



ROBSON AND RICHARDS

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GENERAL INFORMATION

Important Telephone Numbers

Crosby Property Management Ltd.

Judi Schuman 604-683-8900 ext. 6962
After Hours Emergencies 604-659-2931

The after-hours number is for property management emergencies only.
Non-emergencies should wait until the next business day.

Vancouver Police

Emergency 911
Non-Emergency (604) 717-3321

Ambulance

Emergency 911
Non-Emergencies (604) 872-5151

Fire Department

Emergency 911
Non-Emergency (604) 665-6000

BC Hydro

1-888-769-3766 www.bchydro.com

Terasen Gas

1-800-663-9911 www.terasengas.com

Poison Control Centre

(604) 682-5050 <http://dpic.org>

For additional emergency numbers, please refer to first page of your telephone directory (white pages). You'll also find important information on emergency services, social agencies, and emergency first aid in the front section of your telephone directory.

Mailing Address

The mailing address for R & R is:

**(Your suite number) – 480 Robson Street
Vancouver, BC, V6B 1S1**

Note: Parcels that are too big to fit into the standard mailbox will be forwarded to a nearby postal outlet for pickup, and a card with pickup instructions will be left in the recipient's mailbox instead.

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Building Security

Cobra Integrated Systems is pleased to provide you with a state-of-the-art access control and visitor entry system.

- **Access System**

The access system secures the doors to the building's common areas. These doors include, but are not limited to, the front doors, amenity doors, and overhead gates. The building is locked 24 hours a day.

All locked doors, gates, and floors can be opened using the Dual Technology R.F. Remote and Proximity Fob. The buttons on your fob operate the overhead gates and the proximity chip inside your fob operates the doors. Each time you use your fob to open a door, your access is monitored and logged.

If you lose a fob, you must report it immediately to the Property Manager so it can be deleted from the system and security of your building can be maintained.

- **Overhead Gates**

When approaching the visitor gate, press the GREY transmitter button. If you are a valid user, the gate will open, allowing passage into the parkade areas. The gate will close automatically after a few seconds. To operate the residential gate, press the RED button. For additional security, the residential overhead gate will require the use of your fob 24 hours a day for both entering and exiting. The visitor gate does not require a fob for exiting.

- **Front Door and Parkade Doors**

Simply hold your fob within two inches of the scanner to unlock the door. The scanner will beep when it has read your fob. When the door is unlocked the scanner light turns green.

- **Elevators**

You must use your fob to gain access to the elevator floor button, whether you are going down to the parkade or up to your suite. The only floors that do not require a fob are the ground floor and the P1 parkade level. These floors are always accessible from the elevator so that visitors do not need to be escorted out of the building.

- **Lost, Damaged, or Additional Key Fobs**

If your key fob is lost or damaged, please contact the Property Management Company as soon as possible. Replacement and/or additional remotes, access cards, or key fobs may be purchased directly from the Property Management Company.

- **Panic Stations**

Several panic stations are located in the parkade. These stations are easily identified by a RED stripe approximately 4 feet from the ground. Each panic station is protected by a cover to prevent accidental activation. Each panic station is connected to a strobe light and a siren that are activated when the

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RED mushroom-shaped button is pressed. These are local alarms that are meant to draw the attention of other people in the parkade to a possibly hostile situation. They are NOT monitored by a security service.

- **Camera System**

A number of security cameras are located throughout the building. These cameras are connected to a digital recorder that records 24 hours a day, seven days a week. The system has a storage capacity of up to 30 days, depending on activity levels in the building. The cameras are intended to act as a deterrent and to assist prosecution should a crime be committed.

- **Visitor Entry System**

This visitor entry system operates with your existing telephone or cell phone. To view guest(s), you can switch to channel 116 (399 on digital cable) on your television. In order to provide additional security, your suite number is not listed as a code on the EntryPhone. Your EntryPhone code is 1111 + your suite number.

To use the EntryPhone, a guest simply dials your code or selects your name by scrolling through the electronic directory on the panel. In some instances, owners may choose to have 'Occupant' listed on the electronic display rather than their names. In this case, owners must inform visitors of their entry code prior to their arrival.

To unlock the main door, dial "9" on your telephone. To refuse entry, simply hang up. When you unlock the door the elevator cabs are released to allow the visitor to get to your floor.

