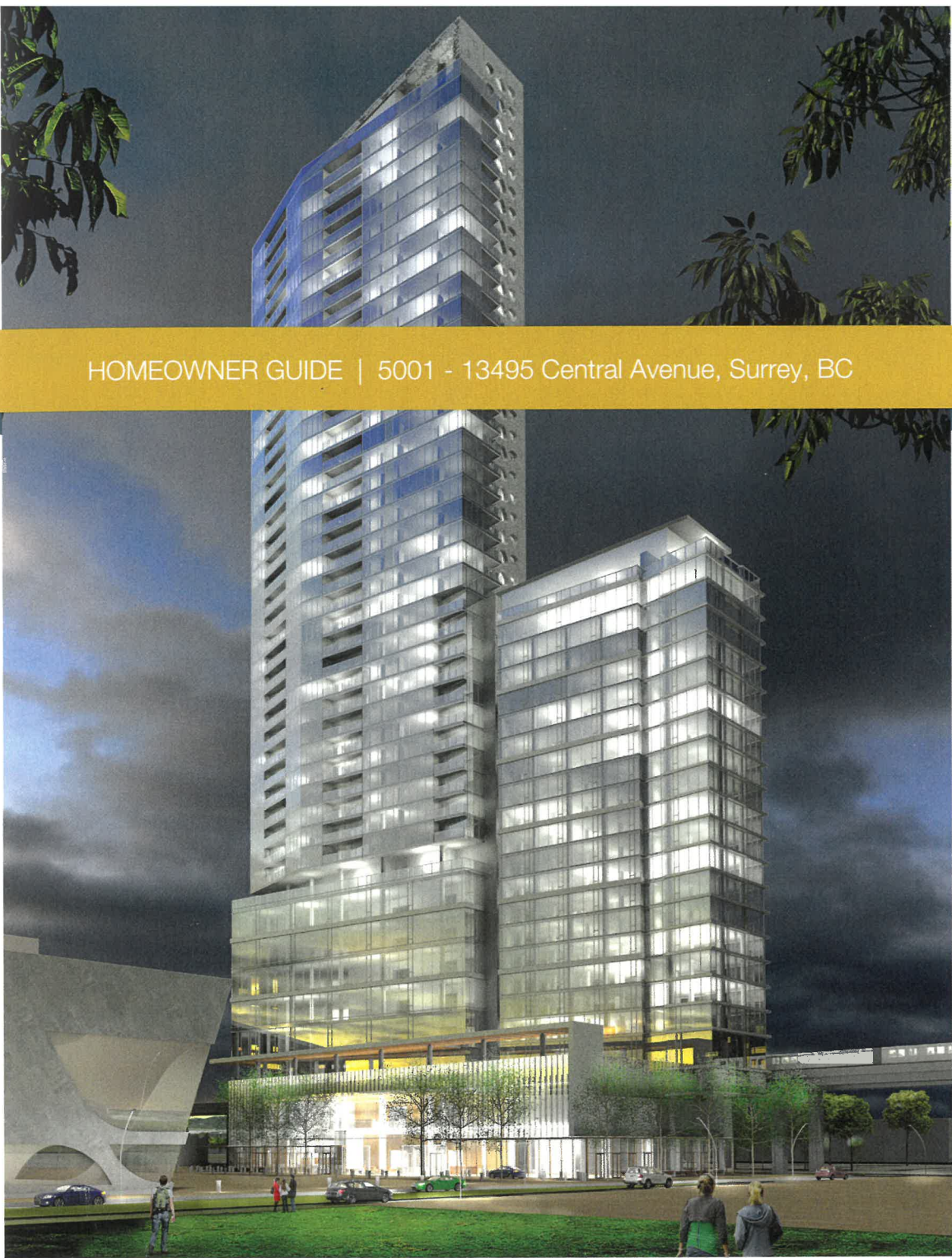


HOMEOWNER GUIDE | 5001 - 13495 Central Avenue, Surrey, BC



CIVIC PLAZA

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.

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.

Log In Now

www.homeinformationpackages.com

Login ID: BC00612140

Password: cent65z

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

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 www.homeinformationpackages.com to access even more information about the products in your home!

Developer's Message

Dear Homeowner,

Welcome to the 3 Civic Plaza community, and congratulations on the purchase of your new home!

We would like to take this opportunity to provide you with important information to have as a property owner at 3 Civic Plaza.

Century Group has been building homes for over 60 years, and we take great pride in serving our customers and creating vibrant, liveable communities that offer durable value and lasting beauty. Our team consists of experienced development experts, architects, interior designers and engineers. Using the best materials available, we build resilient and attractive homes, giving each detail the attention it deserves.

This homeowner guide is intended to be your resource for information about your residence. It will provide you assistance in the unlikely event that something in your home doesn't work as expected.

