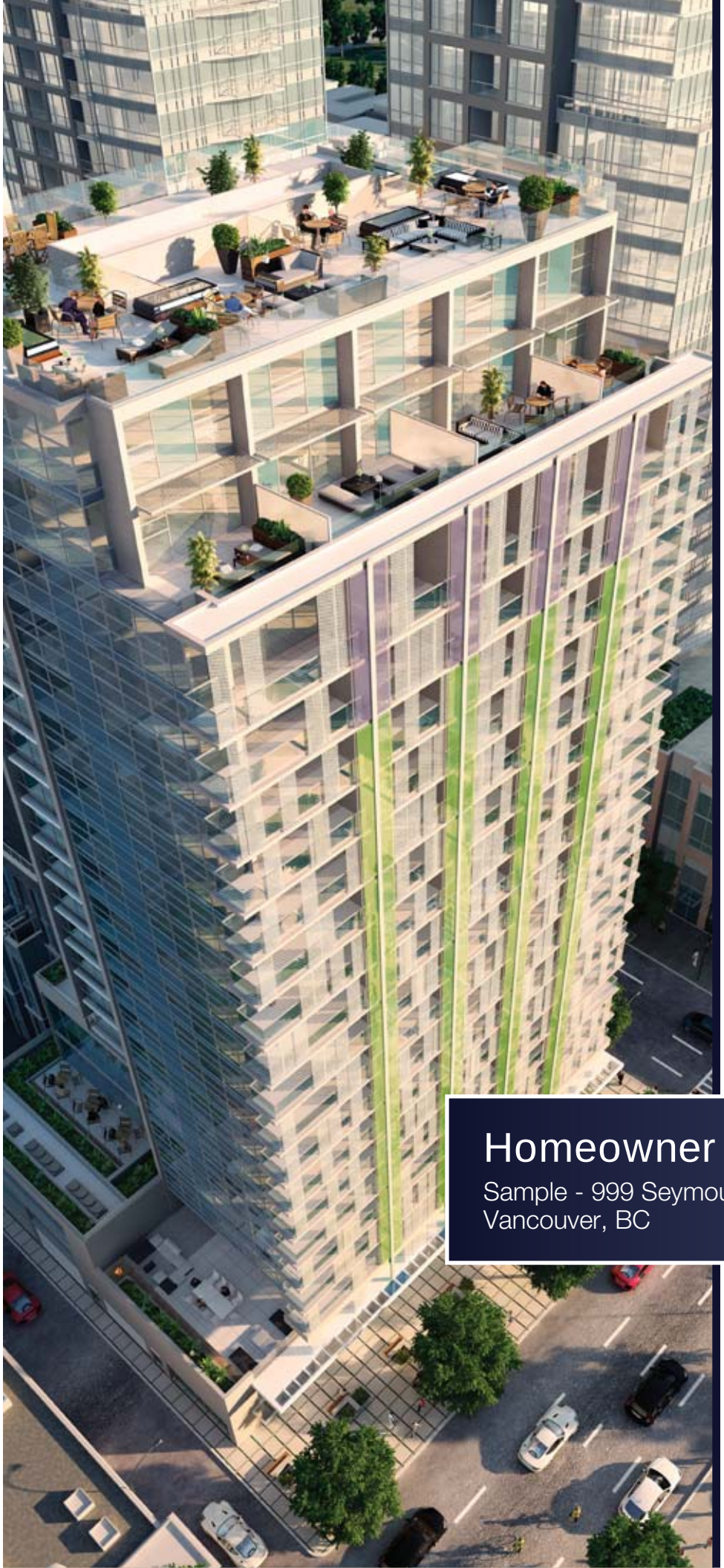

999 SEYMOUR AT NELSON

Homeowner Guide

Sample - 999 Seymour
Vancouver, BC

TOWNLINE

Welcome Home!

To ensure a successful ownership experience, we have provided you with this Homeowner Guide and an online and mobile Homeowner Portal. Combined, these resources give you everything you need to manage and protect your investment.

Get instant access to key information such as product information, service procedures and operation and care instructions for your home's components.

Log In Now

www.townline.ca

Login ID: BC00552482
Password: seym62e

Log in today using the online access information in the box above, on the bottom of each page of this guide, or by scanning the QR code with your smartphone.

We hope that this guide gives you peace of mind knowing that the answers to any questions are at your fingertips.

This book is printed with its environmental impact in mind. It is FSC® (Forest Stewardship Council®) certified, which means the paper it is printed on has been audited for adherence to international standards of responsible forestry, from processing to distribution. Learn more at https://ic.fsc.org.

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These documents are also available online. Visit **www.townline.ca** to access even more information about the products in your home!

INTRODUCTION TO MY HOME

Welcome to your new home. This section provides introductory information such as:

- Builder's Message
- Living at 999 Seymour
- Setting Up Your Home
- Things Everyone Wants to Know
- Strata Living
- Property Manager

Builder's Message

TOWNLINE HOMES

Like you, Townline has a story. Established by Rick Ilich in 1981, Townline began building single-family homes and roads in Northern BC and the US. Over the past 30 years, Townline has grown from one man into a fully integrated, diverse team of real estate professionals supporting an organization handling all aspects of construction, development, marketing and sales.

With this growth, single-family-home projects have evolved into larger scale multi-family and mixed-use communities. Townline has earned a reputation as a respected, creative and entrepreneurial company that prefers to set trends rather than follow them.

With well over 1,500 homes built since inception, Townline is a true market leader – built on ideas, responsibility and integrity.

Sincerely,

Townline Homes Inc
120 - 13575 Commerce Parkway, Richmond, BC V6V 2L1 | 604-276-8823

Living at 999 Seymour

Located on the edge of Yaletown, 999 Seymour is ideally situated for the modern city resident. Many of the better Vancouver shops, restaurants, theatres, pubs and nightclubs are all within walking distance. And groceries are within reach at nearby Nesters and Choices Markets. Stroll down Homer Street to shop independent Yaletown boutiques or savor cocktails at one of countless bars or lounges in the area. Play in the sun at nearby Emery Barnes Park, or after dark in the vibrant Granville Entertainment District. This location gets you moving with excellent access to major city corridors in and out of the city via Skytrain, bike, car or bus. The Downtown Business District is only minutes away too. At 999 Seymour, everything is quite literally, at your door.

With amenities such as a well-equipped gym, social lounge and meeting room, 999 Seymour really is ‘Indoor. Outdoor. Everything at your door.’ Fit in a quick work out and stretch your inner Yogi on a mat in the Yoga / Flex Room before your friends come over for game night.

The 999 Seymour social lounge features a flat screen TV, pool table and bar kitchen for a variety of entertaining needs. The outdoor terrace is beautifully landscaped with an open-air fire pit, lounge-style seating and BBQ; a modern setting for a classic West Coast evening. Enjoy!

Setting Up Your Home

CIVIC ADDRESS

999 Seymour Street
Vancouver, BC
V6B 0M5

ACTIVATING SERVICES

BC Hydro Phone: 604-224-9376

This can also be done on-line at www.bchydro.com.
Please note: You are responsible for your electricity from the day of possession.

Digital Cable, Internet or Phone Service

Your home is pre-wired for TELUS and/or Shaw Digital Cable, Internet and phone service capability. Please contact either Shaw or TELUS to set up your account.

Canada Post Mail Delivery Phone: 1-866-607-6301

Contact Canada Post to start your mail delivery at 999 Seymour. You can fill out a "Change of Address" form at any postal outlet in order to forward your mail to your new address. This service requires two weeks to initiate.

CHANGE OF ADDRESS REMINDER

You will also want to change your address with:

- Bank/RRSPs
- ICBC
- Home/Life Insurance
- Newspaper/Magazine
- Doctor/Dentist Office
- Credit/Gas Card

OWNER/TENANT CONTENT INSURANCE

The strata corporation's property insurance covers the buildings and common property only. It must also obtain liability insurance to insure itself against claims from injuries on the property, etc. It is the responsibility of owners to insure the contents of their strata and any improvements they have made to their property.

All owners or tenants should have their own in-suite insurance coverage. The policy is often called "Condominium Owner's Insurance Package," and typically includes personal effects and some liability insurance. If modifications or improvements are made to a strata lot, Improvements and Betterments coverage should be obtained from your insurance company to provide adequate protection.

Speak to your insurance agent in order to determine your specific requirements.

For example, laminate floors installed by the owner/developer that are part of the original construction in the strata lot are covered by the strata's insurance. Laminate floors installed by an owner, after the time of purchase, are not covered by the strata's insurance policy. In the event of an insurance claim, the insurance policy will cover repairs which will restore the unit to its original condition. All improvements made to the unit are not covered under the strata's insurance policy.

Things Everyone Wants to Know

From time to time, you may have questions about how things work. For your convenience, we have included the following frequently asked questions and answers:

Garbage and Recycling

All garbage must be bagged and securely tied or placed in an appropriate garbage bin. Recycling must be clean and properly sorted into the appropriate bins. Cardboard and recyclables are forbidden in the garbage bin. To obtain the garbage schedule, please contact your property manager.

Where do I dispose of other types of garbage?

You are responsible for disposing of non-household waste.

What do I do with paint and other hazardous materials?

DO NOT put paint, solvents, motor oil, pesticides, herbicides, batteries, or any other hazardous waste in with the garbage or recycling.

How do I access my mailbox and amenity area (Lounge, Gym, Yoga/Stretch and Meeting Rooms)?

Your mailbox is located in the main lobby and will be labelled with your suite number. The amenity area is located on the 3rd floor. You will receive 2 unit keys, mailbox keys and fobs.

How do I obtain additional keys or fobs?

If you need additional keys for your home, it is your responsibility to have keys cut. If you need additional fobs to the common area you should contact your property management company. There is usually a fee for additional fobs.

Please note, the strata corporation is not responsible for access to individual units. Any owner wishing to re-key their unit locks may do so and no permission from the strata corporation is necessary.

What if I lose my fob?

If you lose your fob you should contact the property manager as soon as possible. Although the property manager will have the serial number, you may want to keep a record of any serial numbers that appear on your fob. The property manager will collect a fee for any additional or replacement fobs.

What if I want to lease/rent my unit?

If the suite you purchased is for investment purposes and will be leased or rented out, a "Form K" must be completed by Tenant and the Landlord (single form) and submitted to the property manager. "Form K" can be found here *http://petersonbc.com/click-learn-more-access-available-forms*. Please ensure a copy of the homeowner's manual is provided to your tenants together with the bylaws and rules of the strata corporation.

To whom do I pay my strata fees?

Each resident is required to pay strata fees on the first of each month and is payable to strata corporation. The strata corporation handles the administration of strata fees. For more information and how to pay, please contact your property management company.

Are pets allowed at the development?

Yes, according to Strata Bylaw #6 owners can keep:

a) a reasonable number of fish or other small aquarium animals;
b) a reasonable number of small caged mammals;
c) up to 2 caged birds;
d) i) two dogs; or i) two cats; or iii) one dog and one cat. Dogs may not exceed 60 cm in height when fully grown.

If you have pets please consult the Bylaw #6 as pet ownership is governed by further rules and restrictions you should know about. If you have any questions in this regard contact your property manager.

What should I do if there is condensation on the inside of my windows?

Condensation will form on the inside of your windows when there is too much humidity in the home. This can be avoided if you run your bathroom exhaust fans during, and after, each shower for a minimum of 1 hour, or longer if necessary. Your main bathroom fan timer will have been set by Townline to operate for a minimum of 8 hours per day (in 2 four hour periods). If your fan timer has not been set, please contact a Townline Customer Service Representative. Please note that your in-suite home warranty may be void if you deprogram and turn off your fan timer so it does not operate for the required period. Therefore, damage to your home from condensation is not covered under your home warranty.