If you are on the phone when a visitor attempts to call you using the EntryPhone, you will hear a distinct tone. Use your phone's "Flash" function to answer the EntryPhone call. This action will automatically put the outside line "on hold". You can then speak to the EntryPhone caller and either open the main door by dialing "9" or refusing entry by using the "Flash" function again. Both actions will automatically reconnect you with your original caller so that you may continue your conversation.

- **In-Suite Security**

Each residence is pre-wired for an alarm system. The homeowner is responsible for alarm monitoring.

If you purchased an optional in-suite alarm system and would like the system monitored, Cobra Integrated Systems is pleased to offer R & R residents a preferred monitoring rate of \$20/month plus GST (contract not required). If you would like to purchase an alarm system, the cost is \$600 plus a \$20/month monitoring fee plus GST (no contract required). Alternatively, you can lease to own a security system for \$31/month plus GST, based on a 36-month contract. To order, please call Cobra Integrated Systems at 604-664-7671 during regular business hours.

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- **Security Tips**

These simple precautions may help prevent break-ins:

- Report any break-ins, vandalism or suspicious persons to the police by calling 911, and subsequently call the building's property management company.
- Report lost transmitters/fobs to your concierge promptly. They are able to deactivate the transmitter so that it is rendered useless if someone attempts to use it.
- After entering or exiting from the parkade, please watch the gate close behind you. If anyone unfamiliar enters before the gate closes, call the Property Manager. Do not approach the person directly.
- Do not prop entry doors open, and ensure that they close behind you.
- Do not let people into the building that you do not know. If they wish to enter the building, politely ask them to use their own access transmitter or contact the homeowner of the suite they wish to visit.
- Be sure your vehicle is locked when left unattended and that all valuables are removed. If valuables must remain in the car, ensure they are out of sight.

Parking

Parking stalls in the underground parkade have been allocated to each strata lot in accordance with the Disclosure Statement. The numbered parking stalls have been designated as Limited Common Property ("LCP"), and a legal document has been registered in the BC Land and Title Office designating a specific numbered stall to each strata lot. A LCP designation can only be changed by a 75% vote of the Strata Corporation, and as such they cannot be changed by the Developer or the Property Manager. Please do not use any parking stall except the numbered parking stall that has been assigned to your strata lot.

Visitor Parking

To gain access to parking, visitors must ring the suite they are visiting using the parkade EntryPhone, and be granted access by the homeowner.

Garbage

Garbage and recycling bins are located on the loading dock, which is accessed from the service hallway next to the elevators on the main floor.

Bike Storage

The bike storage rooms are all located within the parking levels and can be accessed using your Common Area key. Contact the Property Management Company regarding bicycle locker allocation.

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Fitness Room & Common Terrace

The fitness facility and terrace are located on the 4th floor. If you have any questions regarding these areas, please contact the Property Manager.

Utilities

Utility hook-up arrangements should be made directly with the utility companies themselves. You are responsible for all hook-up charges and on-going monthly costs for all utilities. Internet services can be provided by Telus, Shaw, or any other provider you choose.

Because gas is included in your monthly maintenance fee, there are no individual gas meters. You do not have to contact Teresan for service hook-up.

The cost for hot water is also included in your monthly Strata fees.

Here are a few contact numbers you might need:

Cable	Shaw	604-629-8888	www.shaw.ca
Hydro	BC Hydro	604-224-9376	www.bchydro.com
Telephone	Telus	604-310-2255	www.telus.ca

Home Improvements

Please contact the property management company in writing if you are considering any major renovations to your home. You are required to ensure that the appropriate permits are obtained from the City of Vancouver, and that any alterations are to code.

Also note that warranties may be voided as a result of renovations/alterations. Provide the Property Manager a fully itemized list of alterations in writing. Please be aware that as per the limited warranty, any component that is altered by privately hired contractors will be excluded from the warranty.

Moving In/Moving Out

Please contact the Property Manager prior to moving in or out, as an elevator must be reserved, and also notify your property management company in order for them to maintain accurate records.

Renting Out Your Home

Please inform the property management company if you will be renting your suite. You must abide by the Strata Corporations' regulations and have the necessary applications forms approved and signed before your tenant can move in. Please contact the Property Manager for details. Please ensure that your tenants are familiarized with the building procedures and suite features. Note that if customer service receives a service request from a tenant that does not fall under warranty, they must discuss the matter with the legal homeowner before any service can be rendered.

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PROPERTY MANAGEMENT

Your Strata Corporation BCS 1783; R & R is professionally managed by:

CROSBY PROPERTY MANAGEMENT LTD.

