HOMEOWNER GUIDE | Sample, Richmond, BC

CALLA

AT THE GARDENS

Welcome Home!

To ensure a successful ownership experience, we have provided you with this Homeowner Guide and an online Homeowner Portal which is also accessible from your mobile device. Together, these resources give you everything you need to manage and protect your investment.

Log In Now

townline.ca/en/homeowners/manuals

Login ID: BC00601600
Password: home44g

If you have been pre-registered, check your email for an access link!

Get instant access to key information such as what systems, fixtures and finishes are in your home, what warranty service procedures to follow, as well as operation and care instructions.

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

Accessing Your Homeowner Portal

You can access your homeowner portal wherever you have internet access - simply visit the website above and log in!

Your login ID and password can be found here in your guide, or on the access label provided by your Builder. To further personalize your experience, you can register your email address and set your own password. You'll then be able to receive messages from your Builder as well as timely notifications for warranty milestones and maintenance reminders.

If you have already been pre-registered prior to moving in, simply accept your email invitation to complete your profile.

If you forget your personalized login information, click the "forgot password?" link on the login page, enter your email address and a new password will be sent directly to your inbox.

This guide is printed on recycled paper.

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This guide is also available online. Visit townline.ca/en/homeowners/manuals 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 Calla at The Gardens
- Setting Up My Home
- Things Everyone Wants to Know
- Strata Living
- Property Manager

Builder’s Message

THIS IS THE TOWNLINE WAY

Townline is an industry-leading, Vancouver-based real estate developer known for its innovative living solutions, unparalleled attention to detail, and renowned customer care. For nearly 40 years, every Townline project – from single-family homes and townhomes to concrete high-rise towers, mixed-use communities, and alternative housing solutions – has been defined by purposeful design, meticulous construction, forward-thinking amenities, and an unwavering commitment to enriching the cities and communities we build in.

Townline is deeply involved at each stage of every project, with in-house development, finance, construction, marketing, sales and leasing, and customer care teams. We believe in a person-to-person approach with each of our stakeholders, partners, homeowners, and tenants to ensure we meet the unique needs of neighbourhoods and the individuals within them. That’s the Townline Way.

Sincerely,

Townline Homes Inc
Suite 1212 - 450 SW Marine Drive, Vancouver, BC V5X 0C3 604 327-8760

Living at Calla at The Gardens

Luxury Parkside Living at Calla at The Gardens

Welcome to life at Calla at The Gardens, part of South Richmond's most sought-after master-planned community.

Calla is nestledin the midst of a pedestrian-friendly and amenity-rich neighbourhood, adjacent to an all-natural twelve-acre park and within proximity to a plethora of trails, parks and greenspace, in addition to an array of urban conveniences.

Take a short walk across the street where you'll discover an abundance of retail and grocery shopping, dining, and servicing opportunities at Ironwood Plaza and Coppersmith Mall. Stop by Save-on-Foods after work to pick up groceries, make a pit-stop at Booster Juice for an energizing post-workout smoothie, or meet a friend at Starbucks to catch up over coffee.

In the summer, opt for a scenic bike ride along the West Dyke Trail to soak in the sun, followed by a break at Steveston Village and Garry Point Park to explore the eclectic shops and eateries that line the streets of this charming community – all local favourites.

Travel to neighbouring communities with ease. Direct access to Highway 99 means you can reach Metro Vancouver, YVR Airport, Tsawwassen Ferry Terminal and the U.S. border within minutes.

Alternatively, the choice to stay home also presents equally enticing leisure opportunities. Residents at The Gardens have exclusive access to The Gardens Club, a 6,000 square feet amenity complex complete with a state-of-the-art fitness room, a sports court, and shower/change rooms.

Outside, a perfectly landscaped courtyard waits, with bench and harvest table seating and a soothing water feature, a place where you can enjoy unobstructed views of both the North Shore Mountains and protected all-natural twelve-acre in peace – a stunning view that can be seen without having to leave home.

A unique urban village lifestyle. A safe, walkable and amenity-rich neighbourhood. Unparalleled panoramic views of the North Shore Mountains. Thoughtfully-designed homes with expansive outdoor living spaces. This is luxury parkside living at Calla at The Gardens.

Setting Up Your Home

CIVIC ADDRESS

10788 No. 5 Road
Richmond, BC V6W 0B7

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 Digital Cable, Internet and phone service capability. Please contact TELUS to set up your account.

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

Contact Canada Post to start your mail delivery at Calla at The Gardens. 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	Newspaper/Magazine
ICBC	Doctor/Dentist Office
Home/Life Insurance	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. 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 green waste?

Residents of Richmond are not permitted to throw food in the garbage (e.g. fruits, vegetables, meat, poultry, seafood, eggshells, cheese, bones, coffee grounds and filters, etc.). Instead, they must be recycled in the organic waste bins provided. Use your kitchen container to transfer food waste to the bin. Please note that under Metro Vancouver's inspection program, if food scraps are found in the garbage, the load will be subject to surcharges.

Where do I dispose of other types of garbage?

You are responsible for disposing of non-household waste. Please refer to the City of Richmond's website at www.richmond.ca/services/recycling/service.htm

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. Please contact the City of Richmond's Garbage & Recycling Hotline at 604-276-4010, or visit their website, garbageandrecycling@richmond.ca, for further information.

How do I access my mailbox?

Mailboxes, are located in the front lobby. Your mailbox will be labelled with your suite number. You will receive 2 mailbox keys.

How do I obtain additional keys?

You will receive 2 unit keys, 2 mailbox keys and 2 garage door remotes. If you need additional keys for your home, it is your responsibility to have keys cut.

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 www.awmalliance.com/forms/form-k. 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 the 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 ii) 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. Please make sure you clean up after your pet at all times. It is important to note that urine will damage and/or kill your lawn which is not covered under the warranty. Gardeners may not pick up animal waste and/or cut your lawn if waste is present.

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

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

Your main bathroom fan will automatically operate for 24 hours a day, seven days a week. For further information, please see "Exhaust Fans", page 70 of your manual.