Most importantly, it provides insight into the care and maintenance requirements for your home. Whether it is newly built or an existing home, routine maintenance and timely repairs will maintain your investment and ensure that you receive all the warranty coverage offered by the warranty program. From the day you move in, your home will undergo wear and tear like any other product which is subject to use. However, if the instructions in this guide are carefully followed, you should be able to prevent many issues from arising and be able to take care of most of the maintenance yourself with only occasional reliance on professional service personnel over the years you live in your home.

We want your new home buying experience to be as easy and carefree as possible. We encourage you to log in to the Conasys homeowner portal and view the online library of information we have made available to you.

Again, we thank you for buying one of our homes and look forward to serving you. We hope that you will be so enthused about your home that you will recommend Century Group to others.

Sincerely,

Century Group
(Surrey Centre Residential Limited Partnership)

25th Floor, Central City Tower
13450 102 Avenue
Surrey, British Columbia V3T 5X3
604-943-2203
CenturyGroup.ca

Living at 3 Civic Plaza

My Building

The strata property manager assigned to 3 Civic Plaza is:

Barbican Property Management Inc.

Email: 3CP@BarbicanPM.ca

Phone: 604.424.8276

Where to Get My Mail

The mail room is located on the Lobby level directly across from the residential elevators.

How to Book the Elevator for Move Ins

Before moving in, you must schedule a move-in date and time in order to reserve an elevator for your use. Please schedule your move-in through our online system: <https://calendly.com/3cp-move-in>

Move-ins are bookable only as 2 hour timeslots between 10am-8pm until **30 September 2018**. For bookings after **30 September 2018**, please contact your strata property manager via email at 3CP@BarbicanPM.ca.

Location of Recycling and Refuse

The Recycling and Refuse room is located on the North side of the parkade on P1 across from the elevator lobby. This room is for residential use only.

Radiant Heating and Cooling

3 Civic Plaza uses a radiant heating and cooling system to maintain room temperatures, providing warm or cool gentle temperatures by circulating warmed or chilled water through a network of pipes installed in the ceiling of your residence. The thermostat in the room controls the flow of water, which in turn manages the room temperature.

Your window blinds are made of special material to reduce radiant heat. For best cooling results, blinds should remain closed during the day with windows open.

The main bathroom fan is attached to a wall timer set to run in four-hour intervals. This helps circulate the air and is essential for avoiding condensation on your windows. If your windows show condensation, open a window and turn on the main bathroom fan.

For more information regarding the radiant heating and cooling system, please refer to your Conasys online homeowner portal.

Cleaning and Waste Management

Your Role in Keeping Your Home Green & Maintained

You can further reduce energy and water bills, and your environmental footprint, by following basic measures for conservation (i.e., using less energy, water, and other resources). In addition, the day-to-day behavioral choices that you make in other areas of your life, such as transportation, cleaning, and purchasing, can greatly affect your overall environmental footprint. The green lifestyle tips suggest behavioral choices that will help you live more sustainably, and that will often help save you money as well.

Cleaning Materials, Methods, and Supplies

When it comes to cleaning for LEED buildings, the intent is to reduce the use of chemicals and toxins that can hurt human health, building finishes, indoor air quality and the environment. Green cleaning is the use of cleaning products and practices that have lower environmental impacts and more positive indoor air quality impacts than conventional products and practices.

Green Cleaning tips:

Look for cleaning products that have environmental certification such as the 'Ecologo' or 'Green Seal'. Alternatively, for many cleaning tasks around the home, you can use products that you might already have on hand:

A vinegar and water solution can be used to clean and freshen many surfaces around the home, including walls and cupboards. It also works well to clean windows.

Baking soda has many uses including absorbing odours, cleaning bathtubs, and deodorizing rugs and carpets.

Lemon juice can be used to help dissolve soap scum and hard water deposits. When added to a vinegar/water cleaning mixture, it also helps neutralize the vinegar smell.

Cornstarch (as well as baking soda) can be used to help deodorize rugs and carpets. Sprinkle about 1 cup per room, then vacuum after 30 minutes.

Pest Management

Pest management is often about good housekeeping. Make sure food is stored safely and is inaccessible to potential pests. Avoid the use of pesticides to remove pests as these will degrade your indoor air quality and can introduce asthma and other hazards. Opt instead for mechanical removal such as traps and flypaper.

Waste Management

Locally and globally we are moving to a future of Zero Waste and there are many resources to help us achieve this. The goal of Zero Waste, and our responsibility is to minimize and ultimately eliminate waste by reducing consumption, repairing and reusing, composting, and recycling. It's important that we are aware of 'what goes where' in terms of our waste, including items that are banned from our garbage. The City of Surrey has resources for managing waste in your building. Link to:

<https://www.surrey.ca/city-services/14487.aspx>

Getting to Know My Home

Make sure to familiarize yourself with how to operate the various systems in your home. This document provides several tips, but be sure to contact your 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.

