventilator)

Model: MERV-8 - FV-FL0810VE1. SKU# 288009

Location: Mechanical Room

Manufacturer: Pacaire

Supplier: Order from Pacaire - Ask for the sales counter.
sales@pacaire.ca, or call 604-539-0233**Filter - ERV (Energy Recovery Ventilator)**

Model: MERV-13 (alternate to MERV-8)

Location: Mechanical Room

Manufacturer: Pacaire

Supplier: Custom quote and order from Pacaire:
estimating@pacaire.ca**Lint Trap**

Model: DS 6"

Location: Laundry

Manufacturer: Ortech

Supplier: KCS Heating

Thermostat

Model: OTL221

Location: Main Floor

Manufacturer: Ouellet

Supplier: KCS Heating

Ventilating Fan

Model: WhisperValue DC - FV-0510VS1

Location: Bathroomd

Manufacturer: Panasonic

Supplier: KCS Heating

Lighting**Ceiling Light**

Model: MX3425-11 - Polished Chrome

Location: Bedrooms

Manufacturer: Maxilite

Supplier: D & N Electric Ltd

Ceiling Light - Outdoor

Model: L648030WH - White

Location: Deck

Manufacturer: Galaxy Lighting

Supplier: D & N Electric Ltd

Ceiling Light / Wall Sconce

Model: CHARLIE - 599002 - Chrome

Location: Various

Manufacturer: Kuzco

Supplier: D & N Electric Ltd

Closet Light

Model: FM42706 - White

Location: Walk In Closet

Manufacturer: Kuzco

Supplier: D & N Electric Ltd

Closet Light

Model: 1051-3K-WH - White

Location: Walk In Closet

Manufacturer: Ortech

Supplier: D & N Electric Ltd

LED PUK Lights

Model: AD-107T - Single Puck - White

Location: Kitchen

Manufacturer: Lotus

Supplier: D & N Electric Ltd

LED PUK Lights

Model: PUK021 - Cabinet Mounted - White

Location: Kitchen

Manufacturer: Ortech

Supplier: D & N Electric Ltd

Outdoor Light Fixture

Model: L325531BK

Location: Exterior

Manufacturer: Galaxy Lighting

Supplier: D & N Electric Ltd

Porch Light Fixture

Model: JDZ001 - White

Location: Porch, Garage

Manufacturer: Ortech

Supplier: D & N Electric Ltd

Pot Light

Model: ODH2-4IA2 / ODT2-452

Location: Various

Manufacturer: Ortech

Supplier: D & N Electric Ltd

Pot Light

Model: ODT2-453SG - White with Opal Frosted Lens

Location: Bathroom, En-Suite

Manufacturer: Ortech

Supplier: D & N Electric Ltd

Vanity Wall Light

Model: P2077-01 - Polished Chrome with White Glass

Location: Bathroom, En-Suite, Powder Room

Manufacturer: Matteo Lighting

Supplier: D & N Electric Ltd

Vanity Wall Light

Model: MXA6377-07 - Polished Chrome with White Glass

Location: Bathroom, En-Suite, Powder Room

Manufacturer: Maxilite

Supplier: D & N Electric Ltd

Wall Sconce

Model: Harrow - WS3413-CH Chrome

Location: Various

Manufacturer: Kuzco

Supplier: D & N Electric Ltd

Plumbing**Bath Tub**

Model: Saanich 30 L/H FLAT

Location: Bathroom

Manufacturer: Glass World

Supplier: Northland Mechanical

Expansion Tank

Model: HGTE-12, 4.7 Gallon

Location: Mechanical Room

Manufacturer: Calefactio

Supplier: Northland Mechanical

Kitchen Faucet

Model: JL101 - Chrome

Location: Kitchen

Manufacturer: Riobel

Supplier: Northland Mechanical

Lavatory Faucet

Model: COS01 - Chrome

Location: Bathroom, En-Suite, Powder Room

Manufacturer: Riobel Pro

Supplier: Northland Mechanical

Shower Base - Double Threshold

Model: 60154A LH / 60155A RH - 60" x 34"

Location: En-Suite

Manufacturer: Acritec

Supplier: Northland Mechanical

Shower Base - Double Threshold

Model: 60074A LH / 60075A RH - 48" x 30"