Can I install satellite television?

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

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

Yes, you may have a gas or propane barbecue on your balcony. 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 (d)). If you have any questions, please contact your property manager.

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

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 balcony?

Planter boxes are not permitted to be hanging over the railings at any time. You may place planters on your balcony 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. Please note that Townline does not repaint 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.

Where is visitor parking?

Visitor parking is located within phase 1 of The Gardens managed by Peterson Commercial. Please ensure to adhere to visitor parking rules at all times and rules may change from time to time. There is no visitor parking in Phase 3 (Calla, Dahlia Jasmine) of The Gardens in the parkade or on the surface.

Is it my responsibility to maintain my lawn & shrubs or prune back my trees?

All landscaping will be maintained by your strata corporation. Please contact your property manager for further information. ***Please do <u>not prune</u> any trees. All tree pruning will be undertaken by the International Society of Arboriculture Certified Arborists ONLY.***

Should I winterize my hose bibs and are they frost free?

Yes, your hose bibs are frost fee. <u>DO NOT</u> however leave a hose connected to your outdoor hose bib or an ice plug may form in the barrel of the valve, and split the pipe.

Is there maintenance required for my Heat Pump system?

Yes, regular maintenance is required such as, filter changes. For further information please refer to the following section of this manual – "New Home Maintenance, Heating, Ventilation & Air Conditioning," or the Manufacturers Care and Maintenance manuals.

How often do I clean my dryer booster fan?

Dryer booster fans are located above the dryer and should be cleaned weekly or as per the manufacturer's care and maintenance recommendations.

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.

Annual General Meeting

The first annual general meeting (AGM) must be held within six weeks of the date that 50% of the strata lots are sold, or by nine months past the date of the sale of the first strata lot (whichever is first). In advance of the AGM, all owners will be given the first proposed budget and financial statements for the previous year. At the

AGM, owners will approve the budget for the coming fiscal year and elect a Strata Council. At this time, the owner developer must give the strata corporation copies of all records required by the Act and as listed in section 2-1 (k) of the disclosure statement.

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: 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 AWM Alliance Real Estate Group Ltd. (www.awmalliance.com) as the initial property management company for Calla at The Gardens. 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 Calla at The Gardens 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.

STRATA CORPORATION'S DUTY TO MITIGATE AND MAINTAIN

As indicated in your Travelers Guarantee Company of Canada's 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. This responsibility lies with the strata corporation when issues pertain to the performance of the common property.

The strata corporation must take all reasonable steps to restrict damage if the defect requires immediate attention. Legislative requirements are now established by the ***Homeowner Protection Act*** which sets out that the duty of an owner to mitigate survives even if:

a) The new home or residential unit is unoccupied;
b) The new home or residential unit is occupied by someone else other than the homeowner;
c) Water penetration does not appear to be causing damage; or,
d) The owner advised the strata corporation about the defect.

Further, the ***Homeowner Protection Act*** regulation states in Item 14 (1) that,

"If coverage under Home Warranty Insurance is conditional on an owner undertaking proper maintenance, or if coverage is excluded to the extent that damage is caused by negligence on the part of the owner with respect to maintenance or repair by the owner, such conditions or exclusions apply only to maintenance requirements or procedures which have been provided to the original owner by the residential builder or warranty provider."

"To the extent that an original owner has not been provided with manufacturers' documentations or warranty information, or both, or with recommended maintenance and repair procedures for any component of a new home, the relevant exclusion is deemed to not apply".

In the event that Travelers Guarantee Company of Canada is notified of a potential claim under the warranty, copies of all maintenance and inspection logs, reports and strata minutes will be requested to verify that all appropriate and required maintenance has been responsibly carried out.

Unfortunately, if a defect occurs or is made worse due to the strata corporations' failure to follow any and all maintenance procedures provided, or to mitigate any damage, it will be excluded from warranty coverage.

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
Suite 1212-450 SW Marine Drive
Vancouver, BC V5X 0C3

Phone: 604-327-8760
Fax: 604-327-5030
Email: customercare@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

Andre Solorzano
AWM Alliance Real Estate Group Ltd
401 - 958 West 8th Ave
Vancouver, BC V5Z 1E5
Phone: 604-685-3227
Fax: 604-893-1721
Email: andre@awmalliance.com
Website: www.awmalliance.com

BC Housing Licensing & Consumer Services

Branch of BC Housing
203 - 4555 Kingsway
Burnaby, BC V5H 4T8
Phone: 604-646-7050
Email: licensinginfo@bchousing.org
Website: bchousing.org/licensing-consumer-services

Home Warranty Provider

Travelers Insurance Company of Canada
2500 - 650 W Georgia St, PO Box 11542
Vancouver, BC V6B 4N7
Phone: 604-684-6574
Fax: 604-682-3096
Website: www.travelerscanada.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	7000 Westminster Hwy	604-278-9711

COMMUNITY CONTACTS

S.P.C.A. Shelter	7791 Steveston Hwy	604-277-3100
Library	7700 Minoru Gate	604-231-6413
City Hall	6911 No 3 Rd	604-276-4000
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 My 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 online:

www.travelerscanada.ca

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

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

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

The First Year in My 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 neighbour's home.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

Review the instructions for your thermostats so you can program them 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 thermostats instructions before contacting your builder, as this may fix the problem for you.

To ensure your HVAC system is working as it should, it is important that regular maintenance is conducted on your heat pump, such as filters changes, checking condensate drain lines etc. For further information, please refer to the manufacturer's recommendations/user's manual.

If you are experiencing loss of heat, you may wish to check your thermostat instructions and/or your heat pump for a clogged filter.

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, ensure the home is adequately heated, 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 also have individual hot and cold water shut-off valves.

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.

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.

When the GFCI trips in the main bathroom, it can be reset by pressing the button located on the GFCI itself. The GFCI reset for units with 2 bathrooms is located on only one GFCI, not both. Pressing the button will reset both GFCI's.

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.