Can I install satellite television?

A fixed satellite dish cannot be installed (common property) without the express authorization of the strata council.

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

Yes. You may have a gas or propane barbecue on your deck. Please ensure that barbecues are kept away from the building exterior (at least 30 cm). No open flames or charcoal barbecues are permitted. (See Strata Bylaw 5.3 (b)). If you have any questions, please contact your property manager.

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

Yes, gas or propane heaters are permitted up to a maximum height of 3 feet. Please ensure that heaters are kept away from the building exterior.

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.

Can I repaint my suite?

We suggest that you wait until after the one year warranty has expired to paint your unit. This will enable you to identify problems such as shrinkage and cracks in the drywall as well as allowing us to make necessary repairs.

Do I clean my balcony?

Although your balcony is designated as limited common property and is the responsibility of the strata corporation to maintain, maintenance may occur only once a year. In an effort to maintain your balcony's appearance and longevity, we suggest that you clean off any algae, which may appear over time. We recommend contacting your property manager before you conduct any cleaning. To clean, please refer to the manufacturers cleaning guidelines or contact your property manager.

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 can be liened for money owning 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 ¾ 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: http://www.housing.gov.bc.ca/strata/guides.htm should you have any questions or concerns related to strata living.

Property Manager

The owner developer has hired PETERSON Residential Property Management Ltd. (www.pertersonbc.com) as the initial property management company for 999 Seymour. The company acts as an agent for the strata corporation and carries out all management maintenance and administrative duties for the development. Some of the main duties of the property management company are outlined below:

- Hiring and supervising strata corporation employees
- Arranging for maintenance of common property
- Regular inspections of common property
- Collecting monies due to the strata corporation, including strata fees
- Maintaining adequate insurance on common property
- Attending council meetings and reporting management activities when requested
- Handling disputes involving the strata corporation
- Planning, organizing, and staffing activities of the development as requested
- Overseeing committee activities

The property manager assigned to 999 Seymour supervises all maintenance and repair work and is directly responsible for ensuring it is done both correctly and efficiently. We ask you to refrain from making requests of the on-site contractors, and to contact your property manager immediately if you have a question or concern about the work being performed.

The property manager is your first contact if you notice that any maintenance work is needed on the common property, or if you have any general questions about your rights and responsibilities as a resident of a strata property. However, it is the strata corporation that has the power to renew or to cancel a property management contract. There are also some limits on the delegation of powers to a property manager, for example there must be controls on spending authority and the strata council may not delegate bylaw enforcement.

IN CASE OF EMERGENCY

This section provides important information such as:

- Important Contacts
- What to Do In Case Of Fire
- Emergency Preparedness

Important Contacts

IMPORTANT: For life threatening emergencies, always call 911.

WARRANTY SERVICE AND REPAIR

Townline Homes Inc
120 - 13575 Commerce Parkway
Richmond, BC V6V 2L1

Phone: 604-276-8823
Fax: 604-270-0854
Email: **customer.service@townline.ca**

Office Hours: 8:30 am to 5 pm (Monday to Friday). For after-hours emergencies, please contact your property manager below.

OTHER CONTACTS

Property Manager

PETERSON Residential Property Management Inc
Suite 1701 - 1166 Alberni Street
Vancouver, BC, V6E 3Z3

Phone: 604-699-5204 (24 hours)
Email:davidp@petersonbc.com

http://petersonbc.com/click-learn-more-access-available-forms
Office Hours: 9 am – 5 pm (Monday – Friday)

Home Warranty Provider

Travelers Insurance Company of Canada
2500 - 650 W. Georgia St
Vancouver, BC V6B 4N7

www.travelerscanada.ca/new-home-warranty
Phone: 604-682-2663
Fax: 604-682-3096

Homeowner Protection Office

Branch of BC Housing
650 - 4789 Kingsway
Burnaby, BC V5H 0A3

Phone: 604-646-7050
Email: hpo@hpo.bc.ca
Website: www.hpo.bc.ca

EMERGENCY CONTACTS

Fire	Emergency	911
	Non-Emergency	604-278-5131
Police	Emergency	911
	Non-Emergency	604-717-3535
Ambulance	Emergency	911
	Non-Emergency	1-855-660-2757
Hospital	1081 Burrard St	604-682-2344

COMMUNITY CONTACTS

S.P.C.A. Shelter	1205 7th Ave E	604-879-3571
Library	350 W Georgia	604-331-3603
City Hall	453 W 12th Ave	604-873-7000
BC Hydro (electricity)		604-224-9376
Fortis BC (utilities)		888-224-2710
Shaw (Cable/TV/Internet)		604-629-8888
Telus (Mobile/Internet)		310-2255

What to Do In Case Of Fire

In case of a fire emergency, 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.
- Do not use the elevator in a fire.
- Feel doors for heat before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the fire department with all the information they need.
- 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.

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 do 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 and have it repaired as soon as possible.
- 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 alarm 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. It is visible by standing directly under the detector. Other models will have a test button. This should be depressed and a high pitch squeal can be heard.

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 A FIRE EXTINGUISHER FOR THE RIGHT KIND OF FIRE

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 are A, B, and C. The fourth class is D.

Class A

Class A extinguisher may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.

Class B

Class B extinguisher is appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.

Class C

Class C extinguisher 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.

Class D

Class D extinguisher may be used on some types of combustibles 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 the home or office.

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 operator's manual for inspection, installation and maintenance instructions. Rechargeable models MUST be serviced after every use (service companies are listed in the *Yellow Pages* 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!

1. 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.
2. Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.
3. Squeeze the lever fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.
4. 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. Call the Fire Department, and ensure the Fire Department inspects the fire site even if you think the fire is extinguished.

Emergency Preparedness

Public Safety Canada recommends that you follow these 3 simple steps to ensure your family is prepared in the case of an emergency:

Know the risks | Make a plan | Get a kit

For more information on any of the above please visit: www.getprepared.gc.ca.

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
- Storm Surges
- 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 persons.
- 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 neighbors 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 for payphones
	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.

MY HOME

In this section you can find information that is specific to your home, like model numbers of the products installed and paint codes as well as some quick tips on how to operate your home's system.

- Owner's Duty to Mitigate and Maintain
- The First Year in Your New Home
- Tips for Home Operation
- Items in My Home

Owner's Duty to Mitigate and Maintain

As per Section G of your Travelers Insurance Company of Canada 2-5-10 Home Warranty Certificate, the owners are required to maintain their new homes and to mitigate any damage, including damage caused by defects or water penetration. For further information, please refer to Section G of the Sample Travelers Warranty Certificate found following this page, or:

Online Resources: Maintenance Manual on Travelers Insurance of Canada website:
http://www.travelerscanada.ca

Residential Construction Performance Guide on the
Homeowner's Protection Office (H.P.O) website:
http://www.hpo.bc.ca/residential-construction-performance-guide

Immediately report leaks, loss of heat, gas smells or anything that may damage your or your neighbor's home.

Home Warranty
Tel: 604.682.3095
Toll Free: 800.555.9431
Fax: 604.682.3096

Travelers Insurance Company of Canada
650 West Georgia Street, Suite 2500
P.O. Box 11542
Vancouver, British Columbia V6B 4N7
www.travelerscanada.ca

SCHEDULE "E-1" - 2-5-10 HOME WARRANTY CERTIFICATE

(Detached Dwelling Unit)

Address: Civic Address for the Home located in BC

Legal Description: Legal Description for the property

Warranty Certificate #: Warranty Certificate Number

Builder Name: Company Name **Builder #:** Travelers Builder Number

Builder's Phone: Builder's Phone Number **Builder's Fax:** Builder's Fax Number

Builder's Address: Builder's Address

This is your Warranty Certificate which should be read and kept in a safe place. To ensure your Warranty rights are preserved, ensure that you understand what your rights and obligations are. Please note that all notice(s) of a claim under this Warranty Certificate must be delivered to the Builder and Travelers Insurance Company of Canada **in writing** prior to the expiry of the applicable warranty coverage. The important dates to note are:

1. **Warranty Commencement Date** — **As defined by the legislation**

2. **Materials & Labour Warranty**

   a) **1 Year** defects in Materials and Labour: — **Expiry Date:** One Year from Above

   b) **2 Years** defects in Materials and Labour supplied for;
      i. the gas, electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems; and
      ii. the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the New Home: — **Expiry Date:** Two Years from Above

3. **5 Years Building Envelope Warranty** — **Expiry Date:** Five Years from Above

4. **10 Years Structural Defects Warranty** — **Expiry Date:** Ten Years from Above

For your convenience, enclosed with this Warranty Certificate please find a sticker outlining these important dates for you to affix in a conspicuous location in your new home.

In consideration of the payment to Travelers Insurance Company of Canada of the premium for this Warranty Certificate, Travelers Insurance Company of Canada agrees to provide Warranty coverage subject to limits as set out herein, in accordance with the terms, conditions, forms, riders and endorsements contained in this Warranty Certificate.

In witness whereof Travelers Insurance Company of Canada has duly executed this Warranty Certificate.

TRAVELERS INSURANCE COMPANY OF CANADA
("Travelers Insurance Company of Canada", formerly Travelers Guarantee Company of Canada)

Executive Vice-President and Chief Executive Officer

SAMPLE

A. Warranty Coverage

1.0 Materials and Labour Warranty – 2 Years

1.1 This Warranty provides coverage for Materials and Labour for up to two years as set out below:
- (a) in the first 12 months of the Warranty, for other than the Common Property, common facilities and other assets of a Strata Corporation, coverage for any Defect in Materials and Labour.
- (b) in the first 15 months of the Warranty, for the Common Property, common facilities and other assets of a Strata Corporation, coverage for any Defect in Materials and Labour.
- (c) in the first 24 months of the Warranty,
  - (i) coverage for any Defect in Materials and Labour supplied for the gas, electrical, plumbing, heating, ventilation, and air conditioning Delivery and Distribution Systems,
  - (ii) 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 or Common Property,
  - (iii) coverage for any Defect in Materials and Labour which renders the New Home unfit to live in, and
  - (iv) subject to Subsection A.1.2, coverage for non-compliance or a violation of the Building Code.

1.2 Non-compliance with, or a violation of the Building Code is considered a Defect covered by *Travelers Insurance Company of Canada* only if the non-compliance or violation:
- (a) constitutes an unreasonable health or safety risk, or
- (b) has resulted in, or is likely to result in, Material Damage to the New Home.

2.0 Building Envelope Warranty – 5 Years

2.1 This Warranty provides coverage for the Building Envelope for up to five years for Defects in the Building Envelope of a New Home, including a Defect which permits unintended water penetration such that it causes, or is likely to cause, Material Damage to the New Home.

3.0 Structural Defects Warranty – 10 Years

3.1 This Warranty provides coverage for Structural Defects for up to ten years for:
- (a) any Defect in Materials and Labour that results in the failure of a Load Bearing part of the New Home, and
- (b) any Defect which causes Structural Damage that materially and adversely affects the use of the New Home for residential occupancy.