Location: En-Suite

Manufacturer: Acritec

Supplier: Northland Mechanical

Shower Base - Single Threshold

Model: 63402A - 60" x 34"

Location: En-Suite

Manufacturer: Acritec

Supplier: Northland Mechanical

Shower Trim Kit

Model: TC093C,R93SX,P358,P5002,P775 - Chrome

Location: En-Suite

Manufacturer: Riobel

Supplier: Northland Mechanical

Sink - Undermount Lavatory

Model: Pavel UFB2016

Location: Bathroom, En-Suite, Powder Room

Manufacturer: Duval Bathworks

Supplier: Northland Mechanical

Sink - Undermount Double Bowl

Model: EDUF1831/9 - Stainless Steel

Location: Kitchen

Manufacturer: Excalibur

Supplier: Northland Mechanical

Sink - Wall-Mounted

Model: Vero Handrinse - 0703500008

Location: Powder Room

Manufacturer: Duravit

Supplier: Northland Mechanical

Toilet

Model: Studio Concealed Trapway Dual Flush 3075.120, 4000.204

Location: Bathroom, En-Suite, Powder Room

Manufacturer: American Standard

Supplier: Northland Mechanical

Tub/Shower Trim Kit

Model: TC071, P358, - Chrome

Location: Bathroom

Manufacturer: Riobel

Supplier: Northland Mechanical

Tub Spout

Model: Align 172657

Location: Bathroom

Manufacturer: Moen

Supplier: Northland Mechanical

Water Heater - 65 Gallon

Model: Professional Prestige ProTerra Hybrid - CPR0PH65-T2-RH375-S0

Location: Mechanical Room

Manufacturer: Rheem

Supplier: Northland Mechanical

Contacts

While your new home warranty is in place you MUST ONLY contact your developer or property manager so as not to void your warranty – they will ensure any repairs align with your warranty provider's requirements. Without going through your developer or warranty provider, you run the risk of becoming responsible for any future damage. Only contact the trades below AFTER your new home warranty is over.

All Seasons Roofing | Roofing Contractor

13281 Comber Way, Surrey, BC V3W 5V8 • 604-502-8683
allseasonsroofing.ca

All Seasons Waterproofing | Membrane Decks

17514 55B Avenue, Surrey, BC V3S 7G6 • 604-576-1284
allseasonwaterproofing.com

BC Housing

604-433-1711
bchousing.org

Choice Railing & Gates | Metal Railings

5569 Glenmore Road, Abbotsford, BC V4X 1W2 • 604-854-9666
choicerailing.ca

Weatherguard Gutters | Gutters and Downpipes

B145 – 5525 272nd St., Langley, BC V4W 1P1 • 604-229-9687
<https://weatherguardgutters.com/>