DRYER BOOSTER FAN

A dryer booster fan is mounted just above your washer/dryer.

What is it for?

This booster fan is critical to the proper functioning of the dryer. It assists the internal dryer fan in pushing the moist air from the dryer through the ducts to the outside. It is required as dryer ducts in hi-rise residential buildings are much longer than in single family homes where the internal dryer fan is more than adequate.

A dryer booster fan can help your dryer dry your clothes more efficiently, with less lint buildup. The result: your clothes will dry more quickly and you'll save energy – which is good for you and the planet.

How does it work?

The booster fan is turned on automatically by a "Current Sensing Switch" mounted behind a panel in the wall behind the washer/dryer. It works by sensing the current draw from the washer/dryer and if it goes above 1 Amp the switch turns on the booster fan. While the booster fan is only needed during dryer use the washer agitating a load also draws over 1A and thus also turns on the fan.

What can happen if this fan is not working?

This fan not running during dryer use will result in longer dry times, increased electrical consumption, and the condensation of water in the booster fan housing or the dryer ducts.

Water condensing in the duct can accumulate and then leak out at various locations including right above the dryer or anywhere along the dryer duct. This can lead to ceiling damage or staining. If your ceiling is damaged above your dryer the booster fan not running may be the issue.

Water condensing inside the booster fan can drip onto the top of the dryer and can lead to damage to the electrical devices mounted on the control panel of the washer/dryer. This has, on one occasion, led to a washer overfilling with water and causing a flood.

CAUTION: If you've determined that your booster fan is not working it's time to call a Certified Electrician to do some troubleshooting. During the warranty period, please contact your builder.

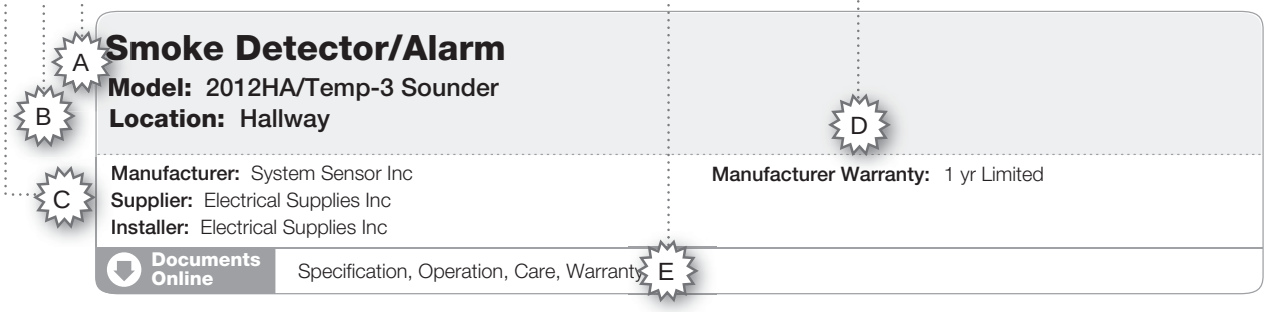
Booster Fan Lint Trap

The Booster Fan lint trap can be found above the dryer and must be regularly cleaned to avoid blockage. Ensure the lint trap is checked after each load.

My Home Systems, Fixtures and Finishes

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

A) each product used in your home;
B) where it is located 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:

Log In Now

townline.ca/en/homeowners/manuals

Login ID: BC00601600
Password: home44g

If you have been pre-registered, check your email for an access link!

Appliances

Cooktop
Model: NGM8055UC
Location: Kitchen

Manufacturer: Bosch Home Appliances
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Dishwasher
Model: SHV4AT53UC
Location: Kitchen

Manufacturer: Bosch Home Appliances
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Dryer
Model: DV17542
Location: Laundry

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

Manufacturer Warranty: 1 yr Limited

Documents Online — Operation, Care, Warranty

Microwave
Model: NNSD671
Location: Kitchen

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

Manufacturer Warranty: 2 yr Limited

Documents Online — Operation, Care, Warranty

Oven
Model: HBL5351UC
Location: Kitchen

Manufacturer: Bosch Home Appliances
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Appliances

Range Hood
Model: VJ70530SS
Location: Kitchen

Manufacturer: Venmar Ventilation Inc
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Refrigerator
Model: BRFB1812SS
Location: Kitchen

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

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

Documents Online — Operation, Care, Warranty

Washer
Model: WM77120
Location: Laundry

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

Manufacturer Warranty: 1-2-5 yr, Lifetime Limited

Documents Online — Specification, Operation, Care, Warranty

Electrical

Lighting - Ceiling Mount
Model: 52022BN
Location: Throughout

Manufacturer: Kuzco Lighting Inc
Supplier: Protec Installations Group
Installer: Protec Installations Group

Manufacturer Warranty: 1 yr Limited

Documents Online: Care

Lighting - Vanity
Model: 778-512CHR
Location: Main Bath

Manufacturer: Russell Lighting
Supplier: Protec Installations Group
Installer: Protec Installations Group

Manufacturer Warranty: 1 yr Limited

Documents Online: Care, Warranty

Smoke/Gas Detector/Alarm
Model: KN-COSM-IBACA
Location: Other

Manufacturer: Kidde Canada
Supplier: Protec Installations Group
Installer: Protec Installations Group

Manufacturer Warranty: 5 yr Limited

Documents Online: Specification, Operation, Care, Warranty

Exterior

Door - Patio
Model: 4500T
Location: Exterior (if applicable)

Manufacturer: Starline Architectural Windows Ltd
Supplier: Starline Windows Ltd
Installer: Starline Windows Ltd

Manufacturer Warranty: 2 yr Limited Labour & Materials; 5 yr Limited Envelope

Documents Online: Specification, Care, Warranty

Door - Patio
Model: 9502 Series
Location: Exterior (if applicable)

Manufacturer: Starline Architectural Windows Ltd
Supplier: Starline Windows Ltd
Installer: Starline Windows Ltd