#600 - 777 Hornby Street

Vancouver, B.C.

V6Z 1S4

Phone: (604) 683-8900

Fax: (604) 689-4829

Ms. Judi Schuman is the assigned Property Manager for R & R and will be contacting you shortly by letter to advise you of the exact amount and the commencement date of your strata fees and provide you with some additional information on your Strata Corporation and the services offered by *Crosby Property Management Ltd.* Judi will be coordinating the First Annual General Meeting and formal notice of this meeting will be provided at a later date.

Services

Telephone, cable and electrical hook-up arrangements should be made directly with the companies concerned. You are responsible for all hook-up charges and on-going monthly costs.

Common Property

The common property includes all areas beyond each owner's strata lot boundaries, i.e. hallways, lobbies, walkways, elevators, landscaped, parking and storage areas, and the amenities within the project. Common property also includes all pipes, wires, cables, chutes, ducts, facilities for the passage of water, sewage, drainage, gas, oil, electricity, heating and cooling systems, and other services contained within a floor, wall or ceiling of a building, where the centre of the floor, wall or ceiling forms the common boundary between two strata lots or between a strata lot and common property, and which is capable of being used in connection with the enjoyment of more than one strata lot or common property.

Common property may also be designated as Limited Common Property for the exclusive use of one or more strata lots. This designation is shown on the Strata Plans and normally consists of patios, balconies, parking and storage areas. Owners are referred to their Disclosure Statement for a list of limited common property areas.

Alterations affecting the visual appearance of a strata lot from the common property or another strata lot must first receive the written approval of the Strata Council as do any changes affecting the structural integrity of the buildings.

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Insurance

The Strata Corporation must obtain and maintain adequate replacement value insurance for the buildings, common facilities and other insurable improvements owned by the Strata Corporation against fire and other perils. This insurance normally includes coverage for all of the fixtures, flooring, window coverings, appliances, etc. within each strata lot to the extent that these were purchased in the original purchase agreement from the Developer. However, it does not include personal property or improvements made to the strata lot subsequent to the purchase of the unit. Please consult your personal insurance agent for details on your required coverage.

In addition, the Strata Corporation may obtain and maintain adequate insurance against other perils including liability.

Strata Corporation and Owner Responsibilities

The Strata Corporation has some important responsibilities to its Owners: to obtain and maintain replacement value insurance on the buildings, common facilities and any insurable improvements; to keep in a state of good and serviceable repair and properly maintain the common property, facilities and assets of the Corporation; to establish a operating fund and Contingency Reserve Fund sufficient for the control, management and administration of the common property; to collect and receive all contributions toward the common expenses paid by the Owners and to pay all sums of money properly required to be paid on account of all services, supplies and assessments pertaining to, or for the benefit of, the Corporation.

As a member of the Strata Corporation, Owners are obligated to abide by the Bylaws and Rules of the Strata Corporation. Of particular importance, the Owners must appreciate that some of the rights associated with single family home ownership may not be the same for strata living - such as the right to advertise on common property, to rent your strata lot, to keep pets, to make alterations to your strata lot and the joint ownership of the assets of the Strata Corporation.

The quality of lifestyle is often closely related to the Owner's understanding of the role of the Strata Corporation and his or her duties as an Owner.

Strata Property Act

The Strata Property Act is the legal document, which sets out the standards for operations of all strata corporations. It outlines the duties and powers of the Strata Corporation as well as the Owners, and the parameters under which the community is required to operate.

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Bylaws

The Strata Corporation Bylaws establish policies for the operation of the Strata Corporation, which enable Owners to live in harmony with one another using common sense and consideration for others. The initial Bylaws for your Strata Corporation are contained within your Disclosure Statement. A complete package of your Bylaws will be provided to you at a later date. As an Owner it is extremely important that you read, understand, and comply with the Bylaws and Rules of the Strata Corporation. Understanding and compliance prevent unfortunate confrontations or fines, in particular when the Strata Corporation enforces bylaws of which the Owner did not make themselves aware.

The Bylaws can only be changed by way of a 3/4 vote at a General Meeting of the Owners.

The Strata Council

The Strata Council is composed of between 3 and 7 Owners who are elected by their fellow Owners at the Annual General Meeting for the purpose of setting policy and seeing to it that the Strata Corporation operates within the parameters of the Strata Property Act and their established Bylaws. They are empowered to enact Rules pertaining to the enjoyment, safety, and cleanliness of the common property, common facilities or other assets of the Strata Corporation.