4.0 Limitation of Warranty

4.1 This Warranty Certificate may be issued to Owners of Fee Simple New Homes, Owners of Co-operatives, Owners of Strata Title New Homes and to Strata Corporations. Notwithstanding anything contained herein, the Warranty coverage provided by this Warranty Certificate for Common Property is only applicable to a Strata Corporation and may only be enforced pursuant to the terms and conditions of the Warranty Certificate issued to such Strata Corporation. All Common Property issues must be dealt with by authorized representatives of the strata council. All issues relating to Cooperatives must be dealt with by authorized representatives of the Cooperative council.

B. Commencement Dates

1.0 Fee Simple New Homes

1.1 The Commencement Date for the Warranty coverage of a New Home held in fee simple is as follows:
- (a) for a New Home constructed by a Builder on land owned by the Owner, the Commencement Date is the earliest of:
  - (i) the date of actual occupancy of the New Home,
  - (ii) the granting of an occupancy permit or similar right to occupy by the authority having jurisdiction, and
  - (iii) the date that the New Home is completed and ready for occupancy;
- (b) for a New Home constructed by a Builder on land not owned by the Owner, the Commencement Date is the earlier of:
  - (i) the date of actual occupancy of the New Home, and
  - (ii) the transfer of the legal title of the New Home to the Owner.

1.2 For the purposes of Subsection B.1.1(a), in a jurisdiction where occupancy permits are not issued, a New Home is deemed to have reached the stage of occupancy when it is:
- (a) "completed" as that term is defined by the *Builders' Lien Act* in effect from time to time, and
- (b) capable of being legally occupied.

2.0 Strata Titled New Homes

2.1 If a New Home is included in a Strata Plan, *Travelers Insurance Company of Canada* will provide Warranty coverage for the following:
- (a) the New Home comprising the strata lot;
- (b) the Common Property.

2.2 The Commencement Date for the Warranty coverage of a New Home comprising the strata lot, is the earlier of:
- (a) actual occupancy of the New Home, and
- (b) the transfer of legal title to the strata lot.

3.0 Common Property and Multi-Unit Buildings Not in a Strata Plan

3.1 The Commencement Date of Warranty coverage of Common Property and multi-unit buildings is concurrent with the first Commencement Date for a New Home in each separate multi-unit building comprising the Strata Plan or multi-unit building.

4.0 Unsold Units used as Rental Units

4.1 If an unsold New Home owned by a Builder is occupied as a rental unit, the Commencement Date is the date the New Home is first occupied by a tenant.

5.0 BCHMC Social Housing

5.1 If a New Home is a Social Housing building, the Commencement Date is the date of substantial completion.

C. Limits on Coverage

1.1 The limits of the Warranty coverage are as follows:
- (a) for a New Home in fee simple ownership, the lesser of:
  - (i) the original purchase price paid by the Owner, and
  - (ii) $200,000.00;
- (b) for a New Home in a strata titled or multi-unit building, the lesser of:
  - (i) the original purchase price paid by the Owner, and
  - (ii) $100,000.00;
- (c) for the Common Property in a strata titled building or in a multi-unit building that is not strata-titled, the least of
  - (i) the total original contract price for the multi-unit building,
  - (ii) $100,000 times the number of dwelling units, and
  - (iii) $2,500,000.

1.2 If a Strata Plan consists of a number of buildings, the limit under Subsection C.1.1(c) applies to each multi-unit building.

1.3 When calculating the cost of Warranty claims in respect of the standard limits under this Warranty Certificate, *Travelers Insurance Company of Canada* may include:
- (a) the cost of repairs,
- (b) the cost of any investigation, engineering, and design required for the repairs, and
- (c) the cost of supervision of repairs, including professional review, but excluding legal costs; and
- (d) any of the costs referred to in C.1.3(a), (b), and (c), may include Travelers Insurance Company of Canada's own personnel and other expenses, including adjusting expenses, at rates established by Travelers Insurance Company of Canada from time to time.

1.4 The Warranty coverages provided by this Warranty Certificate are conditional upon the Owner completing all reasonable maintenance of the New Home, including that set out in the maintenance information provided to the original owner, in a timely manner, as well as the Strata Corporation completing all reasonable maintenance of the Common Property in a timely manner.

D. Warranty Exclusions

1.1 This Warranty does not cover the following:
- (a) weathering, normal wear and tear, deterioration or deflection consistent with normal industry standards;
- (b) normal shrinkage of materials caused by drying after construction;
- (c) any loss or damage which arises while the New Home is being used primarily or substantially for non-residential purposes;
- (d) materials, labour, or design supplied by an Owner;
- (e) any damage to the extent that it is caused or made worse by an Owner or Third Party, including:
  - (i) negligent or improper maintenance or improper operation by anyone other than the Builder or its employees, agents, or sub-contractors,
  - (ii) failure of anyone, other than the Builder or its employees, agents, or sub-contractors, to comply with the Warranty requirements of the manufacturers of appliances, equipment, or fixtures,
  - (iii) alterations to the New Home, including the conversion of non-living space into living space or the conversion of the New Home into two (2) or more units, by anyone other than the Builder or its employees, agents, or sub-contractors while undertaking their obligations under the sales contract, and
  - (iv) changes to the grading of the ground by anyone other than the Builder or its employees, agents, or sub-contractors;
- (f) failure of an Owner to take timely action to prevent or minimize loss or damage, including the failure to give prompt notice to Travelers Insurance Company of Canada of a Defect or discovered loss or a potential Defect or loss;
- (g) any damage caused by insects or rodents and other animals, unless the damage results from non-compliance with the Building Code by

the Builder or its employees, agents, or sub-contractors;

(h) 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 Builder;

(i) bodily injury or damage to personal property or real property which is not part of the New Home;

(j) any Defect in, or caused by, materials or work supplied by anyone other than the Builder or its employees, agents, or sub-contractors;

(k) changes, alterations, or additions made to the New Home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by *Travelers Insurance Company of Canada*.

(l) contaminated soil;

(m) 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;

(n) diminution in the value of the New Home;

(o) landscaping, both hard and soft, including plants, fencing, detached patios, planters, gazebos and similar structures;

(p) non-residential detached structures including sheds, garages, carports or outbuildings, or any structure or construction not attached to or forming an integral part of a multi-unit building or the New Home;

(q) any commercial use area and any construction associated with a commercial use area;

(r) roads, curbs, and lanes;

(s) subject to Subsection D.1.1(m), site grading and surface drainage, except as required by the Building Code;

(t) the operation of municipal services, including sanitary and storm sewer;

(u) septic tanks or septic fields;

(v) the quality or quantity of water, either from a piped municipal water supply or from a well;

(w) a water well, but excluding equipment installed for the operation of a water well used exclusively for the New Home, which equipment is considered to be part of the plumbing system for that the New Home.

(x) damage caused or made worse by the failure of an Owner to take reasonable steps to mitigate any damage.

E. Warranty Terms

1.1 If *Travelers Insurance Company of Canada* makes a payment or undertakes a repair, or assumes liability for any payment or repair under the Warranty coverage:

(a) *Travelers Insurance Company of Canada* is subrogated to all rights of recovery of an Owner against any person or persons who may have caused or contributed to the requirement for the payment or repair under the Warranty;

(b) *Travelers Insurance Company of Canada* may bring an action at its own expense, in the name of the Owner or of *Travelers Insurance Company of Canada* to enforce such rights, and

(c) the Owner will fully support and assist *Travelers Insurance Company of Canada* in the pursuit of those rights if *Travelers Insurance Company of Canada* pursues such subrogated rights;

1.2 Implied or expressed warranties or representations made by a Builder to an Owner are not binding on *Travelers Insurance Company of Canada* except as set out in this Warranty Certificate;

1.3 An Owner, or occupant, must permit *Travelers Insurance Company of Canada* or the Builder, or both, to enter the New Home at all reasonable times, upon giving reasonable notice to the Owner:

(i) to monitor the New Home or its components,

(ii) to inspect for required maintenance,

(iii) to investigate complaints or claims, or

(iv) to undertake repairs under the Warranty Certificate;

1.4 If any reports are produced as a result of any of the activities referred to in paragraph E..1.3, the reports will be provided to the Owner on request;

1.5 An Owner must provide to *Travelers Insurance Company of Canada* all information and documentation that the Owner has available, as reasonably required by *Travelers Insurance Company of Canada*, in order to investigate a claim or maintenance requirement, or to undertake repairs under the Warranty Certificate;

1.6 To the extent that damage to a New Home is caused by the unreasonable refusal of an Owner or occupant to permit *Travelers Insurance Company of Canada* or the Builder access to the New Home for the reasons set out in paragraph E .1.3, or to provide the information required by paragraph E.1.5, such damage is excluded from the Warranty coverage.

F. Notice of Claim

1.1 Within a reasonable time after the discovery of a Defect and **before the Expiry Date of the applicable Warranty coverage**, an Owner must give *Travelers Insurance Company of Canada* and the Builder **written notice** in reasonable detail that provides particulars of any specific alleged Defects which may be covered by the Warranty.

1.2 *Travelers Insurance Company of Canada* will require the notice under Subsection F.1.1 to be in a prescribed form and include:

(a) the Home Warranty Certificate Number of the New Home,

(b) copies of all relevant documentation and correspondence between the Owner and the Builder, and

(c) Particulars of the claim as determined to be necessary by Travelers Insurance Company of Canada to comply with its obligations pursuant to this Warranty Certificate.

1.3 The obligations of Travelers Insurance Company of Canada absolutely cease unless:

(a) Proper notice is given to Travelers Insurance Company of Canada of a claim prior to the Expiry Date; and

(b) The Owner conducts reasonable inspections of the New Home from time to time in order to discover defects or potential defects and gives notice pursuant to Subsection F.1.1.

G. Duty to Mitigate and Maintain

1.1 *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.

1.2 The Owner must take all reasonable steps to restrict damage to the New Home if the Defect requires immediate attention.

1.3 Subject to Subsection G.1.2, for Defects covered by this Warranty, the duty to mitigate is met through timely notice in writing to *Travelers Insurance Company of Canada*.

1.4 The Owner's duty to mitigate survives even if:

(a) the New Home is unoccupied,

(b) the New Home is occupied by someone other than the Owner,

(c) water penetration does not appear to be causing damage, or

(d) the Owner advises the Strata Corporation about the Defect.

H. Living-Out Allowance

1.1 If repairs are required under the Warranty Certificate and damage to the New Home or the extent of the repairs renders the New Home uninhabitable, *Travelers Insurance Company of Canada* covers reasonable living-out expenses incurred by the Owner.

1.2 The maximum amount per day for claims for living-out expenses is $100.00, for the complete reimbursement of the actual accommodation expenses incurred by the Owner at a hotel, motel, or other rental accommodation up to the day the New Home is ready for occupancy, subject to the Owner receiving 24 hours advance notice.

1.3 Where the New Home comprises part of a Strata Plan and *Travelers Insurance Company of Canada* or the Builder, as the case may be, is required to carry out repairs to Common Property as a result of which, in the opinion of *Travelers Insurance Company of Canada*, the New Home is rendered uninhabitable, Section H.1.1 and H.1.2 shall apply.

I. Warranty on Repairs and Replacements

1.1 All repairs and replacements made under this Warranty are warranted against defects in materials and labour until the later of:

(a) the first anniversary of the date of completion of the repair or replacement, and

(b) the expiry of the applicable Warranty coverage.

1.2 All repairs and replacements made under the Warranty will be completed in a reasonable manner using materials and labour conforming to the Building Code and industry standards.

1.3 Travelers Insurance Company of Canada reserves the right to use the Builder or any third party to perform the Warranty obligations imposed on Travelers Insurance Company of Canada, and the Owner agrees to cooperate with Travelers Insurance Company of Canada and the Builder and any Third Party in carrying out any such obligations.