Address Update

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

Circuit Breaker Panel

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

- **If power to a device or electrical outlet goes out**, check to see if one of the circuit breakers has tripped. If a breaker has tripped, be sure to push it all the way to the OFF position until it clicks, then switch it all the way to the ON position until it clicks.
- **If your home loses power**, first check to see if the main breaker to your home has tripped. If not, then check if other homes in your area are affected. Turn off all lights, small appliances, and computers, as these can be damaged by an electrical surge when power is restored.

Document Storage

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

Fire Safety

Purchase a fire extinguisher for your home and keep it close to the kitchen, .

Fire Sprinklers

Fire sprinklers usually operate on a glass filament inside them which may break if the sprinkler is struck, causing them to discharge unnecessarily. Be careful not to contact them if you are moving furniture. Do not hang anything from them.

Floor Protection

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

Humidity

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

Smoke Detectors

Find all the smoke detectors in your home and test them all if not done during your home orientation. Plan your evacuation routes in case of an emergency.

Warranty Cards

Complete any applicable manufacturer's warranty cards.

Water Shut-Off Valves

Check for the location of your water shut-off valves, as these will help in the event of a leak. Your toilet has its own water shut-off valve, and your sinks, dishwasher and laundry pipes may also have individual hot and cold water shut-offs. If they do not and you live in a multi-unit building, your building likely has water shut-off valves for your unit. 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, which could damage your or a neighbour's home.

Thermostat

Your home's room temperature is maintained by a radiant heating and cooling system, which provides warm or cool temperature by circulating warmed or chilled water through a network of pipes installed in the room ceilings. The thermostat in the room controls the flow of water, which in turn manages the room temperature.

Strata Living

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

What Is a Strata Unit?

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

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

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

Strata Lot

The exact boundaries of each strata lot are identified in a strata plan.

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

Common Property

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

Limited Common Property

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

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

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

The standard bylaws can be amended to change the repair and maintenance responsibilities.

The Strata Corporation

What is a Strata Corporation?

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

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

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

What does a Strata Corporation Do?

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

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

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

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

- Preparing, retaining and making accessible various records;
- Holding general meetings, or obtaining the appropriate waiver of general meetings;
- Giving notices of general meetings;
- Preparing "Information Certificates" (Form B) and "Certificates of Payment" (Form F);
- Ensuring that the strata corporation address is correct at the Land Title Office;
- Maintaining and repairing common property, except any limited common property that the owners may have to maintain under the bylaws;
- Complying with work orders which deal with common property;

- Maintaining a contingency reserve fund which is accounted for separately from the operating fund;
- Paying common expenses;
- Determining the amount of contributions which owners must make to the operating fund and contingency reserve fund;
- Preparing annual budgets;
- Informing owners of any changes to strata fees;
- Obtaining adequate insurance coverage; and
- Informing owners if the strata corporation is sued.

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

The Strata Council

What is a Strata Council?

The strata council is comprised of a number of owners (or their representatives). The Act states that the strata council's role is to: "exercise the powers and perform the duties of the strata corporation, including enforcement of bylaws and rules". More specifically, the strata council's role is to:

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

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

How is the Strata Council formed?

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

Who is eligible to sit on the Strata Council?

The following persons are eligible to sit on strata council:

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

What about Strata Council Meetings?

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

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

Your Rights and Responsibilities

The Rights of Strata Lot Owners

Owners have the right to:

- Vote at a general meeting, unless:
 - Pursuant to a bylaw they are ineligible to vote on resolutions needing to be passed by a majority or $\frac{3}{4}$ vote, due to unpaid strata fees or other monies owing;
 - They have assigned their right to vote on certain matters to tenants or mortgagees;
 - They no longer have a vote due to an automatic assignment to:
 - a tenant who is a family member, as defined in the Regulations;
 - a residential tenant with a lease of three years or greater; or
 - they lack the capacity to vote or are under sixteen years of age;
- Under the Standard Bylaws, attend strata council meetings as observers for matters other than bylaw contravention, rental hardship, or matters affecting an individual's privacy;
- Direct the actions of or limit the powers of the strata council by majority vote at general meetings;

- Obtain insurance for:
 - Loss or damage to his or her strata lot for perils not covered by the strata corporation insurance;
 - Improvements built or installed on the strata lot;
 - Loss of the rental value of his or her strata lot; and
 - Liability for property damage and bodily injury that occurs either on his or her strata lot or on the common property;
- Seek a court or arbitration order to:
 - Prevent a person who holds more than 50% of the votes, including proxies, from exercising those voting rights;
 - Require the strata corporation to perform a duty under the Act, Regulations, or bylaws or rules; and,
 - Require the strata corporation to stop contravening the Act, Regulations, bylaws or rules.