Strata Council meetings are normally held on a regular or as required basis depending on current Strata Corporation business. Owners input to the Strata Council should be forwarded to the management company at least 9 days prior to the next meeting of the Council. Copies of the Council meeting minutes are normally distributed to all Owners, although this decision is left with the elected Council.

Professional Management

Crosby Property Management Ltd. has been appointed the property management company for your Strata Corporation and has been providing professional property management services to condominium communities in the Lower Mainland for over 29 years. We have the necessary management skills and expertise along with a fully qualified staff to effectively manage your Strata Corporation and can ensure that your interests are properly represented at all times.

Generally, the services provided by *Crosby Property Management Ltd.* include the following, but are adjusted based on the specific requirements of each Strata Corporation:

- Maintaining all records as required within the Strata Property Act including owners and tenants register, bylaws and rules, Annual General Meetings, Special General Meetings and Council meeting minutes, resolutions of the Strata Corporation, and any legal agreements, leases, easements, right of ways, etc. that the Strata Corporation is a party to.

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- Providing a comprehensive information package to all new owners including emergency contact and pre-authorized chequing forms.
- Collecting of all strata fees, special levies and other charges levied against specific strata lots. Depositing all funds collected in a trust account.
- Following up on collection of all delinquent accounts including sending statements, letters, levying fines, filing liens, contacting the financial institutions and coordinating legal proceedings if required.
- Reviewing, coding, posting and payment of all invoices. Keeping proper books of accounts and preparing monthly financial statements which are provided to the Council by the 15th of each month.
- Producing operating budget and schedules of strata fees for Council review and assisting Council with full budgeting process. Assisting Council with long term capital planning and contingency/maintenance reserve fund requirements.
- Organizing and attending the Annual General Meeting and any Special General Meetings of the Strata Corporation and Council Meetings in accordance with our contract, including preparing and distributing the Agenda and Minutes of the meetings. Ensuring all legal and procedural requirements at all meetings are adhered to.
- Attending to all correspondence and responses as directed by Council and producing other related secretarial work.
- Assisting owners with enquiries and repair requests.
- Obtaining quotations and initiating repair work and contracts as required. Negotiating and monitoring of service and maintenance contracts.
- Assisting Council with the enforcements of Bylaws and Rules and ensuring that all fire regulations are adhered to.
- Providing regular site inspections of the building and property. Supervising all on site and relief staff.
- Providing complete payroll services and records as required including CPP, EI and WCB remittances and bonding of employees. Ensuring employees have completed the required WHMIS training.
- Ensuring the assets of the Strata Corporation are appraised on an annual basis and that adequate replacement value insurance coverage is in place. Coordinating, filing and finalizing all insurance claims and ensuring that proper procedures are followed.
- Issuing of information certificates required for the conveyance of a strata lot.
- Informing Council of legislative changes affecting the property management industry.

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- Providing professional advice to Council and all owners on matters relating to the Strata Property Act, the Bylaws and Rules and the function and operation of their Strata Corporation.
- Providing bulk purchasing discounts, preferred contractors rates and pooled interest benefits.
- Providing after hours emergency service to all owners.

Please do not hesitate to call your property manager, Ms. Judi Schuman at 604-689-6962 should you require any further information.

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EMERGENCY PROCEDURES

Fire Planning & Prevention

When moving into your new home at R & R, it is crucial to familiarize yourself and your family with the escape route and fire extinguisher procedures.

Know how to deal with different types of fires and have a pre-determined plan of action.

Fires may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared will not only reduce damage to your home but save the lives of you and your family.

Fire Prevention

The best way to fight fires is to prevent them. Here are a few suggestions to prevent fires:

- Never smoke in bed. If you DO smoke, ensure that smoking materials are always attended to and keep ashtrays around the home.
- Never leave a candle unattended.
- Keep your oven area clean.
- Use approved appliances to avoid overheating. Approved appliances should have a Canadian Standards Association (CSA) or Underwriters Laboratories (UL or ULC) label affixed to it.
- Discontinue use of an appliance with a frayed electrical power cord.
- Do not exceed the wattage restrictions on your light fixtures.
- Keep electrical cords visible and install appliances close to their power source.
- When using storage rooms, don't place items within 2 feet of sprinkler heads.
- Ensure that exit doors close fully after use. Notify your resident caretaker if a door does not close properly.