J. Mandatory Conditions

1.0 Mediation

In this Section:

1.1 (a) "Mediation" means a collaborative process in which two (2) or more parties meet and attempt, with the assistance of a Mediator, to resolve issues in dispute between them;
"Mediation Session" means a meeting between two (2) or more parties to a dispute during which they are engaged in Mediation;
"Mediator" means a neutral and impartial facilitator with no decision-making power, who assists parties in negotiating a mutually acceptable settlement of issues in dispute between them;
"Roster Organization" means any body designated by the Attorney General to select Mediators for the purpose of this regulation.

(b) If a dispute between *Travelers Insurance Company of Canada* and an Owner arising under this Warranty Certificate cannot be resolved by informal negotiation within a reasonable time, the Owner may, at the Owner's sole election, require that the dispute be referred to Mediation by delivering to *Travelers Insurance Company of Canada* a written request to mediate.

(c) If the Owner delivers a request to mediate under Subsection J.1.1(b), *Travelers Insurance Company of Canada* and the Owner must attend a Mediation Session in relation to the dispute.

(d) In addition to the requirements of Subsection J.1.1(c), *Travelers Insurance Company of Canada* or an Owner may invite to participate in the Mediation any other party to the dispute who may be liable.

(e) Within twenty-one (21) days after the Owner has delivered a request to mediate under Subsection J.1.1(b), the parties must, directly or with the assistance of an independent, neutral person or organization, jointly appoint a mutually acceptable Mediator.

(f) If the parties do not jointly appoint a mutually acceptable Mediator within the time required by Subsection J.1.1(e), the Owner may apply to a Roster Organization which must appoint a Mediator taking into account:
  (i) the need for the Mediator to be neutral and independent,
  (ii) the qualifications of the Mediator,
  (iii) the Mediator's fees,
  (iv) the Mediator's availability, and
  (v) any other consideration likely to result in the selection of an impartial, competent, and effective Mediator.

(g) Promptly after a Roster Organization selects the Mediator under Subsection J.1.1(f), the Roster Organization must notify the parties in writing of that selection.

(h) The Mediator selected by a Roster Organization is deemed to be appointed by the parties effective the date of the notice sent under Subsection J.1.1(g).

(i) The date, time, and place of the first Mediation Session must be scheduled by the Mediator, and the first Mediation Session must occur within twenty-one (21) days of the appointment of the Mediator.

(j) Despite Subsection J.1.1(c), a party may attend a Mediation Session by representative if:
  (ii) the party is under legal disability and the representative is that party's guardian ad litem,
  (iii) the party is not an individual, or
  (vi) the party is a resident of a jurisdiction other than British Columbia and will not be in British Columbia at the time of the Mediation Session.

(k) A representative who attends a Mediation Session in the place of a party referred to in Subsection J.1.1(j):
  (i) must be familiar with all relevant facts on which the party, on whose behalf the representative attends, intends to rely, and
  (ii) must have full authority to settle, or have immediate access to a person who has full authority to settle, on behalf of the party on whose behalf the representative attends.

(l) A party or a representative who attends the Mediation Session may be accompanied by counsel.

(m) Any other person may attend a Mediation Session if that attendance is with the consent of all parties or their representatives.

(n) At least seven (7) days before the first Mediation Session is to be held, each party must deliver to the Mediator a statement briefly setting out:
  (i) the facts on which the party intends to rely, and
  (ii) the matters in dispute.

(o) Promptly after receipt of all of the statements required to be delivered under Subsection J.1.1(n), the Mediator must send each party's statement to each of the other parties.

(p) Before the first Mediation Session, the parties must enter into a retainer with the Mediator which must:
  (i) disclose the cost of the Mediation Services, and
  (ii) provide that the cost of the Mediation will be paid:
    (1) equally by the parties, or
    (2) on any other specified basis agreed by the parties.

(q) The Mediator may conduct the Mediation in any manner he or she considers appropriate to assist the parties to reach a resolution that is timely, fair, and cost-effective.

(r) A person must not disclose, or be compelled to disclose, in any proceeding oral or written information acquired or an opinion formed, including, without limitation, any offer or admission made in anticipation of or during a Mediation Session.

(s) Nothing in Subsection J.1.1(r) precludes a party from introducing into evidence in a proceeding any information or records produced in the course of the Mediation that are otherwise predicable or compellable in those proceedings.

(t) A Mediation Session is concluded when:
  (i) all issues are resolved,
  (ii) the Mediator determines that the process will not be productive and so advises the parties or their representatives, or
  (iii) the Mediation Session is completed and there is no agreement to continue.

(u) If the Mediation resolves some, but not all, issues, then at the request of all parties the Mediator may complete a report setting out any agreements that the parties to the Mediation have made as a result of the Mediation, including, without limitation, any agreements made by the parties on any of the following:
  (i) facts;
  (ii) issues;
  (iii) future procedural steps.

2.0 Disclosure of Claims History

2.1 (a) On receipt of an inquiry from an Owner of a New Home covered by Home Warranty coverage regarding the claims experience of that New Home, Travelers Insurance Company of Canada will provide the Owner with a history of claims.

(b) The history of claims referred to in Subsection J.2.1(a) will include, for each claim, the following information for both the Dwelling Unit and, if applicable, the associated Common Property:
  (i) the type of claim that was made;
  (ii) the resolution of the claim;
  (iii) the type of repair performed;
  (iv) the date of the repair; and
  (v) the cost of the repair.

(c) Travelers Insurance Company of Canada will charge a fee to provide the history of claims.

3.0 Handling of Claims

3.1 (a) *Travelers Insurance Company of Canada* will, on receipt of a notice of a claim from the Owner under the Warranty Certificate, promptly make reasonable attempts to contact the Owner to arrange an evaluation of the claim.

(b) *Travelers Insurance Company of Canada* will make all reasonable efforts to avoid delays in responding to a claim under the Warranty Certificate, evaluating the claim, and scheduling any required repairs.

(c) If, following evaluation of a claim under the Warranty Certificate, *Travelers Insurance Company of Canada* determines that the claim is not valid or not covered under the Warranty Certificate, it will notify the Owner of the decision in writing, setting out the reasons for the decision.

(d) The notice under Subsection J.3.1(c) will also set out the rights of the parties under the third party dispute resolution process referred to in Section J.1.1 of this Warranty Certificate.

(e) Repairs will be undertaken in a timely manner, with reasonable consideration given to weather conditions and the availability of Materials and Labour.

(f) On completion of any repairs, *Travelers Insurance Company of Canada* will deliver a copy of the repair specifications to the Owner, along with a letter confirming the date the repairs were completed and referencing the Warranty on repairs. Refer to Section I of this Warranty Certificate.

4.0 Transfer of Warranty to Subsequent Purchasers

4.1 (a) The Warranty Certificate pertains solely to the New Home for which it provides Warranty coverage and no notice to *Travelers Insurance Company of Canada* is required on a change of ownership.

(b) All of the applicable obligations and unused warranty benefits under the Warranty Certificate are automatically transferred to any subsequent Owner(s) on a change of ownership.

K. Definitions

1.1 "**Act of God**" means an act occasioned by the forces of nature and beyond the reasonable control of the Builder, and includes but is not limited to: fire, flood, changes in or actions of the underground water table or any other subsurface water, earthquake, hail, landslide, lightning, strong winds, and freezing.

1.2 "**Builder**" means the person named in this Warranty Certificate.

1.3 "**Building Code**" means, as applicable,

(a) the British Columbia Building Code established under the *Municipal Act*, or

(b) The Vancouver Building Bylaw established under the *Vancouver Charter*,

in force at the time that the building permit was issued for the New Home or, in jurisdictions where a building permit is not required, in force when construction commences;

1.4 "**Building Envelope**" means the assemblies, components and materials of a New Home which are intended to separate and protect the interior space of the New Home from the adverse affects of exterior climatic conditions. Interior space of the New Home includes all material not directly exposed to exterior climatic conditions. Exterior climatic conditions means the direct affect of weather on the New Home.

1.5 "**Building Envelope Warranty**" means the Warranty against Building Envelope Defects provided pursuant to Subsection A.2;

1.6 "**Commencement Date**" means in respect of the New Home, Common Property or multi-unit building, the date the Warranty coverage commences, and as set out in part B hereof. Any determination by *Travelers Insurance Company of Canada* of the Commencement Date shall be binding on the parties to this Warranty Certificate;

1.7 "**Common Property**" has the same meaning as in the *Strata Property Act*, but does not include land;

1.8 "**Cooperative**" means a building, or a portion of a building, provided for

residential occupancy purposes to members of an association incorporated or continued under the *Cooperative Association Act;*

1.9 "**Defect**" means any design or construction that is contrary to the Building Code or that requires repair or replacement due to the negligence of a Builder or person for whom the Builder is responsible at law;

1.10 "**Delivery and Distribution Systems**" means the mechanical and electrical systems for delivery and distribution of electricity, water, waste, heat and air within and throughout a New Home, but excludes plumbing and electrical fixtures and appliances.

1.11 "**Driveway**" means a surface intended and constructed primarily to be used for vehicular access to or from the New Home;

1.12 "**Expiry Date**" means the expiration dates referenced in this Warranty Certificate pertaining to each applicable Warranty and after which such Warranty absolutely ceases to exist;

1.13 "**Load Bearing**" means subjected to or designed to carry loads in addition to its own dead load, but does not include a wall element subjected only to wind or earthquake loads in addition to its own dead load. The Load Bearing portions of the New Home are limited to the following:

(a) foundation systems,
(b) support beams, posts, and columns,
(c) load bearing walls, and
(d) floor and roof support system.

1.14 "**Materials and Labour**" means only Materials and Labour supplied by the Builder for construction of the New Home.

1.15 "**Materials and Labour Warranty**" means the Warranty against defects in materials and labour provided to an Owner pursuant to Section A hereof;

1.16 "**Material Damage**" means damage which materially and adversely affects the use of the New Home for residential occupancy.

1.17 "**New Home**" means the New Home specified in this Warranty Certificate and which is a building or portion of a building, that is newly constructed and intended for residential occupancy, or a non-residential building, or portion thereof, converted to use for residential occupancy and sale, that is a single, self-contained residence usually containing cooking, eating, living, sleeping, and sanitary facilities.

1.18 "**Owner**" means the person who:

(a) purchases an interest in the New Home, or
(b) contracts with a Builder to construct a New Home,

and includes

(e) a subsequent Owner of the New Home;

1.19 "**Strata Corporation**" means the corporation created pursuant to the *Strata Property Act* R.S.B.C. 1996, Chapter 64, and amendments thereto for the purpose of the Warranty, that body charged with the obligation to administer the Common Property Warranty;

1.20 "**Strata Plan**" means a strata plan as defined in the *Strata Property* R.S.B.C. 1996, Chapter 64, and amendments thereto; including strata units and common property as therein defined.

1.21 "**Structural Damage**" means damage which results from a Structural Defect and must be visible and measurable, and must exceed allowable tolerances established by Travelers Insurance Company of Canada, provided always that Structural Damage caused by an Act of God, an act or omission of a Third Party, or other causes not directly related to Material and Labour provided by the Builder, or those for whom the Builder is responsible at law, are excluded from the Warranty herein provided. **The presence of water in itself, in any form, will not be considered as a Structural Damage;**

1.22 "**Structural Defect**" means a Defect in the New Home resulting in failure of any Load Bearing portion which affects the Load Bearing function of the New Home.