Owners do not have the right to:

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

The Obligations of Strata Lot Owners

Strata lot owners must do the following:

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

What Owners Should Be Willing to Do

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

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

Resolving Complaints

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

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

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

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

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

What to Do in Case of Fire

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

General Fire Safety Information

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents of the fire hazard if it is safe to do so.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Do not use the elevator in a fire.
- Never open doors that are hot to the touch. Feel doors for heat with the back of your hand before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- 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.

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

Smoke Detectors

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

Portable Fire Extinguishers

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

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

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

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

Before you attempt to fight a fire make sure that:

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

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

Choose 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 extinguishers may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.
Class B	Class B extinguishers are appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.
Class C	Class C extinguishers may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.
Class D	Class D extinguishers 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 your home.

Installation and Maintenance

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

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

Use The P.A.S.S. Word

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

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

What to Know About Carbon Monoxide

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

Primary Sources of Carbon Monoxide

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

Know The Symptoms

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

Safety Tips

Here are some tips for avoiding CO poisoning:

- Check to ensure that CO alarms are installed in a central location outside each sleeping area and on every level of the home.
- Make sure the alarms are certified by a recognized testing lab such as CSA or ULC.
- Test your alarms at least once a month and replace batteries or alarms as necessary.
- If the alarm sounds, move immediately to a fresh air area and open nearby windows and doors. Make sure everyone in the home is accounted for and moved to a safe location. Call for help from a fresh air location and wait there for safety personnel.
- Never warm up your car inside a closed garage. Move it outside after starting it.
- Never leave any kind of vehicle or motor engine running indoors or inside a garage, even with the door open.
- When starting and running your vehicle, make sure the exhaust pipe is not blocked by snow or other obstructions.
- If you have a vehicle with a tailgate, make sure you drive with the windows open if the tailgate is open, otherwise CO from the exhaust will be pulled into the cab of the vehicle.
- Never use a stove or oven for heating. Always check that stoves and ovens are off before leaving the home or going to bed.
- Never burn charcoal indoors.
- Your local natural gas provider adds foul-smelling odorant to natural gas to give it the signature "rotten egg" smell. If you smell gas in your home, immediately move to a fresh air location and open nearby windows and doors. Call for help from a fresh air location and wait there for safety personnel.

Emergency Preparedness

Public Safety Canada recommends that you follow these 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 neighbours understand your special needs including allergies, medical history/conditions, medications, recent vaccinations, and surgeries.
- **Safe home instructions** – ensure everyone in your household knows the location and operating instructions for: the fire extinguisher, water valve, electrical box, gas valve, and floor drain.

Get A Kit

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

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

In an Emergency

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

My Home

Get to know the details of what makes up your home in this section, with information like model numbers of the items installed and paint codes, as well as contact information for the companies that worked on your home.


- My Home Systems, Fixtures and Finishes
- My Home Contacts

You can find this information in your online portal in the “My Home” and “Address Book” sections.

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.

A	Smoke Detector/Alarm	
B	Model: 2012HA/Temp-3 Sounder	
	Location: Hallway	D
C	Manufacturer: System Sensor Inc	Manufacturer Warranty: 1 yr Limited
	Supplier: Electrical Supplies Inc	
	Installer: Electrical Supplies Inc	
	 Documents Online	E
	Specification, Operation, Care, Warranty	

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

www.homeinformationpackages.com

Login ID: BC00612140

Password: cent65z

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

Appliances

Cooktop

Model: HK654070XB

Location: Kitchen

Manufacturer: AEG Electrolux
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

Manufacturer Warranty: 2 yr Limited Parts & Labour



Documents
Online

Specification, Operation, Care, Warranty

Dishwasher

Model: EIDW1805KS

Location: Kitchen

Manufacturer: Electrolux Home Products
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Dryer

Model: YWED74HEFW

Location: Laundry

Manufacturer: Whirlpool Canada LP
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Oven

Model: BC3000001M

Location: Kitchen

Manufacturer: AEG Electrolux
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

Manufacturer Warranty: 2 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Range Hood

Model: E1224SSLS

Location: Kitchen

Manufacturer: Broan-NuTone Canada Inc
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

Manufacturer Warranty: 1 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Appliances

Refrigerator

Model: BRFB1042SS

Location: Kitchen

Manufacturer: Blomberg International
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

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



Documents
Online

Operation, Care, Warranty

Washer

Model: WFW7490FW

Location: Laundry

Manufacturer: Whirlpool Canada LP
Supplier: Coast Wholesale Appliances LP
Installer: Coast Wholesale Appliances LP

Manufacturer Warranty: 1 yr Limited



Documents
Online

Operation, Care, Warranty

Electrical

Smoke Detector/Alarm

Model: P1235CA

Location: Other

Manufacturer: Kidde Canada
Supplier: Chambers Electrical Corp
Installer: Chambers Electrical Corp

Manufacturer Warranty: 10 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Smoke/Gas Detector/Alarm