Manufacturer Warranty: 2 yr Limited Labour & Materials; 5 yr Limited Envelope

Documents Online: Specification, Warranty

Railing
Model: Aluminum
Location: Exterior

Manufacturer: Accurate Aluminum Ltd
Supplier: Accurate Aluminum Ltd
Installer: Accurate Aluminum Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online: Care

Windows - Aluminum
Model: 9000 Series
Location: Exterior

Manufacturer: Starline Architectural Windows Ltd
Supplier: Starline Windows Ltd
Installer: Starline Windows Ltd

Manufacturer Warranty: 2-5-10 yr Limited

Documents Online: Care, Warranty

Heating and Ventilation

Exhaust Fan
Model: BHM30B w/ VK100 Vent
Location: Laundry

Manufacturer: Penn Barry
Supplier: Protec Installations Group
Installer: Protec Installations Group

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Warranty

Heat Pump
Model: TC Series
Location: Other

Manufacturer: ClimateMaster Inc
Supplier: Tap Roots Plumbing & Heating Ltd
Installer: Tap Roots Plumbing & Heating Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Radiant Heating
Model: Electric Mats
Location: Main Bath

Manufacturer: Nuheat Industries Ltd

Manufacturer Warranty: 25 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Thermostat
Model: Element
Location: Main Bath

Manufacturer: Nuheat Industries Ltd
Supplier: National Tile (2005) Ltd
Installer: National Tile (2005) Ltd

Manufacturer Warranty: 3 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Thermostat
Model: Pro 2000
Location: Other

Manufacturer: Honeywell International Inc
Supplier: Tap Roots Plumbing & Heating Ltd
Installer: Tap Roots Plumbing & Heating Ltd

Manufacturer Warranty: 2 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Interior

Cabinet
Model: SquareLine/Greenlam/9605-37/Greige Teak
Location: Kitchen, Main Bath

Manufacturer: Pentco Industries Inc
Supplier: Wortra Enterprises Ltd
Installer: Wortra Enterprises Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online: Specification, Care, Warranty

Cabinet Hardware
Model: BP8160160195
Location: Kitchen, Main Bath

Manufacturer: Richelieu Hardware
Supplier: Wortra Enterprises Ltd
Installer: Wortra Enterprises Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online: Care

Countertops - Quartz
Model: JN-GM-L013
Location: Kitchen, Main Bath

Manufacturer: JJ Stones Ltd
Supplier: JJ Stones Ltd
Installer: JJ Stones Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online: Care

Flooring - Laminate
Model: Studio Essentials/SE33958/Bolton
Location: Closet, Den, Dining Room, Entry, Hall, Kitchen, Living Room, Master Bedroom

Manufacturer: Kraus Carpet Mills Ltd
Supplier: Jordans Floorcoverings
Installer: Jordans Floorcoverings

Manufacturer Warranty: 32 yr Limited

Documents Online: Specification, Care, Warranty

Flooring - Tile
Model: H-Stone/12x24/Medium Grey
Location: Laundry

Manufacturer: Fontile Corp
Supplier: National Tile (2005) Ltd
Installer: National Tile (2005) Ltd

Manufacturer Warranty: N/A

Documents Online: Care

Interior

Flooring - Tile
Model: Sant Agostino/FGE1224/Greige
Location: Main Bath

Manufacturer: Centura Floor & Wall Fashion
Supplier: National Tile (2005) Ltd
Installer: National Tile (2005) Ltd

Manufacturer Warranty: N/A

Documents Online: Care

Mirrors
Model: Medicine Cabinet/Frameless/Clear/Flat Polish
Location: Main Bath

Manufacturer: Glassworld Installation Inc
Supplier: Glassworld Installation Inc
Installer: Glassworld Installation Inc

Manufacturer Warranty: 2 yr Limited

Documents Online: Care, Warranty

Paint
Model: AF-15/Steam/Eggshell
Location: Walls

Manufacturer: Benjamin Moore & Co Ltd
Supplier: Brite Star Painting Ltd
Installer: Brite Star Painting Ltd

Manufacturer Warranty: N/A

Documents Online: Care

Paint
Model: AF-15/Steam/Semi Gloss
Location: Trim

Manufacturer: Benjamin Moore & Co Ltd
Supplier: Brite Star Painting Ltd
Installer: Brite Star Painting Ltd

Manufacturer Warranty: N/A

Documents Online: Care

Paint
Model: CC-30/Oxford White
Location: Ceilings

Manufacturer: Benjamin Moore & Co Ltd
Supplier: Brite Star Painting Ltd
Installer: Brite Star Painting Ltd

Manufacturer Warranty: N/A

Documents Online: Care

Interior

Window Shades

Model: Elitex/View Screen Series/White
Location: Other

Manufacturer: Brite Blinds
Supplier: Brite Blinds
Installer: Brite Blinds

Manufacturer Warranty: 5 yr Limited

Documents Online — Care, Warranty

Plumbing

Faucet
Model: Align/6190
Location: Main Bath

Manufacturer: Moen Inc
Supplier: Tap Roots Plumbing & Heating Ltd
Installer: Tap Roots Plumbing & Heating Ltd

Manufacturer Warranty: Lifetime Limited

Documents Online — Specification, Operation, Care, Warranty

Faucet
Model: Align/7565
Location: Kitchen

Manufacturer: Moen Inc
Supplier: Tap Roots Plumbing & Heating Ltd
Installer: Tap Roots Plumbing & Heating Ltd

Manufacturer Warranty: Lifetime Limited

Documents Online — Specification, Operation, Care, Warranty

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 information above.

COVERAGE

2 Year Materials & Labour Warranty

- 1 Year Warranty Service
  First 12 months: coverage for any defect in materials and labour;
  For the first year, your new home is covered by our comprehensive warranty that is regulated by the *Homeowner Protection Act* and is supported by Travelers of Canada, the third party warranty provider. This is the best time to report defects such as cracking drywall and other cosmetic deficiencies due to shrinking and settling. It is recommended that you wait until near the end of your warranty period before requesting drywall repairs to ensure you will not have any further shrinkage, cracks or repairs. *All repairs are sanded and ready for painting, however Townline Homes does not repaint.*

  Please note that all year-end deficiencies must be reported by the Homeowner to Townline prior to the expiry of their 1 year anniversary date. Please refer to the "Service and Repair During My Home Warranty" section of this manual for further information on the Service Request process.