1.23 "**Structural Defects Warranty**" means the Warranty against Structural Defects provided to an Owner pursuant to Section A hereof;

1.24 "**Third Party**" means any third party or combination of third parties for whom the Builder is not at law responsible.

1.25 "**Warranty**" means only this Certificate and those Warranty coverages, terms, and conditions set out in this Warranty Certificate.

This Warranty Certificate is to be read and interpreted as a whole and represents the entire contract between *Travelers Insurance Company of Canada* and the Owner.

(Revised May/2012)

SAMPLE

The First Year in Your New Home

FOUR IMPORTANT POINTS TO KEEP IN MIND

Your role during the first year is very important. There are four things you should keep in mind to make certain your warranty serves you well.

1. Read all operation manuals supplied with your home. It is recommended that you fill out any warranty cards provided with the appliances.
2. It is suggested that you do not redecorate your walls with products such as wall coverings until the end of the first year. This will enable you to identify problems such as shrinkage and cracks in the drywall as well as allowing us to make necessary repairs. You should feel free to paint and otherwise decorate your home as you wish.
3. Use and maintain all equipment properly as recommended in their respective manuals. This is especially true in regard to your humidity control, kitchen fans, and other moisture control devices within your home. Please read the “Protecting My Investment – New Home Maintenance” section of this guide.
4. During the warranty, please do not attempt the repairs yourself or contract anyone else to do the work or your warranty will be void. Please note this does not apply to very minor paint or drywall flaws that are not covered by your warranty. You can correct these at any time.

In addition, please note that your warranty does not cover any changes, alterations or additions made to your new home by anyone after initial occupancy, except those performed by the builder or its employees, agents or sub-contractors under the construction contractor sales agreement or as required by Travelers Canada.

Tips for Home Operation

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 builder for professional help in case of emergency. Immediately report leaks, loss of heat, gas smells or anything that may damage your or your neighbor's home.

HEATING AND HUMIDITY

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 builder, as this may fix the problem for you.

HUMIDITY AND CONDENSATION

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, and cause condensation on your windows. To reduce humidity, utilize your fan systems (bathroom and range hood) and opening your window coverings so warm, moist air is not trapped unnecessarily in your home. Cooking, fish tanks, baths, showers, dryers and humidifiers, can all cause excess humidity, especially in cold weather.

For further information regarding condensation and mold prevention, please refer to the "Protecting My Investment – New Home Maintenance" section of this guide.

PLUMBING

Water Shut-Off Valves

As soon as possible, please familiarize yourself with the locations of the water shut-off valves in your home, 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-off valves. If they do not and you live in a multi-unit building, your building likely has water shut-off valves for your unit as a whole. Make sure to close your water shut-off valves if you are away for an extended time, as this will prevent emergency leaks during your absence.

Barbeque Gas Shut-Off Valves – Penthouse Suites only

The gas shut-off valve is located at the hook up point for your barbeque. Please make sure to close your gas shut-off valve when your barbeque is not in use. This will prevent emergency leaks while you are away.

Fire Sprinklers

Fire sprinklers have been installed to protect your home. They operate based off of a glass filament inside them which may break if the sprinkler is struck, causing them to discharge unnecessarily. Be careful not to contact them if you are moving furniture. Do not hang things from them.

GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

These plugs are installed in areas of the home where water and electricity could be mixed (i.e., a bathroom). The GFCI will protect you against hazardous electrical shock. You may still feel a shock, but the GFCI should cut off the power quickly enough so that a person in normal health should not receive serious injury. Infants and small children may still be affected.

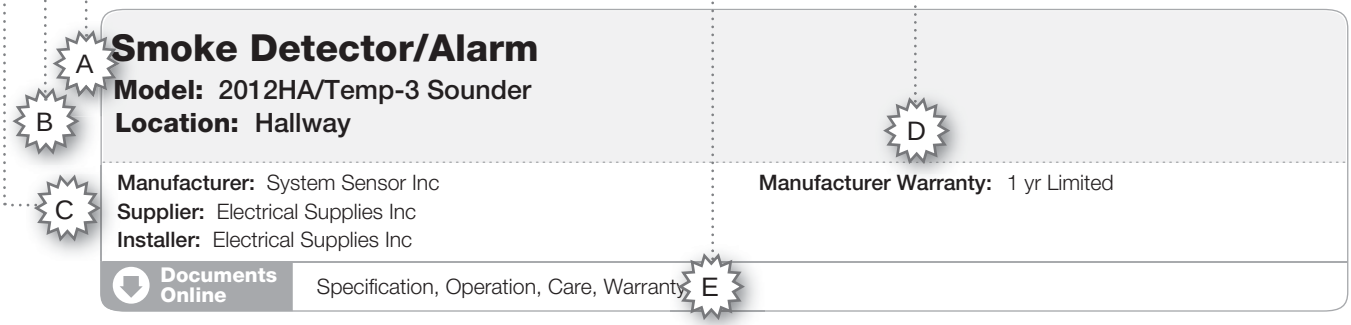
RESETTING BREAKERS

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breaker being turned off and on is 30 seconds. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, check the circuit breaker for an overload or for an appliance that could be creating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "on" position again.

Items in My Home

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 in your home;
C) who manufactured, supplied and installed it;
D) if you have an extended manufacturer warranty; and,
E) if you have online documentation for this product.



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

Don’t forget to login to your online portal for access to the detailed documentation for each product:

Appliances

Cooktop
Model: VFA-60S
Location: Kitchen

Manufacturer: Fagor Commercial Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Dishwasher
Model: LFA-65IT/Custom Overlay
Location: Kitchen

Manufacturer: Fagor Commercial Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Dryer
Model: PCVH480EKWW/White
Location: Laundry

Manufacturer: General Electric Co/Mabe Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Oven
Model: 5HA-200RX/LX/Stainless Steel
Location: Kitchen

Manufacturer: Fagor Commercial Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Over-the-Range Microwave
Model: NNSD291S/Stainless Steel
Location: Kitchen

Manufacturer: Panasonic Canada Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 2 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Appliances

Refrigerator

Model: BRFB1050FFBI/Custom Overlay
Location: Kitchen

Manufacturer: Blomberg International
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited Parts; 2 yr Limited Parts; 5 yr Limited Compressor

Documents Online — Operation, Care

Washer

Model: WCVH4800KWW/White
Location: Laundry

Manufacturer: General Electric Co/Mabe Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Electrical

GFCI Breaker/Outlet
Model: SmartLock Pro/T7599
Location: Other

Manufacturer: Leviton Mfg
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 2 yr Limited

Documents Online — Specification, Warranty

Lighting - Ceiling Mount
Model: K599002BN/CH
Location: Other

Manufacturer: Matteo Lighting
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: N/A

Documents Online — Specification, Care

Lighting - Lantern
Model: 9227-WH
Location: Other

Manufacturer: Marquis Lighting Industries Ltd
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 1 yr Limited

Documents Online — Warranty

Lighting - Track
Model: HH-10100-WH
Location: Other

Manufacturer: Marquis Lighting Industries Ltd
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 1 yr Limited

Documents Online — Warranty

Lighting - Wall Sconce
Model: 603402
Location: Other

Manufacturer: Kuzco Lighting Inc
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 1 yr Limited

Documents Online — Care

Electrical

Smoke Detector/Alarm

Model: 7016TCA
Location: Other

Manufacturer: BRK Brands Inc
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 10 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Switches

Model: 5601-W
Location: Other

Manufacturer: Leviton Mfg
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 2 yr Limited

Documents Online — Specification, Warranty

Wall Timer

Model: For Bathroom Exhaust Fan/KM2 Series
Location: Wall Closet/Den

Manufacturer: Intermatic Inc
Supplier: Crosstown Metal Industries Inc
Installer: Crosstown Metal Industries Inc

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Warranty

Exterior

Railing

Model: ZM411S33/Standard Silver
Location: Exterior

Manufacturer: East & West Alum Craft
Supplier: East & West Alum Craft
Installer: East & West Alum Craft

Manufacturer Warranty: Limited

Documents Online — Care, Warranty

Windows

Model: D3000/Standard Silver
Location: Exterior

Manufacturer: Starline Windows (2001) Ltd
Supplier: Starline Windows (2001) Ltd
Installer: Starline Windows (2001) Ltd

Manufacturer Warranty: 2-5-10 yr Limited

Documents Online — Care, Warranty

Heating and Ventilation

Baseboard Heater

Model: CKHA Series
Location: Other

Manufacturer: Dimplex (Chromalox)
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Warranty

Electric Heating

Model: FC-40LS
Location: Kitchen

Manufacturer: Thermolec Ltd
Supplier: Crosstown Metal Industries Inc
Installer: Crosstown Metal Industries Inc

Manufacturer Warranty: 1 yr Limited Heat Resistance Elements

Documents Online — Specification, Operation, Care, Warranty

Exhaust Fan

Model: OD-1106
Location: Main Bath

Manufacturer: Ortech Distributors Inc
Supplier: Crosstown Metal Industries Inc
Installer: Crosstown Metal Industries Inc

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Thermostat

Model: SBT521W
Location: Other

Manufacturer: Stelpro Design Inc
Supplier: Cairns Electric
Installer: Cairns Electric

Manufacturer Warranty: N/A

Documents Online — Specification

Interior

Cabinet

Model: Greenlam/274-30/Pine Nut
Location: Kitchen, Main Bath

Manufacturer: Sunrise Kitchens Ltd
Supplier: Sunrise Kitchens Ltd
Installer: Sunrise Kitchens Ltd

Manufacturer Warranty: 2 yr Limited

Documents Online — Care, Warranty

Countertops - Quartz

Model: FS 503
Location: Kitchen, Main Bath

Supplier: Fantastone Marble Inc
Installer: Fantastone Marble Inc

Documents Online — Care

Flooring - Hardwood

Model: Everest Premier/Oak/HCU57115-FSC-MX/Nordic Grey
Location: Dining Room, Entry, Halls, Kitchen, Living Room, Master Bedroom

Manufacturer: Torlys Inc
Supplier: Jordans Warehouse Outlet
Installer: Jordans Warehouse Outlet

Manufacturer Warranty: 25 yr Limited Wear; Lifetime Limited Structural & Joint Integrity

Documents Online — Specification, Care, Warranty

Flooring - Tile

Model: BOMF-328P1224/May Fair Ash
Location: Laundry, Main Bath Floor and Tub Skirt

Manufacturer: C&S Tile Distributors
Supplier: National Tile (2005) Ltd
Installer: National Tile (2005) Ltd

Manufacturer Warranty: N/A

Documents Online — Care

Paint

Model: 59211/Semi Gloss
Location: Woodwork

Manufacturer: Dulux Paints
Supplier: New York Painting and Coating Ltd
Installer: New York Painting and Coating Ltd

Manufacturer Warranty: N/A

Documents Online — Care

Interior

Paint

Model: 94900/Eggshell
Location: Walls

Manufacturer: Dulux Paints
Supplier: New York Painting and Coating Ltd
Installer: New York Painting and Coating Ltd

Manufacturer Warranty: N/A

Documents Online | Care

Paint

Model: B30WQ8151/QK Flat
Location: Ceiling

Manufacturer: Sherwin Williams
Supplier: New York Painting and Coating Ltd
Installer: New York Painting and Coating Ltd

Manufacturer Warranty: N/A

Documents Online | Care

Wall Tile

Model: ICDEWHG/6x24/White
Location: Tub/Shower Surround

Manufacturer: Ican Tile Distributors Ltd
Supplier: National Tile (2005) Ltd
Installer: National Tile (2005) Ltd

Manufacturer Warranty: N/A

Documents Online | Care

WARRANTY

This section provides information on your new home warranty and how to maximize your product warranty coverage.