Creative Door | Garage Doors

#3 – 1678 Fosters Way, Vancouver, BC V3M 6S6 • 604-330-1484
creativedor.com

D & N Electric Ltd | Electrician

778-808-8052

Dick's Lumber & Building Supplies | Door & Door Hardware Supplier

19550 92 Ave, Surrey, BC V4N 4G7 • 604-534-9291

dickslumber.com

Exclusive Floors | Laminate Flooring, Carpet and Tiling

5550 Panorama Dr, Surrey, BC V3S 1B7 • 604-575-9550

exclusivefloors.com

Impressive Painting | Painting Contractor

12707 67 Ave, Surrey, BC V3W 1G5 • 604-825-0055

impressivepainting.ca

KCS Heating Ltd | HVAC Contractor

Unit 517 #800 – 15355 24th Avenue, South Surrey, BC V4A 2H9 • 604-536-8033

MGR Installations | Blinds

604-521-2732 • mgrinstallations@gmail.com

Midland Appliance | Appliance Supplier

13651 Bridgeport Road, Richmond, BC V6V 1J6 • 604-278-6131

midlandappliance.com

MJM Installations | Landscaping

778-877-2403

mjminstallations.ca

Morrison Windows | Windows Supplier

8400 124 St, Surrey, BC V3W 6K1 • 604-539-1315

morrisonwindows.ca

Northland Mechanical | Plumbing

Station Rd, Langley, BC V1M 2S5 • 604-882-8611

northlandmechanical.ca

Oh Deck and Rails | Membrane Decks

778-903-0323 • ohdeckandrails@gmail.com

Standard Insulation & Siding | Siding

101 – 17220 Heather Drive, Surrey, BC V3S 0B4 • 604-572-7578
standardltd.ca

Stormore Home Solutions | Accessories

#111 – 19231 – 54 Ave Surrey, BC V3S 8E5 • 604-575-8870
stormore.com

StreetSide Developments

#201 – 6525 177B Street, Surrey, BC V3S 5N4 • 604-579-0018
streetsidebc.com

Sunburst Stone Ltd | Countertops

1835 McLean Ave, Port Coquitlam, BC V3C 1N1 • 604-945-7273
sunburststone.com

Suncrest Cabinets | Cabinetry

4651 Vanguard Road, Richmond, BC V6X 2P7 • 604-278-3445
suncrestcabinets.com

Sunnyside Damp Proofing | Damp Proofing

19370 36th Avenue, Maple Ridge, BC V3Z 1A3 • 604-861-0965

Disclaimer

Although reasonable efforts have been made to ensure that the information provided in this Homeowner Guide and on-line Homeowner Portal through is accurate and current as of the Effective Date, such information is subject to change at any time and will not be updated by the Builder/Developer. The Builder/Developer will not be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the Package.

In compiling information for the Package, we relied solely on the accuracy, completeness and quality of the information provided by consultants and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder/Developer in relation to the construction of the Property.

The Builder/Developer assumes no responsibility for, and is not making any representations or warranties to you, the homeowner, or any other person with respect to, the Property or any information in this Package, including, without limitation in respect of: (i) the accuracy or completeness of any of the information provided by Builder/Developer or any third party in this Package or the website, including, without limitation, any of the guarantee or warranty cards provided; (ii) the enforceability of any guarantees or warranties related to any materials or labour are specifically identified in this package or website; (iii) the merchantability, fitness for use or fitness for purpose of any materials or labour supplied to the property, whether or not such materials or labour are specifically identified in this Package or website; or (iv) the repair, replacement, service or any other work related to, or arising from, any of the materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this package or the website.

You, the homeowner, are responsible for taking whatever steps are necessary to activate and maintain any of the guarantees or warranties pertaining to the Property including, without limitation, any warranties for which cards have been provided in this Package, including, without limitation, signing and mailing any cards, as may be required.

For the sake of clarity, the “Effective Date” contained herein is in relation to the information in the Homeowner Guide and on-line Homeowner Portal and is not connected in any way to any effective dates of your home warranty or product warranties. Please consult your warranty policy(s) for further information. Any links to third party sites contained in the Package do not indicate the endorsement by either the Builder/Developer of any materials contained therein or of the entities that publish such sites.

Neither the Builder/Developer shall have any responsibility or liability for the accuracy of any information, or the quality of any services or products, provided or available by such third-party sites.

Addendum



Dear New Homeowner in Chelsea at the Boroughs,

Congratulations on the purchase of your new home! As you get acquainted with your new appliances, please reference the appliance use and care guides for product information, use and care and troubleshooting.

What is covered under the warranty will be outlined in the use and care guides, or on the Manufacturer's website. While all warranties are held by the Manufacturer, Our Midland Appliance Service Team will work with the Manufacturers on your behalf should service be required.

Before booking a service call always refer to the use and care guides for possible troubleshooting as user error is not covered under warranty.

You can request service through Midland Appliance using any of the following channels:

Phone: (604) 278-6131 and ask for Builder Service

Email: bservice@midlandappliance.com

Online: <https://www.midlandappliance.com/request-service>

If you do not receive any form of reply within a 24hr period, please contact myself at gnorris@midlandappliance.com with the information you have provided.

****PLEASE NOTE****

- While most of the appliances in your unit carry a 2-year Manufacturer's warranty, please reach out to us for more information on the warranty coverage.
- When requesting service, a copy of your Possession Date Papers will be required, also be sure to have the brand, Model and serial number available as these details will be required for Midland to process your request; this information can be found on the appliance serial tag, which is commonly located inside the door of the appliance.
- Samsung Service requires a Picture of the Serial Tag inside your Appliance. The sticker will also showcase the Model and Serial Number.