Model: 900-0133

Location: Other

Manufacturer: Kidde Canada
Supplier: Chambers Electrical Corp
Installer: Chambers Electrical Corp

Manufacturer Warranty: 5 yr Limited



Documents
Online

Specification, Operation, Care, Warranty

Exterior

Railing

Model: Aluminum/Glass
Location: Exterior

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

Manufacturer Warranty: Limited



Documents
Online

Care, Warranty

Windows - Aluminum

Model: 9000 & 9000 SSG Series Window Wall
Location: Exterior

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

Manufacturer Warranty: 2-5-10 yr Limited



Documents
Online

Care, Warranty

Interior

Backsplash - Tile

Model: Classic/Plank Glass Mosaic/White Blend

Location: Kitchen

Manufacturer: Design & Direct Source

Manufacturer Warranty: N/A

Supplier: Southland Tiles Inc

Installer: Southland Tiles Inc



Documents
Online

Care

Cabinet

Model: Salina/Walnut Veneer

Location: Kitchen, Main Bath

Manufacturer: Benson Industries Ltd

Manufacturer Warranty: 2 yr Limited

Supplier: Benson Industries Ltd

Installer: Benson Industries Ltd



Documents
Online

Care, Warranty

Countertops - Quartz

Model: 4600/Organic White

Location: Kitchen

Manufacturer: Caesarstone

Manufacturer Warranty: Lifetime Limited

Supplier: Southland Tiles Inc

Installer: Southland Tiles Inc



Documents
Online

Care, Warranty

Countertops - Quartz

Model: 6600/Nougat

Location: Main Bath

Manufacturer: Caesarstone

Manufacturer Warranty: Lifetime Limited

Supplier: Southland Tiles Inc

Installer: Southland Tiles Inc



Documents
Online

Care, Warranty

Flooring - Carpet

Model: Custom/50341-J8924

Location: Closet, Master Bedroom

Manufacturer: Mohawk Industries

Manufacturer Warranty: See Warranty Sheet

Supplier: Ploutos Enterprises Ltd

Installer: Ploutos Enterprises Ltd



Documents
Online

Care, Warranty

Interior

Flooring - Hardwood

Model: Brushed Oak/Dune

Location: Dining Room, Entry, Hall, Kitchen, Living Room

Manufacturer: Kentwood Floors Inc

Manufacturer Warranty: 50 yr Limited Finish

Supplier: Ploutos Enterprises Ltd

Installer: Ploutos Enterprises Ltd



Documents
Online

Specification, Care, Warranty

Flooring - Tile

Model: Forest Series/12x24/BG6312/Light Grey

Location: Main Bath

Manufacturer: Ottimo Ceramics

Manufacturer Warranty: N/A

Supplier: Southland Tiles Inc

Installer: Southland Tiles Inc



Documents
Online

Care

Paint

Model: SW 6671/Curry

Location: Accent Walls

Manufacturer: The Sherwin-Williams Company

Manufacturer Warranty: N/A

Supplier: New York Painting and Coating Ltd

Installer: New York Painting and Coating Ltd



Documents
Online

Care

Paint

Model: SW 7006/Extra White

Location: Ceilings

Manufacturer: The Sherwin-Williams Company

Manufacturer Warranty: N/A

Supplier: New York Painting and Coating Ltd

Installer: New York Painting and Coating Ltd



Documents
Online

Care

Paint

Model: SW 7014/Eider White

Location: Walls

Manufacturer: The Sherwin-Williams Company

Manufacturer Warranty: N/A

Supplier: New York Painting and Coating Ltd

Installer: New York Painting and Coating Ltd



Documents
Online

Care

Interior

Wall Tile

Model: Classic/Color Walls/4x16/Arctic White Matte
Location: Main Bath

Manufacturer: Design & Direct Source
Supplier: Southland Tiles Inc
Installer: Southland Tiles Inc

Manufacturer Warranty: N/A

 Documents
Online Care

Window Shades

Model: Rollershade/Vertilux Polyscreen Vision Fabric/403-0-004-20-00200
Location: Other

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

Manufacturer Warranty: 5 yr Limited

 Documents
Online Care, Warranty

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.**

AEG Electrolux | Manufacturer

905-829-3980 • www.aeg.com
2278 Speers Rd, Oakville, ON L6L 2X8

Barbican Property Management | Property Manager

604-424-8276
2500 - 13450 102 Ave, Surrey, BC V3T 5X3

Benson Industries Ltd | Installer, Manufacturer, Supplier

604-266-4700 • www.bensoncabinets.com
103 - 1750 75 Ave W, Vancouver, BC V6P 6G2

Blomberg International | Manufacturer

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

Brite Blinds | Installer, Manufacturer, Supplier

604-420-8820 • www.briteblinds.ca
4275 Phillips Ave, Burnaby, BC V5A 2X4

Broan-NuTone Canada Inc | Manufacturer

905-670-2500 • www.broan-nutone.com
1140 Tristar Dr, Mississauga, ON L5T 1H9

Caesarstone | Manufacturer

877-978-2789 • www.caesarstoneus.com
11830 Sheldon St, Sun Valley, CA 91352

Chambers Electrical Corp | Installer, Supplier

604-526-5688 • www.chamberselectric.com
101 - 204 Cayer St, Coquitlam, BC V3K 5B1

Coast Wholesale Appliances LP | Installer, Supplier

888-988-8282 • www.coastappliances.com
8488 Main St, Vancouver, BC V5X 4W8

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.