- 2 Year Warranty Service
  First 24 months: coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, cooling, ventilation and delivery and distribution systems. (HVAC) 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.travelerscanada.ca

YOUR RESPONSIBILTIES

There are four 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 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).	You can reach us via email at customercare@townline.ca or by phone at 604-327-8760. Office Hours: 8:30 am to 5 pm (Monday to Friday). For after-hours emergencies, please contact your Property Management Company 24 HOUR EMERGENCY LINE 604-685-3227
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: Please have your address, completion date, Model and Serial numbers ready to relay to the service representative.	Contact the appliance supplier for service. You can reach Midland Appliances directly at 604-278-6131 (ask for multi-family service) or by emailing jmorren@midlandappliance.com

IMPORTANT: For life threatening emergencies, always call 911.

SERVICE REQUEST PROCESS

Please submit all requests in writing to Townline via our website

www.townline.ca/en/homeowners/service-request

Or ~

1. Log in to your online homeowner portal using your login ID and password.
2. Click “Request Service” (near the bottom of the menu options on the left).
3. Click make a “Service Request”.
4. Complete the “Service Request” form with your contact details and a clear description of your issue.
5. 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;
- Have area requiring repairs accessible by removing furniture and/or belongings and ensuring area is clean.
- 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 color 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

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

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

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

Travelers Insurance Company of Canada
www.travelerscanada.ca

BC Housing Licensing & Consumer Services
www.bchousing.org/licensing-consumer-services

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.

The manufacturer's appliance warranties take effect on the date of closing. It is important to complete the manufacturer warranty card received for each appliance when you move in.

If an appliance fails, complete the following checklist before calling the manufacturer/supplier to prevent unnecessary service charges:

1) Check the appliance is plugged in.
2) If the appliance is plugged in to a wall-switched electrical outlet, check the switch is "on".
3) If the appliance is plugged in to a GFCI circuit, check and reset the button if necessary.
4) Check that the circuit breaker on the electrical panel box controlling the appliance is "on".

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

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

Dishwasher

- Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents and settings to find the one that works best. Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual.
- Before operating the dishwasher, be certain the garburator (if applicable) is empty since the dishwasher drains into the garburator.

- 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.
- The dishwasher drain filter may need periodic cleaning.
- From time to time, run an empty cycle to clean the dishwasher.

Hood Fan

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

Microwave

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

Oven

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

Refrigerator

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

Washer/Dryer

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

Dryer Booster Fan

A dryer booster fan is mounted just above your washer/dryer.

What is it for?

This booster fan is critical to the proper functioning of the dryer. It assists the internal dryer fan in pushing the moist air from the dryer through the ducts to the outside. It is required as dryer ducts in hi-rise residential buildings are much longer than in single family homes where the internal dryer fan is more than adequate.

A dryer booster fan can help your dryer dry your clothes more efficiently, with less lint buildup. The result: your clothes will dry more quickly and you'll save energy – which is good for you and the planet.

How does it work?

The booster fan is turned on automatically by a "Current Sensing Switch" mounted behind a panel in the wall behind the washer/dryer. It works by sensing the current draw from the washer/dryer and if it goes above 1 Amp the switch turns on the booster fan. While the booster fan is only needed during dryer use the washer agitating a load also draws over 1A and thus also turns on the fan.

What can happen if this fan is not working?

This fan not running during dryer use will result in longer dry times, increased electrical consumption, and the condensation of water in the booster fan housing or the dryer ducts.

Water condensing in the duct can accumulate and then leak out at various locations including right above the dryer or anywhere along the dryer duct. This can lead to ceiling damage or staining. If your ceiling is damaged above your dryer the booster fan not running may be the issue.

Water condensing inside the booster fan can drip onto the top of the dryer and can lead to damage to the electrical devices mounted on the control panel of the washer/dryer. This has, on one occasion, led to a washer overfilling with water and causing a flood.

CAUTION: If you've determined that your booster fan is not working it's time to call a Certified Electrician to do some troubleshooting. During the warranty period, please contact your builder.

Booster Fan Lint Trap

The Booster Fan lint trap can be found above the dryer and must be regularly cleaned to avoid blockage. Ensure the lint trap is checked after each load.

ELECTRICAL SYSTEMS

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

Arc Fault Circuit Interrupters (AFCI)

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

Circuit Breaker

During your 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 neighbourhood. If you notice a general electrical failure in your neighbourhood, call your electric company to report the problem.

Ground Fault Circuit Interrupters (GFCI)

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

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

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

Interior Lighting

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

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

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

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

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

Outlets and Switches

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

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

Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFCI and AFCI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your 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 centres and hardware stores.

Smoke Detectors

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

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

EXTERIOR COMPONENTS

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

Decks and Balconies

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

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

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

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

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

Consult your Strata Corporation before you consider making any structural or cosmetic changes to your balcony or deck.

Windows and Sliding Glass Doors

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

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

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

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

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

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

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

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

HEATING AND VENTILATION

Air Conditioning System

Carefully read and follow your manufacturers' warranties and instructions for use and care of your air conditioning systems before operating it.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature, is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you must keep all windows closed when operating the air conditioning system. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. Drapes must be closed on these windows.

Unlike a light bulb which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. Be aware that if the air conditioner has been turned off, it may take some time for your home to reach the desired temperature. If evening cooling is the primary goal, you should set the air conditioning unit at a moderate temperature in the morning while the home is cooler, allowing the unit to maintain the cooler temperature through the day. This temperature setting may then be lowered slightly further when you arrive home, with better results. Setting the thermostat to a very low temperature will NOT cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended use under these conditions can damage the unit.