This section includes the following documents:

- My Home Warranty
- Service and Repair During My Home Warranty
- Types of Warranties

My Home Warranty

Warranty Provider: Travelers Insurance Company of Canada
Policy Number: _____
Date of Possession: _____

IMPORTANT: Please consult your Warranty Certificate for confirmation of the above, as well as other details of your coverage.

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 & 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 Builder 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, lighting, 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 Builder;
- 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.

IMPORTANT: For more information on the specifics of your coverage, please consult the Material & Labour Standards Guidelines in either your online manual or at:

www.travelersguarantee.com

YOUR RESPONSIBILTIES

There are three things you should keep in mind to be certain that your home warranty serves you well:

1. Know your home. Operational instructions are available in your online homeowner portal.
2. Maintain all equipment. Detailed instructions are available in your online homeowner portal.
3. Understand your coverage. Do not attempt repairs yourself (or contact anyone else to do the work) if you wish to have the work covered under your home warranty.
4. Understand your responsibilities. Please refer to your Warranty regarding the requirements for owners to undertake proper home maintenance or to mitigate damage to the home even when a unit is unoccupied or occupied by someone else.

Service and Repair During My Home Warranty

At Townline Homes Inc we strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the Province's 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
Emergency	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 emergency repairs, please contact: 604-276-8823 Monday to Friday, 8:30am to 5:00pm. After hours, please contact your property manager, PETERSON Residential Property Management, 604-699-5204 (24 Hours), davidp@petersonbc.com.
Immediate/ Non-Emergency	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.	These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.
Low	These items do not require immediate attention. Examples include: drywall cracks or nail pops.	These items should be compiled and submitted at the end of the warranty period.
Appliances	You require warranty service to one of your household appliances.	Contact the appliance supplier directly at 604-278-6131.

IMPORTANT: For life threatening emergencies, always call 911.

SERVICE REQUEST PROCESS

Please submit all requests in writing to Townline via our website:

http://www.townline.ca/service-request.php

1. Log in to your online homeowner portal using your login ID and password.
2. Click “Request Service” (bottom left widget).
3. Click make a “Service Request”.
1. Complete the “Service Request” form with your contact details and a clear description of your issue.
2. Click “Submit”.

Once received, your request will be processed as follows:

1. Within 3 business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s).
2. Customer service will arrange for service with the appropriate service/trade(s).
3. Within 10 business days, customer service will contact you to arrange access to your suite for initial inspection and/or service. IMPORTANT: Please be prepared to provide the service/tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.
4. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners.
5. Customer service will follow-up with you to verify that the work has been completed.

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;
- Be prepared to provide access to your home for repair work;
- Where possible, please save up your requests to be sent in all at once.

Please do not:

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

Types of Warranties

Your home warranty policy is only the beginning of your coverage. Once their warranty period is over, many of the items in your home may be covered by manufacturer, supplier, or installer warranties. To maximize the benefits you will receive through these additional warranty programs it is important that you understand what a warranty is, how the types of warranties differ in coverage and the terms laid out for each of the components in your home.

“A warranty is the manufacturer/supplier/installer promise to back their product/service.”

HOW DO WARRANTIES DIFFER

Full Warranty

If your warranty states that it is a full warranty, you can generally assume that the defective product will be fixed or replaced at no charge. Most often this includes removal and reinstallation of the product if required. If after successive attempts the faulty product cannot be repaired, you get a new product, a credit or your money back.

You should not have to do anything unreasonable to obtain warranty service, such as sending your built-in dishwasher to the supplier in its original packaging.

The warranty may be in effect throughout the entire term of its coverage, regardless of whether or not the product changes hands to a new owner.

Please note: A full warranty may not cover the entire item; it may only cover certain components of the product such as the picture tube of a colour television or certain internal parts. Read your manufacturer’s information.

Limited Warranty

A limited warranty provides you with fewer features than a full warranty, but still affords you with some recourse to problems. Your limited warranty may cover parts but not labour.

There might be a charge for handling if the item is picked up for service, which may be especially troublesome in the case of a large item such as a refrigerator. Also, you may find that the value of the limited warranty is pro-rated, so you may have to absorb some of the cost of repair.

Please note: Read the specific warranty information. A product may carry a full warranty on part of the product and have limited coverage on the remainder of the components.

Company Letter of Guarantee

Sometimes a manufacturer may not offer a hardcopy warranty card, but instead provide a “Letter of Guarantee”. This is a signed document, usually on company letterhead, that states how the company will help if you encounter a problem with their product. A “Company Letter of Guarantee” is generally very short and to the point, but it is specific in regards to how a problem will be addressed.

Implied Warranty

If your product does not come with an expressed written warranty, you still have coverage in the form of an implied warranty, unless the product is marked “as is”. These are consumer rights created by law, not by the manufacturer.

There are basically two types of implied warranty. The most common type, known as a “warranty of merchantability” essentially means that the vendor promises that the product will do what it is supposed to do. For example, a coffee maker will make coffee, and a furnace will produce heat.

The other common type of implied warranty is the “warranty of fitness” for a particular purpose. This means that you have purchased the product on the seller’s advice that it is suitable for a particular use. For example, if a vendor suggests that you buy a certain sleeping bag for -10°C weather, he warrants that the sleeping bag will be suitable in -10°C weather. Abuse, misuse, improper maintenance and ordinary wear are not covered under an implied warranty.

If you purchase a product without a warranty, it may indicate that the item is risky (either low quality, discontinued or damaged) and therefore should be available at a reduced price.

Spoken Warranty

A spoken warranty is a verbal promise that should not be considered as coverage. Sales people will sometimes make an oral promise towards their product, but it is often difficult to prove in court that the promise was made. Therefore, have the sales person put their promises in writing. If they are sincere in their statements, they will not object to your request.

Extended Warranty

A warranty by itself is included in the purchase price of the product and an extended warranty is usually purchased separately. Quite often an extended warranty will be purchased through a third party.

If you are thinking of purchasing an extended warranty you should consider these points:

- Does your present warranty already cover the repairs you would get through the extended warranty?
- How much longer will the extended warranty go on after your existing warranty has expired?
- Does the extended warranty provider have a good reputation and a solid track record?

An extended warranty may cover only certain parts or specific repairs to a product, so read the fine print. If it does not specifically state that a certain item is covered you should assume that it is not.

There are sometimes certain clauses that require you to take specific action to fulfill your end of the contract, such as contacting the company as soon as a problem begins to surface. There may be some costs involved even after you have paid for your extended warranty. Some contracts require you to pay a deductible, or even a cancellation fee, if you decide to get out of the program. If you feel that the product is most likely to outlive the length of the extended warranty, or any repair costs would be minimal, you probably don't need an extended warranty.

AVOIDING PROBLEMS

Take the following precautions to avoid problems in having warranty issues addressed:

- Know exactly what the warranty does and does not do. Are you expected to pay labour costs or any other expenses to have issues addressed?
- Find out specifically what the warranty provider will do if a product fails. Will they replace it, repair it, or return your money?
- Be sure to maintain and use the product only as directed by the provider.
- Will the company cover any "consequential damages"? For example, if your freezer quits operating, will you be reimbursed for the loss of food?
- Finally, read and understand your warranty information and you should not encounter any surprises.

PROTECTING MY INVESTMENT

This section provides information on how to take care of your new home, as well as a checklist of recommended seasonal maintenance items:

- New Home Maintenance Guide
- Seasonal Maintenance Checklist

New Home Maintenance Guide

MAINTENANCE OF THE HOME IS YOUR RESPONSIBILITY. 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 ACCESS TO AND HAVE MADE AVAILABLE TO YOU WRITTEN WARRANTIES ON CONSUMER PRODUCTS WHICH MAY BE INSTALLED IN YOUR HOME. PLEASE FAMILIARIZE YOURSELF WITH THESE DOCUMENTS, AS WE ARE NOT RESPONSIBLE FOR MAINTENANCE ISSUES RELATED TO YOUR HOME, OR 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 by no means an all-inclusive list and may not apply to all items 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 web site.

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

Travelers Canada
www.travelerscanada.ca

Homeowner's Protection Office
www.hpo.bc.ca/MAINTENANCE-MATTERS

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APPLIANCES

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any operation, maintenance and preventative maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference.

Black "glass" panels on appliances are usually plastic and should be cleaned with mild detergent and water. Abrasive cleansers will damage the finish.

If a problem arises with an appliance, call the warranty service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply:

1) The date of purchase (closing or move-in date, whichever occurred first);
2) The serial and model numbers (found on a metal plate on side, back or bottom of appliance);
3) A description of the problem.

Cooktop

1) Let the cooktop cool to a safe temperature before cleaning or removing grates.
2) 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.
3) Do not use any sharp objects that could damage the seal between the frame and countertop.

Dishwasher

1) Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes.
2) Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual.
3) Before operating the dishwasher, be certain the garbage disposal (if applicable) is empty since the dishwasher drains into the disposal.
4) Failure to do so may plug up the dishwasher drain and cause water to spray out the air gap located on top of the kitchen sink.

Microwave

1) If your microwave has a hood fan, run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.
2) Do not remove the waveguide cover. To clean, wipe with a damp cloth.

3) Clean the inside and outside surfaces of the oven with a damp cloth and mild detergent if needed. Do not use harsh abrasives.
4) If your oven has a glass tray, remove it for cleaning. Use warm soapy water, or you may put the tray in the dishwasher.
5) Keep the oven clean and dry to avoid rusting or arcing.

Oven

1) 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.
2) When using the self-clean feature, be sure to remove all contents and the racks.
3) 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.
4) Always follow the directions in your user manual carefully before using the self-cleaning function.

Refrigerator

1) 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.
2) Wipe up any spills immediately.
3) Do not use abrasive cleaners or scouring pads and brushes.

Washer/Dryer

1) Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
2) Do not use abrasive cleaners on the exterior. Use warm water and mild soap instead.
3) Do not overload machine.
4) Use laundry soap, detergent and bleach as recommended by the manufacturer.

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.

Circuit Breaker

During your orientation walk-through your builder will have pointed out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers.

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 before it can be turned on. 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 to the ON position.

In the event of a loss of electrical power in your home, follow these steps:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

GFCI (Ground Fault Circuit Interrupters)

During your orientation walk through your builder 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. These are pointed out during the orientation walk through. 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.

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; the soap film will reduce static electricity.

DO NOT hang a ceiling fan from an existing ceiling light box without adding additional 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 devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your builder 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 centers 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 local and provincial 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 every year. Monthly testing of the smoke detector should be conducted and other care or maintenance as recommended by the manufacturer.

Main Bathroom Fan Timer

Your main bathroom fan is equipped with a fan timer. This is a requirement of the British Columbia Building Code (BCBC). Principal exhaust fans, such as those in the main bathrooms, must operate for a minimum of 8 hours per day. Therefore, your main bathroom fan has been set to operate automatically for 4 hours in the morning and 4 hours in the evening, daily. You will not be able to turn the fan off during these periods. The fan timer control panel is generally located in the laundry or hallway closet. Please refer to the documents in your online portal for fan timer programming instructions.

Please be aware that tampering with the fan timer operation (and not meeting the minimum requirements) may void your home warranty.

HEATING & VENTILATION

Baseboard and Electric Heating

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 every six months (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

Range Hood

Grease build-up in your range hood can present a fire hazard. Avoid this problem by cleaning both hood and filters at least once every six months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly and reinstalling new filters.