Design & Direct Source | Manufacturer

503-525-0600 • www.designanddirectsource.com
1000 - 1532 SW Morrison St, Portland, OR 97205

East & West Alum Craft Ltd | Installer, Manufacturer, Supplier

604-438-6261 • www.ewalumcraft.com
7465 Conway Ave, Burnaby, BC V5E 2P7

Electrolux Home Products | Manufacturer

905-813-7700 • www.electrolux.com
5855 Terry Fox Way, Mississauga, ON L5V 3E4

Kentwood Floors Inc | Manufacturer

604-395-2000 • www.kentwoodfloors.com
718 Eaton Way , Delta, BC V3M 6J9

Kidde Canada | Manufacturer

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

Mohawk Industries | Manufacturer

800-233-4490 • www.mohawk-flooring.com
PO Box 12069, Calhoun, GA 30703

New York Painting and Coating Ltd | Installer, Supplier

604-572-4209 • newyorkpaintingltd.com
7486 149 St, Surrey, BC V3S 0T9

Ottimo Ceramics | Manufacturer

714-808-0802 • www.ottimoceramics.com
1429 N State College Blvd, Anaheim, CA 92806

Ploutos Enterprises Ltd | Installer, Supplier

604-875-6484 • www.ploutos.ca
120 W 3 Ave, Vancouver, BC V7M 1E5

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.

Southland Tiles Inc | Installer, Supplier

604-875-0883

4168 Fraser St, Vancouver, BC V5V 4E8

Starline Architectural Windows Ltd | Manufacturer

604-882-6855 • www.starlinewindows.com

9380 198 St, Langley, BC V1M 3C8

Starline Windows (2001) Ltd | Installer, Supplier

604-882-5100 • www.starlinewindows.com

19714 96 Ave, Langley, BC V1M 3B9

Surrey Centre Residential Limited Partnership | Builder

604-943-2203 • www.centurygroup.ca

2500 - 13450 102 Ave, Surrey, BC V3T 5A2

The Sherwin-Williams Company | Manufacturer

800-474-3794 • www.sherwin-williams.ca

170 Brunel Rd, Mississauga, ON L4Z 1T5

Travelers Insurance Company of Canada | Warranty Provider

604-682-2663 • www.travelerscanada.ca

2500 - 650 West Georgia St, Vancouver, BC V6B 4N7

Whirlpool Canada LP | Manufacturer

800-807-6777 • www.whirlpoolcanada.com

1901 Minnesota Crt, Mississauga, ON L5N 3A7

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
- Who Do I Contact for Warranty Service?
- Service and Repair During My Home Warranty

My Home Warranty

Warranty Provider: Travelers Insurance Company of Canada
Policy Number: 80194609

IMPORTANT: Please consult your Warranty Certificate for confirmation of the information above. Note that more information on the specifics of your new home warranty coverage, most importantly Limitations and Exclusions, is available online at TravelersCanada.ca along with further details about your new home warranty, including Limitations and Exclusions.

Coverage

2 Year Materials & Labour Warranty

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

5 Year Building Envelope Warranty

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

10 Year Structural Defects Warranty

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

Limitations and Exclusions

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

- Normal shrinkage of materials caused by drying after construction;
- Materials, labour, or design supplied by an owner/occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement;

- 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.

Your Responsibilities

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

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

1. Owners are required to mitigate any damage to a new home, including damage caused by defects or water penetration, as set out in your home warranty insurance.
2. The duty to mitigate is met in part through timely notice in writing to the warranty provider.
3. Owners must also take all reasonable steps to restrict damage to the new home if the defect requires immediate attention.
4. Owners' duty to mitigate survives even if
 - a. the new home is unoccupied,
 - b. the new home is occupied by a party other than the owner,
 - c. water penetration does not appear to be causing damage, or
 - d. the owner advises a condominium corporation about the defect (if applicable).

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

Warranty:

- In suite warranty is one year from your possession date as per the HPO (BC Licensing and Consumer Services) warranty (all interior appliances and finishes).
- Please note that the manufacturers of the products may have an extended warranty. Please read all the manufacturers' warranty information.
- The 15 months warranty is the common area warranty and all requests need to be sent to your property manager.
- The 2 year warranty is for mechanical systems that provide heating and cooling to your suite.
- The five year warranty is for water ingress into your suite from the exterior.
- The 10 year warranty is structural.