A common cause of air conditioning trouble is turning it off at the thermostat, and then turning it back on a short time later. This can cause an overload of the compressor motor which in turn can trip the breaker or blow the fuse and may shorten the life expectancy of the unit.

If you find yourself with no air conditioning, the checklist that follows may help identify the cause. You should also review the manufacturers' literature for additional hints.

1. Thermostat temperature setting & switches.
2. The ON/OFF switch to the outlet supplying the air conditioner.
3. ON/OFF switch on air conditioner itself, if any.
4. The fuse, if your air conditioner has one.
5. Breaker on the electrical panel.
6. Safety switch for the fan cover.

Return air grilles allow for air to circulate back to the air conditioning system. Be sure not to cover the return air grilles with pictures, furniture, or other objects that might block the flow of air.

The air conditioning condensation discharge points should be checked every three months to assure that they are clear. It is the homeowner's responsibility to keep these areas open so discharge points are free of obstructions.

The air conditioner compressor must be maintained in a level position at the location where it was installed. The compressor should not be enclosed. It is important to keep the area around the outdoor air conditioning

unit clear of plants, grass, landscaping and/or debris. If good air flow is not available, the system will not function properly and damage to the mechanism can result.

Please consult the manufacturer's documentation for detailed operating instructions and maintenance requirements.

Exhaust Fans

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

Your main bathroom fan will automatically operate for 24 hours a day, seven days a week. The fan will operate at a lower frequency when the light is turned off and the bathroom is unoccupied. Once the bathroom light is activated the fan will operate at a higher frequency while the room is occupied. Please note that your in-suite home warranty may be void if you disconnect your bathroom exhaust fan so it does not operate full time. Therefore, damage to your home from condensation is not covered under your home warranty.

Fan Coils

Dirt and dust should not be allowed to accumulate on the units. The wheel, housing, and coils may be cleaned periodically using a vacuum cleaner as per manufacturer's instructions.

If your unit has a throwaway filter, it should be replaced regularly. Consult your user manual for instructions and further information.

Check the drain during the cooling season to ensure it is not clogged or growing algae.

Heat Pump

Follow the manufacturer's directions for efficient operation and maintenance. Filters must be clean to obtain maximum performance. Filters should be inspected every month under normal operating conditions and can be cleaned or replaced when necessary. Provide professional service for your heat pump at least once every two years.

In-Floor Heating

Electric in-floor heating has been installed in some bathrooms. Electric in-floor heating systems may become damaged if the floor becomes cracked or dented. Should the electric in-floor system stop working, check your thermostat and/or contact a professional electrician.

Range Hood

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

Thermostat

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

INTERIOR FINISHES

Backsplash and Wall Tiles

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

Cabinets

A soft, damp cloth is usually all that's needed to clean your cabinets. Remove splashes and splatters promptly to avoid permanent stains. For more thorough cleaning, use mild dishwashing liquid and warm water. Wipe dry after cleaning. Never use abrasives, scouring pads, solvents, ammonia, bleach, or silicone-based products, as

these can damage cabinet surfaces. The beauty of the wood can be preserved by polishing with a furniture polish. Laminated cabinets require little care but can be protected with a light coating of suitable wax.

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

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

Countertops

The countertops in your home may be constructed of ceramic tile, plastic laminate, natural stone, or engineered stone. To maintain your countertops, follow these general care instructions:

- Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest surfaces.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.
- Do not place extremely hot pans on the counter. Instead, set the pan on a trivet or potholder.
- Re-caulk separations that occur around sinks and along the backsplash of countertops to prevent water from entering into those separations and causing damage.
- Clean your countertops with mild soap and water. Do not use abrasive cleaners, scouring pads, scrapers, bleach, ammonia, or harsh cleaners, as these can damage the finish.
- If your countertop is made of natural stone or other solid surface, it should be sealed annually with an appropriate sealing product to protect against stains. Stone sealers are available at most hardware stores.
- If your countertop is made of tile, scrub the grout routinely with mild soap and water or household cleaner. To prevent stains and buildup, seal the grout with an appropriate sealer (available at most hardware stores).

Doors and Hardware

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

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

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

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

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

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

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

Flooring

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

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

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

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.

Tile

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

Natural Stone

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

Ceramic or Porcelain

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

Grout

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

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

Wood (Laminate)

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

boots). Colour variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your laminate floors:

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

Interior Paint

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

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

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

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

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

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

Trim

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

PLUMBING

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

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

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

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

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

Bathtubs, Showers, and 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 discolouration. Stubborn stains can

be removed with various appropriate household cleaning agents used with a nylon-scouring pad. Never use metal scrapers or similar tools. Always rinse the walls and the door of the shower after each use.

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

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

Clogged Drains

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

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

PLEASE NOTE: Clogged drains are the homeowner's responsibility to remediate.

Fixtures

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

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

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

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

Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and

screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

Shower Doors

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

Sinks

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

Toilets

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

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

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

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

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home centre or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Conservation

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

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

Water Lines

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

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

STRUCTURE

Caulking

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

disposable caulking guns, and caulking compounds are available at hardware stores and home centres. Be sure to use the correct type of caulk for the application you need.

Ceilings

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

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

Condensation

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

When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. Open windows and running exhaust fans can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

Drywall

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

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

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

Effects of Weather and Temperature

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

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

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates, which may result in separation between them. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint - especially where mouldings meet sheetrock, and mitred corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

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

Interior Walls

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

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

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

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

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

Mold

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

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

Limiting mold growth

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

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

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

Mold Prevention Obligations

1. To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
2. To regularly clean and sanitize windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
3. To use dry towels or bath mats when stepping out of shower or tub;
4. To use bathroom fans while showering or bathing;
5. To use exhaust fans whenever cooking, dishwashing or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
6. To maintain regular air flow and circulation throughout the home;

7. To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
8. To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible (note: mold can grow on damp surfaces within 24 to 48 hours);
9. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
10. Do not hang wet clothing on indoor drying line;
11. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);
12. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
13. To maintain 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);
14. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
15. To properly use and maintain appliances containing water and other liquids;
16. 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 repairing 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.