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 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

Regular maintenance of your tile backsplash will keep it looking good. 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. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store.

Cabinets

Your cabinets are made of finished hardwoods or laminated vinyl materials. To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. 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. Do not wash laminated cabinets with water or water-based cleaners.

The wood in your cabinets is a natural product. Some fading of the original color will occur. 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. Do not use abrasives on the finish of your cabinets. Direct sunlight can cause fading of the original color. Consider using window coverings to prevent direct sun on cabinets. 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.

Countertops

The countertops in your home are constructed of quartz. 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 ceramic tile.

Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, plastic laminate and cultured marble. 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. Be aware of placing extremely hot pans on the counter.

Re-caulk separations that occur around sinks and along the backsplash of countertops, before water can enter into those separations and cause damage.

Quartz

For routine cleaning of quartz, use a mild soap and warm water solution. Hot objects and harsh chemicals on your countertop should be avoided. Use a cutting board to prevent scratches. Remove spills immediately to avoid stains.

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 the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly.

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 or home center.

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.

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions.

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.

The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Flooring

The flooring in your home requires routine maintenance and care.

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.

Please inspect your flooring carefully during your orientation walk through. Any damage or defects in your flooring must be noted at that time. Subsequent damage, including broken tiles, scratched wood flooring, torn carpeting and scuffed vinyl, is your responsibility. If you retain an outside flooring contractor for installation of floor coverings at your home, either before or after closing, installation of such flooring is your responsibility, and your outside flooring contractor must investigate and address their installation to any conditions or claimed imperfections involving the sub-floor or slab on which such installation occurs. 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 builder 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 fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers 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. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams may be evident and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers 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.

You should refer to the manufacturer's recommendations on carpet care for additional information. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting.

Grout

Grout is cement with color additives. Coloring can change with time. It is recommended 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 color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color 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.

Tile (Porcelain)

Ceramic tiles are available in a wide variety of colors, sizes and finishes. Generally glazed ceramic tile is used in residential installations. Consult your manufacturer's instructions for cleaning and maintenance.

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. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

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. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

Porcelain tiles are easily maintained by observing a basic rule: 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. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Always wipe up spills immediately to prevent staining of the grout.

Wood (Hardwood)

Wood floors are typically covered by a warranty from the manufacturer. Please read your warranty for more information.

Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. When a floor is new, small splinters of wood may appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Bubbles, scratches, and/or minor dirt and debris appearing in the finish of a wood floor are typical and within normal construction standards; comparison to the finishes in the project models is the standard used for such typical imperfections. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances.

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). Color 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 wood floors:

1. Clean your wood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.
2. Do not use water or water-based cleaners, bleach or one-step floor cleaners.
3. Do not flood wood floors with water. This will cause stains, warping and the destruction of the flooring.
4. Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.
5. Exposure to direct sunlight can cause damage, discolouration or fading to wood floors. Use window coverings in these areas.
6. 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 wood floorings worst enemies.
7. Do not drag heavy appliances or furniture across wood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent wood flooring.
8. Install proper floor protectors on furniture used on wood 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.
9. Your wood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

Interior Paint

The paint on 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 discoloration. 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 colors and white painted surfaces are more subject to yellowing than darker colors.

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.

Always dispose of paint and other hazardous materials properly.

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 vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor 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 odor 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, ice pick, or similar tool can be used.

Bathtubs, Showers, and Surround 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 discoloration. 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 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 can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury.

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening 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

Polished brass and other special finishes plumbing fixtures 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 polished brass, bright chromium, or other 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 discoloration 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 abuse 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.

Sinks

Regular cleaning is important to maintain the appearance of your sink.

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 should not be flushed in toilets.

Always keep a plumber's 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. 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.

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.

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 center 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.

Every time a toilet is flushed, about 6 litres of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket.

A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub.

Always load your dishwasher to capacity before turning it on. Most models use between 30 to 50 litres per run. The same rule applies to an automatic washer, which uses 151 or more litres for each load.

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 while 3mm faucet leak wastes 150 litres in 24 hours! Turn off the water while brushing your teeth or shaving to avoid wasting more water.

Water Lines

Plumbing systems should be maintained by running water through each faucet for approximately one minute each week, to minimize stagnation.

In the event of water leaks, consider this advice:

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 walk through. Individual shut-offs are 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 centers.

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, you should follow these tips. 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 liters of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. 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.

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.

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. This results in separation between materials, particularly dissimilar ones. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint - especially where moldings meet sheetrock, and mitered 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. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner beyond your warranty coverage. Replace warped molding 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 center 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 the enameled 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.

All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases that may be life threatening. However, experts disagree about the level of mold exposure that may cause health problems, and about the exact nature and extent of the health problems that may be caused by mold.

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 odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers. 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.

Homeowner shall take all appropriate steps to prevent conditions that may cause mold or mildew to develop in the 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 properly use and maintain appliances containing water and other liquids;
16. To not alter insulation installed by builder;
17. 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).

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

Seasonal Maintenance Checklist

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 builder, 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 and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
	Test GFCI/AFCI receptacles and outlets.
HEATING & VENTILATION (HVAC)	Clean/replace heating, ventilation, air-conditioning (HVAC) filters.
	Clean dryer vent exhaust ducts.
INTERIOR	Inspect and have tested your home fire extinguishers to ensure they are not out of test, and fully charged.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

QUARTERLY (JANUARY, APRIL, JULY & OCTOBER)

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.
EXTERIOR	Check windows for smooth operation. Clean tracks and weep holes, lubricate with appropriate lubricant as necessary.
HEATING & VENTILATION (HVAC)	Check and clean bathroom exhaust fans.
	Vacuum electric baseboard heaters to remove dust.
INTERIOR	Check for cracks of 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 interior door hinges and hardware.
PLUMBING	Check faucet aerator water flow and clean screens if needed.
	Clean interior drains.

EVERY SIX MONTHS (MARCH AND SEPTEMBER)

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.
	Check window screens and replace or repair as necessary.
HEATING & VENTILATION (HVAC)	Check connection between dryer and exhaust vent, repair as needed.
	Ensure that air supply registers are not blocked by rugs, furniture etc.
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.

ONCE EVERY YEAR (APRIL)

CATEGORY	MAINTENANCE REQUIRED
INTERIOR	Deep clean carpets and rugs.

EVERY WINTER (NOVEMBER)

CATEGORY	MAINTENANCE REQUIRED
EXTERIOR	Turn off the shut off valves for the exterior hose bibs on the balcony and remove hoses.

ADDRESS BOOK

In this section you can find all the contact information you may need while living in your new home:

- Neighborhood Contacts
- My Home Contacts

Neighborhood Contacts

RESTAURANTS

Art Gallery Café	604-688-2233	750 Hornby Street
Bin 941	604-683-1246	941 Davie Street
Blue Water	604-688-8078	1095 Hamilton Street
Brix	604-915-6463	1138 Homer Street
Uva Wine & Cocktail Bar	604-632-9560	900 Seymour Street

SHOPPING

Art Knapp Urban Garden	604-662-3303	1401 Hornby Street
Choices Market	604-633-2392	1202 Richards Street
Nesters Market	604-682-3071	990 Seymour Street
Urban Fare	604-975-7550	177 Davie Street
Viti Wine & Lager	604-683-3806	900 Seymour Street
Yaletown Liquor Store	604-688-0064	1116 Hamilton Street

COFFEE

Trees Organic Coffee	604-689-1020	1391 Richards Street
Starbucks	604-608-8743	980 Seymour Street
Blenz Coffee	604-689-0669	999 Granville Street
Café Crepe	604-806-0845	847 Granville Street
Tim Hortons	604-642-4272	947 Hornby Street

PARKS AND RECREATION

Bentall Centre Athletic Club	604-689-4424	1055 Dunsmuir Street
Bicycle Sports Pacific	604-682-4537	999 Pacific Street
David Lam Park		1300 Pacific Blvd
Level 10 Fitness	604-985-8910	1022 Seymour Street
Steve Nash Sports Club	604-559-5213	1085 Homer Street
YWCA	604-895-5777	535 Hornby Street

ARTS AND ENTERTAINMENT

Commodore Ballroom	604-739-4550	868 Granville Street
Ginger 62	604-688-5494	1219 Granville Street
Orpheum Theatre	604-665-3050	601 Smithe Street
Queen Elizabeth Theatre	604-665-3050	649 Cambie Street
Vancouver Art Gallery	604-662-4700	750 Hornby Street

My Home Contacts

Below is contact information for companies who have provided a product or service to your home. For more detailed information, see the "Items in My Home" section of this guide, or visit your online portal at **www.townline.ca**.

Blomberg International | Manufacturer
800-459-9848 • www.blombergappliances.com
6 38 - Caxton Way Watford Hertfordshire, WD18 8UF

BRK Brands Inc | Manufacturer
800-323-9005 • www.brkelectronics.com
3901 Liberty St Rd, Aurora, IL 60504-8122

C&S Tile Distributors | Manufacturer
604-435-4431 • www.ceramstone.com
2820 Ingleton Ave, Burnaby, BC V5C 6G7

Cairns Electric | Installer, Supplier
604-468-0631 • www.cairnselectric.ca
2180 - 1368 Kingsway Ave, Port Coquitlam, BC V3C 6P4

Crosstown Metal Industries Inc | Installer, Supplier
604-589-3133 • www.crosstownmetal.com
13133 - 115 Ave, Surrey, BC V3R 2V8

Dimplex (Chromalox) | Manufacturer
800-668-6663 • www.dimplex.com
1367 Industrial Rd, Cambridge, ON N1R 7G3

Dulux Paints | Manufacturer
604-590-1688 • www.dulux.ca
7675 132 St, Surrey, BC

East & West Alum Craft | Installer, Manufacturer, Supplier
604-438-6261 • www.starrail.com
7465 Conway Ave, Burnaby, BC V5E 2P7

Fagor Commercial Inc | Manufacturer
866-463-2467 • www.fagorcommercial.com
12800 NW 38 Ave, Miami, FL 33054-4525

My Home Contacts

Fantastone Marble Inc | Installer, Supplier
604-270-2426
100 - 12500 Vickers Way, Richmond, BC V6V 1H9

General Electric Co/Mabe Inc | Manufacturer
800-561-3344 • www.geappliances.ca
310 - 1 Factory Ln, Moncton, NB E1C 9M3

Homeowner Protection Office (HPO) | Consultant
1-800-407-7757 • www.hpo.bc.ca
650 - 4789 Kingsway, Burnaby, BC V5H 0A3

Ican Tile Distributors Ltd | Manufacturer
604-299-0146 • www.icanceramic.com
8059 Fraser Way, Burnaby, BC V5J 5M8

Intermatic Inc | Manufacturer
815-675-7000 • www.intermatic.com
Intermatic Plaza, Spring Grove, IL 60081

Jordans Warehouse Outlet | Installer, Supplier
604-273-5133 • www.jordans.ca
3351 Jacombs Rd, Richmond, BC V6V 1Z6

Kuzco Lighting Inc | Manufacturer
604-538-7162 • www.kuzcolighting.ca
103 - 19099 25 Ave, Surrey, BC V3S 3V2

Leviton Mfg | Manufacturer
800-469-7890 • www.leviton.com
165 Hymus Blvd, Pointe-Claire, QC H9R 1E9

Marquis Lighting Industries Ltd | Manufacturer
604-251-6832 • www.marquislighting.com
1121 William St, Vancouver, BC V6A 2J1