Who Do I Contact for Warranty Service?

During My New Home Warranty

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

IMPORTANT: For life threatening emergencies, always call 911.

Builder

Surrey Centre Residential Limited Partnership
2500 - 13450 102 Ave
Surrey, BC V3T 5A2
Phone: 604-943-2203
Fax: 604-943-6161
Website: www.centurygroup.ca

Property Manager

Barbican Property Management
2500 - 13450 102 Ave
Surrey, BC V3T 5X3
Phone: 604-424-8276
Email: 3CP@BarbicanPM.ca
Website: www.BarbicanPM.ca

Home Warranty Provider

Travelers Insurance Company of Canada
2500 - 650 West Georgia St
Vancouver, BC V6B 4N7
Phone: 604-684-6574
Fax: 604-682-3096
Website: www.travelerscanada.ca

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

Post-Warranty Contacts

ONLY AFTER your new home warranty period is over, get in touch with your manufacturers, suppliers and installers, as they can help you with any extended product warranties available, help you with a renovation, or supply additional information about the items in your home.

Manufacturers

AFTER your new home warranty period is over, contact the manufacturers of items in your home for information on extended product warranties. The only exception to this is appliances, for which the main warranty contact is usually the manufacturer.

Suppliers

The companies who supplied the products in your home can help you find where to get similar or matching items, such as tile or paint, if you are doing a home renovation or a minor touch-up. **Remember to contact your builder first, if it is still during your new home warranty period.**

Installers

It's often useful to know who installed items in your home, in case in the future you need to use a certified trade you know you can trust. Some installers also guarantee their work, but **contact your builder first, if it is still during your new home warranty period.**

Service and Repair During My Home Warranty

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

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

Classification	Description	Handling
Emergency	<p>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:</p> <ul style="list-style-type: none"> • Water line burst; • Circuit board overload/total loss of electricity; • Total loss of heat (check thermostat and electrical breaker before calling for service). 	<p>For emergency repairs, please contact: Barbican Property Management 604-424-8276 ITC Construction Bibi van Koeveringe bibi@itc-group.com 778-834-0864</p>
Immediate/ Non-Emergency	<p>These defects could pose a safety hazard or could cause greater harm to your home. Examples include:</p> <ul style="list-style-type: none"> • 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. 	<p>These issues should be reported shortly after discovery to prevent further damage and/or reduce the safety hazard.</p>
Low	<p>These items do not require immediate attention. Examples include: drywall cracks or nail pops.</p>	<p>These items should be submitted before the end of the one year warranty period.</p>
Appliances	<p>You require warranty service to one of your household appliances (one year from your possession date).</p>	<p>Contact the appliance manufacturer directly. See the "My Home Systems, Fixtures and Finishes" section or visit your online portal for more information.</p>

IMPORTANT: For life threatening emergencies, always call 911.

Service Request Process

Items for which you request service must be reported in writing to ITC Construction Group. Not only does keeping correspondence in writing ensure accuracy, but also protects you, the homeowner. ITC Construction customer service cannot accept reports for routine warranty items over the phone.

Please do not present service requests to the Property Manager or construction personnel. Requests may unintentionally be neglected, unless it is an emergency like a water leak. **Please report emergency service requests to both ITC Construction and to your Property Manager.**

Please submit all requests in writing via your homeowner portal:

- 1) Log in to your online homeowner portal using your login ID and password.
- 2) Click "Request Service" in the menu options on the left.
- 3) Complete the "New Service Request" form:
 - a. Your contact information (if not already pre-filled in).
 - b. From the dropdown lists, select the location and product being reported.
 - c. Enter a description of the issue - be as descriptive as possible.
 - d. Attach a photo or image, if available and/or applicable (note there is a 10MB file size limit).
 - e. If you wish to report multiple issues, click the 'Add Next Issue' button and repeat steps 'b' to 'd'.
 - f. Indicate the days and times that you will be available for someone to come to attend to your issue(s).
 - g. If you have additional information or comments, such as indicating that your neighbor can also grant access to your unit, please enter these in the 'Other Availability' field.
 - h. Click "Submit."
- 4) You will receive an immediate email notification that your request has been received.

For any water-related emergency please log into the website and submit an electronic request immediately at: www.homeinformationpackages.com. This is the fastest way to reach us.

We also request that you please advise the Property Manager of the emergency situation immediately.

If you are not able to use the service request website, please send us a letter detailing the item(s) of concern. You can help us serve you better by including complete information including your name, address, phone numbers, and a detailed description of the problem. You may mail your warranty service requests to: Customer Service, ITC Construction Group, 564 Beatty St, Suite 800, Vancouver, BC, V6B 2L3.

You may fax your warranty service request to Customer Service at 604-685-0112.