WEEKLY

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean dryer booster fan filter weekly.

MONTHLY

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean the range hood filter, replace as needed.
ELECTRICAL	Test GFCI/AFCI receptacles and outlets.
HEATING & VENTILATION (HVAC)	Clean/replace heating, ventilation, air-conditioning etc. filters.
INTERIOR	Clean laminate wood flooring with a cleaner recommended by the manufacturer.
PLUMBING	Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

QUARTERLY

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Check and clean dishwasher strainer and spray arms.
	Check dishwasher drain and water connections for leaks.
	Inspect washing machine water supply hoses for leaks.
	Ensure dryer ducts are not clogged – Exterior vents to be maintained by Strata Corporation.
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.
	Check air-conditioner drain lines for blockage.
	Change heat pump fan coil filter as per manufacturer's instructions..
	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 shower doors for proper fit and leaks. Re-caulk where necessary.
	Inspect interior door hinges and hardware.
PLUMBING	Check faucet aerator water flow and clean screens if needed.
	Check pipes and water drains for leaks. Clean drains.

EVERY SIX MONTHS (SPRING AND FALL)

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Inspect refrigerator ice maker supply line and clean if necessary.
ELECTRICAL	Check electrical extension and appliance cords. Replace frayed or split cords.
	Test and clean/dust smoke/carbon monoxide detectors. Replace batteries if needed.
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.
	Inspect and clean fan coil units as per manufacturer's instructions.
	Check the ductwork leading to and from the heating system is in good condition, the joints are tightly sealed and any duct insulation and plastic duct wrap is free of tears and holes.
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.
PLUMBING	Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.

ONCE EVERY YEAR

CATEGORY	MAINTENANCE REQUIRED
HEATING & VENTILATION (HVAC)	Have an HVAC professional inspect and calibrate your heating/cooling system.
INTERIOR	Seal natural stone or solid surface countertops with an appropriate sealing product.
PLUMBING	Winterize exterior hose bibs and exposed pipes.

ADDRESS BOOK

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

- Neighbourhood Contacts
- My Home Contacts

Neighborhood Contacts

SHOPPING

Richmond Centre	604-713-7467	6551 No 3 Rd
Lansdowne Centre	604-270-1344	5300 No 3 Rd
Aberdeen Centre	604-270-1234	4151 Hazelbridge Way

COFFEE

Take Five Café	604-232-0511	6551 No 3 Rd
Starbucks	604-233-0511	6551 No 3 Rd
Tim Hortons	604-278-2845	6551 No 3 Rd

PARKS AND RECREATION

Minoru Park	604-276-4000	7194 Granville Ave
Richmond Olympic Oval	778-296-1400	6111 River Rd
City Centre Community Association (Lang Centre)	604-233-8910	140 - 8279 Saba Rd
Steve Nash Fitness World	604-276-9377	6351 Westminster Hwy

ARTS AND ENTERTAINMENT

Richmond Art Gallery	604-247-8300	7700 Minoru Gate
Gateway Theatre	604-270-1812	6500 Gilbert Rd
SilverCity Riverport Cinemas	604-277-5993	14211 Entertainment Way

My Home Contacts

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

Accurate Aluminum Ltd | Installer, Manufacturer, Supplier
604-437-6006 • accuratealuminum.ca
6410 Arbroath St, Burnaby, BC V5E 1C4

AWM Alliance Real Estate Group Ltd | Property Manager
604-685-3227 • www.awmalliance.com
401 - 958 West 8th Ave, Vancouver, BC V5Z 1E5

Benjamin Moore & Co Ltd | Manufacturer
800-361-5898 • www.benjaminmoore.com
139 Mulock Ave, Toronto, ON M6N 1G9

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

Bosch Home Appliances | Manufacturer
800-921-9622 • www.boschappliances.com
5551 McFadden Ave, Huntington Beach, CA 92649

Brite Blinds | Installer, Manufacturer, Supplier
604-420-8820 • www.briteblinds.ca
4275 Phillips Ave, Burnaby, BC V5A 2X4

Brite Star Painting Ltd | Installer, Supplier
604-825-4832
13504 88A Ave, Surrey, BC V3V 1A2

Centura Floor & Wall Fashion | Manufacturer
800-263-9400 • www.centura.ca
53 Apex Rd, Toronto, ON M6A 2V6

ClimateMaster Inc | Manufacturer
405-745-6000 • www.climatemaster.com
7300 SW 44 St, Oklahoma City, OK 73179

My Home Contacts

Please contact your builder, warranty provider or property manager during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

Fontile Corp | Manufacturer
604-683-9358 • www.fontile.com
270 Terminal Ave, Vancouver, BC V6A 2L6

Glassworld Installation Inc | Installer, Manufacturer, Supplier
604-854-5757 • www.glassworld.ca
2146 Queen St, Abbotsford, BC V2T 6J4

Honeywell International Inc | Manufacturer
973-455-2000 • www.honeywell.com
101 Columbia Rd, Blackwood, NJ 07962

JJ Stones Ltd | Installer, Manufacturer, Supplier
604-279-1983 • www.jjstones.com
105 - 1751 Savage Rd , Richmond, BC V6V 1R1

Jordans Floorcoverings | Installer, Supplier
604-534-6550 • www.jordans.ca
100 - 19880 Langley Bypass, Langley, BC V3A 4Y1

Kidde Canada | Manufacturer
800-880-6788 • www.kiddecanada.com
130 Esna Park Dr, Markham, ON L3R 1E3

Kraus Carpet Mills Ltd | Manufacturer
519-884-2310 • www.krauscarpet.com
65 Northfield Dr W, Waterloo, ON N2J 4J4

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

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

My Home Contacts

Please contact your builder, warranty provider or property manager during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

Moen Inc | Manufacturer
800-465-6130 • www.moen.com
2816 Bristol Cir, Oakville, ON L6H 5S7

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

Nuheat Industries Ltd | Manufacturer
800-778-9276 • www.nuheat.com
3105 - 6900 Graybar Rd, Richmond, BC V6W 0A5