If you're interested in extending the Warranty of any of the appliances in your Home, please contact Angela Neale aneale@midlandappliance.com within 30 days of your possession date for further details and costs.

Please contact us directly should you have any further questions.



Your Midland Appliance Account Manager

Greg Norris

Cell 604 828-6137

X *Greg Norris*

Greg Norris

Features



CHELSEA
THE BOROUGHs

The team

- Developed by StreetSide Developments – a Qualico® company, recognized as the largest privately held integrated Real Estate company in Western Canada with over 70 years of experience
- Timeless, contemporary architecture designed by Ciccozzi Architecture

The setting

- A master-planned townhome community in Grandview Heights, South Surrey
- Access Highway 99 in less than 5 minutes
- Close to White Rock Beach and pristine parks
- Directly connected to the Grandview Ridge Trail
- Quick access to the Grandview Heights Aquatic Centre for those with an active lifestyle
- Grandview Heights Secondary School and Edgewood Elementary School are nearby
- Brick-and-hardie panel facades with wood trims and sleek white windows
- Private rooftop decks, patios or balconies with beautifully landscaped surrounding common areas

The essentials

- Create a comfortable environment with an energy-efficient electric heat pump with heating and cooling
- Two timeless colour schemes: Rock & Bay
- Durable laminate wood floors in the main living areas, and soft nylon carpet in the bedrooms, upper hallway and stairs
- Airy 9' ceilings on the main floor
- Most homes feature a powder room on the main floor
- 2" wide faux-wood blinds throughout provide privacy and shade
- Samsung full size front load washer and dryer

The kitchen

- Two cabinet colours, complete with soft-close hardware
- Premium stainless-steel appliance package:
 - Samsung 30" French door fridge with bottom drawer freezer
 - Samsung 30" induction range with wifi and convection
 - Porter & Charles slide-out hood fan
 - Panasonic microwave and trim kit
 - Samsung Energy Star dishwasher
- Durable, easy to clean quartz countertop
- Glossy white porcelain tile backsplash
- Practical double bowl undermount sink with Riobel single handle pull down faucet in polished chrome
- LED pot lighting accompanied with under cabinet puck lighting for precision kitchen tasks

The bathroom

- Contemporary wood laminate cabinets complete with soft close drawers and doors
- Durable, easy to clean quartz countertop
- Porcelain tile flooring and tub surround with 12 x 24 inch tiles
- Sleek undermount sink with Riobel single handle faucet in polished chrome for the main bathroom
- Basin sink with Riobel single handle faucet in polished chrome for the powder room.
- Luxurious soaker tub with Riobel polished chrome fixtures and Moen tub spout
- American Standard dual flush toilets
- The spacious ensuite includes:
 - Frameless glass shower with porcelain tile surround
 - Riobel Pro hand shower in polished chrome

The little comforts

- Convenient USB outlet built into the kitchen island for charging your devices
- Hardwired carbon monoxide and smoke detectors for added safety in all homes
- Energy-efficient hybrid heat pump hot water heater
- All homes meet BC Energy Step Code 3
- Upgrade available for EV vehicle charging
- Rentals are permitted for those looking to invest
- Comprehensive warranty protection by Travelers Guarantee Company of Canada, providing coverage for:
 - 2-Year Material & Labour Warranty
 - First 12 months – coverage for any defect in materials and labour
 - First 15 months – coverage for any defects in materials and labour in the common property
 - First 24 months – coverage for any defect in materials and labour supplied for the electrical, plumbing and HVAC systems
 - 5-Year Building Envelope Warranty
 - 10-Year Structural Defects Warranty

In a continuing effort to improve our homes, the developer reserves the right to make changes, modifications or substitutions to the building design, specifications and floor plans' area, layout, or specifications should they be necessary. Final floor plans may be a mirror image of the floor plans shown, please see architectural drawings for exact home floorplan. Square footage and room sizes are based on the preliminary survey measurements. Sizes are approximate and actual square footage may vary from the final survey and architectural drawings. The above plan has not been drawn to scale and may vary. E&OE.



CHELSEA

THE BOROUGHS



A QUALICO® Company

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