Upon receipt of a service request, Customer Service will respond to you within 5 business days and then arrange for service with the appropriate trade or service personnel. You will then be contacted again by a representative, someone from ITC Construction, to arrange access to your suite for an initial inspection or service.

Please be prepared to provide the service/tradesperson access to your home – note that the builder is obligated only to provide 24 hour notice. Should access to your suite not be possible, warranty can be voided.

Note that it is sometimes difficult to get some trades personnel back to the building, and therefore scheduling a specific date and time is often not possible. Warranty service is available Monday to Friday from 7.00am to 3.00pm.

Service requests must be sent prior to the expiration date of your warranty. This is exactly a year from the date of possession. Any items received after your warranty expiry will not be processed. Completion of service items can normally be expected within 30 business days of our receipt of the request. While this is our goal, the timeline needed to complete some repairs may vary depending on the nature of the situation. Delays may be caused by availability of contractors, availability of materials, weather conditions or access to your home.

Where possible, please save up your requests to be sent in all at once. Scheduling of service personnel and tradespersons will be more efficient, and more convenient to you, the homeowner. Note that contractors are advised to only inspect what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners. Also, if our contractors provide service for an item that is found to be excluded from the warranty, the homeowner will be responsible for the cost of the service provided. Customer Service cannot honour invoices submitted by a homeowner for reimbursement unless the homeowner received prior written authorization from us.

Please note that homeowners are not reimbursed for loss of time from work due to service calls. ITC Construction has outlined the warranty process above. Please ensure you have had a chance to review this prior to placing any service requests for warranty items. Please be aware that it is your duty as a homeowner to maintain your home and mitigate any damage which may arise. Should a situation be made worse for failure to prevent further damage (like in the case of having a major leak but failing to shut the water off) expect that warranties will be voided.

Please also ensure that you have read the manufacturer's operating manuals before placing a service request.

We appreciate your cooperation and will do our best to exceed your expectations.

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.
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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.

Wall Timer and Dehumidistat

Your wall timer operates the bathroom fan(s) in your home on a timed schedule. These are installed according to building code and should run as instructed by your builder. Consult your user manual for instructions on setting it. In some cases, your builder may have pre-programmed it for you.

Dehumidistats help control moisture levels. If your home is equipped with one, it may run on a separate control from the wall timer. It is recommended that you keep the humidity levels in your home between 40-60% to preserve optimum comfort level and protect the furnishings and finishes in your home. Excess dryness will cause wood finishes to crack, and excess moisture will cause mildew to form.

Heating and Ventilation

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. A stiff brush may be used to help remove dirt. When cleaning, take care not to dislodge the balancing weights on the wheel blades.

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.

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. 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. Please refer to the instruction manual for your heating and cooling system.

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.

Carpet

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

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

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

When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags.

Doormats are an excellent way to save your carpets. Use them in high traffic areas with one on each side of exterior doorways.

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

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

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

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

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

- Your wood floors should be maintained according to the manufacturer's instructions. Natural hardwood floors should be cleaned monthly with a wood cleaner recommended by your floor's manufacturer.
- Sweep and vacuum your wood 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 wood floors with water. This will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.
- Exposure to direct sunlight can cause damage, discolouration or fading to wood 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 wood flooring's worst enemies.
- Do not drag heavy appliances or furniture across wood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent wood flooring.
- Install proper floor protectors on furniture used on wood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.
- Every 3-5 years, apply a maintenance coat of finishing product appropriate for your floor. Natural wood floors will likely need sanding and refinishing every few decades. Consider having these steps done by a professional.

Interior Paint

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

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

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

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

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

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

Trim

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

Plumbing

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

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

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

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

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

Bathtubs, Showers, and 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.

Clogged Drains

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

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

Fixtures

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

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

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

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

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

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 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 drywall, steel stud and concrete, 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.

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 air conditioner or heater;
15. To maintain and not obstruct air conditioning primary and secondary condensate lines;
16. To properly use and maintain appliances containing water and other liquids;
17. To prevent clogging of plumbing.

Settlement

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

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

It is best to wait until at least the end of your first year of occupancy before 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.

Monthly

CATEGORY	MAINTENANCE REQUIRED
APPLIANCES	Clean the range hood filter, replace as needed.
ELECTRICAL	Test GFCI/AFCI receptacles and outlets.
INTERIOR	Clean wood flooring with a wood 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	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.
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.
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
INTERIOR	Deep clean carpets and rugs.

Using My Online Portal

Visit your online portal at
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 like Safari (iOS 5 and up) or Google Chrome.
- **On your desktop computer,** the latest versions of Safari, Chrome and 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: 5001 - 13495 Central Avenue, Surrey, BC (the "Property")
Builder or Developer: Surrey Centre Residential Limited Partnership (the "Builder/Developer")
Date: Dec-21-2017 (the "Effective Date")

DISCLAIMER

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