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

Penn Barry | Manufacturer
972-234-3202 • www.pennbarry.com
1401 N. Plano Rd, Richardson, TX 75081

Pentco Industries Inc | Manufacturer
604-888-5080 • www.pentco.com
9274 194 St, Surrey, BC V4N 4E9

Protec Installations Group | Installer, Supplier
604-278-3200 • www.protecgroup.com
9 - 11720 Voyageur Way, Richmond, BC V6X 3G9

Richelieu Hardware | Manufacturer
250-491-3600 • www.richelieu.com
102 - 750 McCurdy Rd, Kelowna, BC V1X 2P7

Russell Lighting | Manufacturer
604-420-2440 • www.russell-lighting.com
4062 McConnell Dr, Burnaby, BC V5A 3A8

My Home Contacts

Please contact your builder, warranty provider or property manager during the new home warranty period to resolve any issues that may arise. Failure to do so may void your home warranty.

Starline Architectural Windows Ltd | Manufacturer
604-882-6855 • www.starlinewindows.com
9380 198 St, Langley, BC V1M 3C8

Starline Windows Ltd | Installer, Supplier
604-882-5100 • www.starlinewindows.com
19091 36 Ave, Surrey, BC V3Z 0P6

Tap Roots Plumbing & Heating Ltd | Installer, Supplier
604-263-7676 • taproots.ca
313 - 13988 Cambie Rd, Richmond, BC V6V 2K4

Townline Homes Inc | Builder
604-327-8760 • www.townline.ca
1212 - 450 SW Marine Drive, Vancouver, BC V5X 0C3

Travelers Insurance Company of Canada | Warranty Provider
604-682-2663 • www.travelerscanada.ca
2500 - 650 W Georgia St, PO Box 11542, Vancouver, BC V6B 4N7

Venmar Ventilation Inc | Manufacturer
800-567-3855 • www.venmar.ca
550 Lemire Blvd, Drummondville, QC J2C 7W9

Wortra Enterprises Ltd | Installer, Supplier
604-527-2088 • www.wortra.com
1682 Booth Ave, Coquitlam, BC V3K 1B9

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 Portal

Visit your online portal at

townline.ca/en/homeowners/manuals or www.homeinformationpackages.com

to explore your new home and all its features!

My portal offers:

- What's Happening: includes an overview of the information in your portal, and the latest news.
- My Home: the systems, fixtures and finishes used in your home, with any operating, care and warranty documents.
- Maintenance List: a monthly list of recommended maintenance.
- Neighbourhood: an interactive map showing local shops and services.
- Documents: any supplemental information about your home, including a copy of this guide.
- Warranty: an online overview of your home warranty with links to limitations and exclusions.
- Address Book: a contact list of the companies involved in building your home.
- Message Center (if enabled): allows you to communicate with your builder.
- Request Service (if enabled): an online form to submit service requests.
- Share: a way to share access to your online portal with friends or family.
- Registration: Sign up to receive periodic maintenance reminders and warranty milestones.

Access your homeowner portal wherever you have the internet – visit the website above and log in!

- On your phone, using the latest version of web browsers.
- On your desktop computer, the latest versions of Safari, Chrome and Internet Explorer.

Your login ID and password can be found here in your guide, or on the access label provided by your builder. This login information belongs to your home, and can be used by future homeowners when you choose to sell.

HOMEOWNER GUIDE FAQS

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

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

If you have forgotten your password, click on the link "forgot password?" and follow the step-by-step instructions. Passwords require at least 1 upper-case letter, 1 lower-case letter, 1 number and must be at least 8 characters long.

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. Why am I receiving a message that my user ID or email address is already in use when I am trying to register my account for the first time?

A. Your builder may have pre-registered your email to your homeowner portal, and you have not received an email or have missed an email notifying you that you have been pre-registered. To get access to your portal, try resetting your password by entering the same email address that you are trying to register in the "forgot password" link on the login page. The Conasys system will email you a link to complete your registration and create a password. Make sure you note your User ID and password.

Q. Why should I register my account?

A. The login ID and password that are provided in your homeowner guide and/or your online access label are the system generated permanent login credentials to your homeowner portal. They will never change and will always be available to you or future owners for as long as your portal is online. They give access to information that is not private like paint codes, model numbers, operating and care documents, and suppliers that contributed to building your home. This login can be provided to anyone you would like to share your portal with, and can be given to future owners should you choose to sell your home.

To enjoy a more personalized experience, register your account and create your own login ID and password that are easier to remember. To do this, click on the "Register Now" widget after you have logged in to your homeowner portal using the permanent login in your homeowner guide. This login will still give you access to all of the information made available in your portal and it will also provide access to information that is only intended for you. Specifically, to send and receive messages (if enabled) and to view documents that your builder deems private to yourself. Registering your account will also activate convenient monthly maintenance and care reminder emails, and notifications when warranty milestones are reached.

Q. What if the information listed in "My Home Systems, Fixtures and Finishes" or "My Home" is incorrect?

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 access to the online portal?

A. Access to your online portal is decided by your Builder and is usually 1 to 3 years from the original date your homeowner portal was published online. This date is the same as the Effective Date in the Disclaimer of your Homeowner guide.

Q. Access to my Homeowner portal has expired. How do I renew?

A. To extend access to your homeowner portal after the access your Builder has provided has expired, login to your portal, click on the Renew widget and follow the prompts.

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, Richmond, BC (the "Property")
Builder or Developer: Townline Homes Inc (the "Builder/Developer")
Date: May-11-2018 (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/Developer or CONASYS. Neither CONASYS nor the Builder/Developer 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/Developer and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder/Developer 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.

Any links to third party sites contained in the Package do not indicate the endorsement by either the Builder/Developer or CONASYS of any materials contained therein or of the entities that publish such sites. Neither the Builder/Developer nor CONASYS shall have any responsibility or liability for the accuracy of any information, or the quality of any services or products, provided or available by such third party sites.

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