My Home Contacts

Matteo Lighting | Manufacturer
604-560-5136 • www.matteolighting.com
Surrey, BC V3S 3V2

Midland Appliance Ltd | Installer, Supplier
604-278-6131 • www.midlandappliance.com
13651 Bridgeport Rd, Richmond, BC V6V 1J6

National Tile (2005) Ltd | Installer, Supplier
604-303-7003 • www.nationaltile.ca
1 - 2640 No 5 Rd, Richmond, BC V6X 2T3

New York Painting and Coating Ltd | Installer, Supplier
604-572-4209 • newyorkpaintingltd.com
7486 149 St, Surrey, BC V3S 0T9

Ortech Distributors Inc | Manufacturer
888-543-6473 • www.ortechlighting.com
33 - 13290 78 Ave, Surrey, BC V3W 0H6

Panasonic Canada Inc | Manufacturer
800-561-5505 • www.panasonic.ca
5770 Ambler Dr, Mississauga, ON L4W 2T3

PETERSON Residential Property Management Ltd. | Property Manager
604-688-4885 • www.petersonbc.com
1700 - 1166 Alberni Street, Vancouver, BC V6E 3Z3

Sherwin Williams | Manufacturer
604-276-2955 • www.sherwin-williams.com
110 - 11100 Bridgeport Rd, Richmond, BC V6X 1T2

Starline Windows (2001) Ltd | Installer, Manufacturer, Supplier
604-882-5100 • www.starlinewindows.com
9380 198 St, Langley, BC V1M 3B9

My Home Contacts

Stelpro Design Inc | Manufacturer
866-766-6020 • www.stelpro.com
1041 Rue Parent, Saint Bruno, QC J3V 6L7

Sunrise Kitchens Ltd | Installer, Manufacturer, Supplier
604-597-0364 • www.sunrisekitchens.com
13375 Comber Way, Surrey, BC V3W 5V8

Thermolec Ltd | Manufacturer
514-336-9130 • www.thermolec.com
2060 Lucien-Thimens, Charny, QC H4R 1L1

Torlys Inc | Manufacturer
604-612-8772 • www.torlys.com
1900 Derry Rd E, Mississauga, ON L5S 1Y6

Townline Homes Inc | Builder
604-276-8823 • www.townline.ca
120 - 13575 Commerce Parkway, Richmond, BC V6V 2L1

Travelers Insurance Company of Canada | Warranty Provider
604.682.2663 • www.travelersguarantee.com
2500 - 650 W. Georgia St, Vancouver, BC V6B 4N7

SUPPORT

This section provides reference material on how to use the online resources that accompany this guide, as well as a general list of answers to questions you may have about how to get the most out of your homeowner guide and online portal.

Documents you can find here include:

- Using My Online Homeowner Portal
- Homeowner Guide FAQs

Using My Online Homeowner Portal

Visit your online portal at

www.townline.ca or www.homeinformationpackages.com

to explore your new home and all its features!

My portal offers:

1. What's Happening: includes a welcome message, an overview of the information available in your portal, and the latest news.
2. My Home: a library of products and finishes used in the construction of your home, with detailed operating, care and warranty documents. Explore by room, product type, or search for something specific.
3. Maintenance List: a monthly list of items needing maintenance as recommended by your builder and warranty provider.
4. Neighborhood: an interactive map showing local shops and services.
5. Documents: includes supplemental information about your home, such as service request forms, landscaping tips, and more.
6. Warranty: an online overview of your home warranty with links to limitations and exclusions.
7. Address Book: a contact list of the companies and manufacturers involved in the construction of your home.
8. Request Service (if enabled by your builder/developer): an online form to submit service requests to your builder or property manager.
9. Share: a way to share access to your online portal with friends or family.
10. Registration: Sign up to receive periodic maintenance reminders and warranty milestones.

ACCESSING THE ONLINE PORTAL

Please access the portal by using the latest version of the following web browsers to ensure maximum performance:

- Apple Safari
- Google Chrome
- Internet Explorer
- Mozilla Firefox

To access the online portal:

1. Find your login ID and password. This can be found:
   a. In your printed guide: on the Welcome Home page and on the footer of each page.
   b. On your access label, typically affixed to the electrical panel, furnace, or inside a kitchen cabinet.
   c. Through the link "forgot password?"
2. Navigate your web browser to the website above.
3. Enter the login ID and password and click "Log In". You will be directed to the "What's Happening" page.

NOTE: Unless otherwise specified, all sections below assume that you have completed the steps above and obtained access to the online portal.

WHAT'S HAPPENING

This page offers a snapshot of current information you need to know about your home, including what items are due for maintenance, what home warranty milestones are approaching, and latest news feeds. This page also provides access to supplemental information available for view or download, such as service request forms, landscaping information, and more.

MY HOME

This section provides access to a searchable list of the key products installed in your home. Obtain information like care, operating and warranty information, as well as model numbers and finishes that make replacement a breeze.

1. Click on the "My Home" icon in the navigation bar on the left side of the screen.
2. Select which room you would like to explore, if not available, click on "All".
3. Select which category you would like to view, such as appliances or interior finishes.
4. Each product is listed in alphabetical order, and offers access to any care, operating and warranty documents, along with links to manufacturer and other websites.
5. To search for a product, key the product name (like fan) into the search box in the top right corner, and click on the search icon.

MAINTENANCE LIST

The maintenance list features periodic or seasonal maintenance recommended by your builder and warranty provider. It is organized by month, so you can see what might need maintenance at any given time of the year.

1. Click the "Maintenance List" icon in the navigation bar on the left side of the screen.
2. Select the desired month.
3. Select the category of item you wish to explore, such as appliances or interior.
4. Items that are highlighted in the maintenance list can be explored in detail by clicking the item's link or viewing the item's drop-down display.

NEIGHBORHOOD

Here you can explore the shops and services available in your local area through Google Maps.

DOCUMENTS

In this section you will find supplemental information and documents available for download, such as a copy of your printed homeowner guide, service request forms, or other information related to your neighborhood or building.

WARRANTY

Click on the “Warranty” icon in the navigation bar on the left side of the screen. It displays a summary of your home warranty coverage and has links to your warranty provider’s web site and more.

ADDRESS BOOK

A list of the companies involved in the construction of your home, including product, manufacturers and the trades who performed the work.

1. Click on the “Address Book” icon in the navigation bar on the left side of your screen.
2. Each contact contains addresses, phone numbers, and website links where applicable.

SHARE

If you have someone visiting or house-sitting, or if you just want to share your home’s information with someone, you may use this page to send a sharing link. Simply enter the required information and click on “Send”.

PERSONALIZING MY LOGIN AND SIGNING UP FOR AUTOMATIC EMAIL REMINDERS

You may elect to create a user ID that you can easily remember, that will give you access to your portal and that offers automatic email reminders for periodic maintenance and warranty milestones.

1. Click on the REGISTER icon in the Register Now widget on the What’s Happening page.
2. Enter the required information and click on “create account”.
3. You will receive an automated email confirming you have registered.
4. Enter your new user ID and password to access your portal.

NOTE: Your Builder may have pre-registered you to receive automated email reminders about upcoming warranty or maintenance milestones. If you wish to stop receiving these reminders, simply click on the link to “unsubscribe” contained in the reminder email message you receive, or go to the “Edit Properties” page and uncheck the box for email reminders.

REQUEST SERVICE

This section allows you to submit service requests to your builder, in the case that you need items repaired under your new home warranty.

IMPORTANT: This form is NOT for emergency issues. If the issue affects the safety of residents or presents **an immediate danger to the home (flooding, etc.) call your property manager or builder directly for service.**

1) Click “Request Service” icon in the navigation bar on the left side of the screen.
2) Complete the form on this page:
   a. Your contact information is required in the case that a service representative or trade needs to reach you.

b. Be as descriptive as possible when entering the issue. Wherever possible, name specific areas of your home along with the name of the component(s) involved.

3) Optional: Associate the products related to the request to assist your builder.
4) If you have photos of the issue, or other documentation, upload them with your request.
5) Click "Submit". You will receive an immediate email notification indicating that your request has been received.

ADDING HOMES TO MY HOMEOWNER PORTAL

If you own or manage other homes in your building or community, you may add them to your profile to enable you to access all your homes from one portal.

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the "My Properties" tab.
3. Click the "Add New" button and enter the login ID and password of the home you would like added to your portal.
4. To delete properties, click on the "Edit Properties" button.

UPDATING MY PROFILE AND CHANGING MY PASSWORD

You may also edit your personal information and choose whether or not to receive email notifications about new features to your online portal.

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the "My Profile" tab.
3. Click on "edit profile".
4. Update your contact information and click "Save".

To change your password

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the "My Profile" tab.
3. Click on "change password".
4. Enter your existing and new passwords and click on "change password".
5. You will be directed to log in using your new password.
6. You will be taken to the "Register" screen. Fill in the information here and click "Create Account". You will begin receiving periodic email reminders beginning with the next milestone period.

ACCESSING THE MOBILE HOMEOWNER PORTAL

You can also access your homeowner portal by mobile phone. The application works best on the iPhone with IOS 5 or 6.

Homeowner Guide FAQs

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

A. a) Make sure you are typing your login ID and password correctly and that the Caps Lock key is not on. Your login ID and password are case-sensitive.

b) If you have forgotten your password click on the link “forgot password?” and follow the step-by-step instructions.

c) If you are typing your login ID and password correctly but still cannot log in, you may have been locked out of your account. This happens if there are too many failed login attempts. Your account will be unlocked after a 24 hour period. You can also call CONASYS at 1-877-744-7547 to speak to a customer service representative to have your access restored.

Q. I have forgotten my personalized password. What do I do?

A. If you have forgotten your password, go to your home’s login screen and click on the link “forgot password?”, and follow the step-by-step instructions.

Q: Why should I register my account?

A: a) Registering your account allows you to receive automated email reminders about warranty or milestones. These are tied to your home’s warranty coverage. Getting timely reminders and instructions for maintenance tasks will enable you to care for your home, and will help ensure you receive maximum benefit from your home’s warranty.

b) Registering allows you to personalize your username and password. Please note that your original login ID and password will always remain valid, regardless of the number of accounts you register to the home. In the event your registration fails or you forget your username or password, you can use the original login information.

Q. The information listed in “Items in My Home” or “My Home” is incorrect. What should I do?

A: 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, but the guide will not be reprinted. Always refer to the online portal for the most up-to-date information.

Q. How long will I have online access to the online portal?

A: Access is available for 10 years following the original publish date of your homeowner guide.

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

A. An online version of your guide is available for download and printing. If you would like another professionally printed copy, please call CONASYS at 1-877-744-7547. Please note that charges will apply.

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

A: Please contact your Builder, Property Manager, or Warranty Provider as directed in your homeowner guide. CONASYS compiles the information in your guide as a service, and does not perform warranty service.

Property: Sample - 999 Seymour, Vancouver, BC (the "Property")
Builder: Townline Homes Inc (the "Builder")
Date: Aug-28-2014 (the "Effective Date")

DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this Homeowner Guide and on-line Homeowner Portal through the www.homeinformationpackages.com website (together, the "Package") 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 or CONASYS. Neither CONASYS nor the Builder will 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, CONASYS has relied solely on the accuracy, completeness and quality of the information provided to it by the Builder and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder in relation to the construction of the Property. CONASYS 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 CONASYS or any third party in this Package or the www.homeinformationpackages.com 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 supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the www.homeinformationpackages.com 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 the www.homeinformationpackages.com 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 www.homeinformationpackages.com 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.

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