Fire protection equipment

Smoke Detectors – Detectors are installed throughout the building. Each home has one installed in their suite. You should occasionally perform a maintenance check on your detector to ensure it is active. Some models will have a small light on when power is being supplied to the alarm. Other models will have a test button.

Sprinklers – Your home and the common area are equipped with heat-activated fire sprinklers.

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Fire Safety – General Information

- Remain calm.
- Stay as close to the ground as possible to avoid inhaling smoke.
- Activate the nearest fire alarm.
- If possible, notify nearby residents of fire.
- Never attempt to extinguish a fire when flames are higher than desk height.
- ONLY use the staircase to exit the building. NEVER use the elevator.
- Do NOT enter a stairwell that is full of smoke.
- Call 911 and follow directions provided.
- Do NOT re-enter the building for any reason.

Earthquake Safety – General Information

Earthquake planning

Once you have moved into your new home at R & R, familiarize yourself with the structure of the building. It is important to develop a family emergency plan and practice it often in case of an emergency. A few tips for earthquake preparedness:

- Identify an out-of-area phone contact person to call and check in with
- Choose a meeting place that is open and easily accessible by walking
- Quakeproof your house by securing heavy furniture to the floor
- Ensure you know how to properly shut off gas, water, and electricity
- If possible, take a basic first aid course
- Store enough canned/dried food and water to be self sufficient for at least 3 days
- Prepare an emergency kit that includes:
 - Prescription medications
 - First aid supplies
 - Battery operated radio
 - Flashlight
 - Extra batteries
 - Blankets
 - Sturdy shoes
 - Personal toiletries

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General Earthquake Safety tips:

- Remain calm
- If possible, find a doorframe or archway away from glass, windows, and ceiling lights to duck under. Hold onto sturdy furniture if possible.
- Do NOT exit the building during the Earthquake.
- Allow at least 60 seconds to pass before moving from your place after the earthquake.
- If possible, treat injuries for yourself and/or others in your home. In case of emergency, call 911.
- Inspect all gas, water, and electric lines. If there are gas leaks you cannot control, immediately evacuate the building using the nearest staircase.
- If the building is damaged, evacuate it and do NOT re-enter for any reason.
- Contact your local authority for additional safety instructions.

Power Failure

In the event of a power failure:

- Switch off all electrical devices and heat producing appliances such as an iron. Appliance or tools left on will start up automatically upon restoration of service; turning them off will prevent injury or fire. If a power surge follows start-up, it could damage sensitive electronic equipment such as computers, microwaves, and VCR's.
- Determine whether the power failure is limited to your suite and check your circuit breaker panel. When operating a breaker, always face away from the panel.
- Contact BC Hydro at 1-888-769-3766 and or the property management company.
- Leave one light on so you know when the power is restored.
- Only open your freezer or fridge when absolutely necessary. A full freezer will keep food frozen for between 24 to 48 hours if the door remains closed.
- Don't use barbecues, portable generators, or propane or kerosene heaters indoors. They are for outdoor use only.
- When power is restored, check to make sure your refrigerator and freezer are back on.
- Give the electrical system a chance to stabilize. Turn on the most essential appliances first, and wait 10 to 15 minutes before reconnecting the others.
- Remember to reset your clocks and alarms.

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Gas Leak

If you detect a gas leak (the odour is usually like sulphur, or rotten eggs):

- Leave the building immediately.
- Call Terasen Gas from a nearby phone at 1-800-663-9911.
- Please note that Terasen Gas charges for service calls that are not emergency-related including re-lighting a pilot light.

Heat Loss

- Ensure that the thermostat is not set to OFF and also ensure there is a minimum of 4 degrees set between heating and cooling.
- Check the circuit breaker panel.
- Contact the property management company.

Plumbing Leak

- Shut off the water supply valve off immediately!
- Soak up any excessive water to prevent damage to areas including hardwood flooring and cabinets.
- Call the property management company.

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CARE AND MAINTENANCE OF YOUR NEW HOME

General Maintenance

Condensation and Relative Humidity

Condensation of moisture on windows is a common occurrence in most units during the winter. However, it is a source of annoyance and if corrective measures are not taken at an early stage, serious damage from staining, rotting, and mold can result. While the problem is more acute during the first winter while the suite “dries out”, normal living habits are additional and continuing contributors to high Relative Humidity (R.H.) in many instances.

The problem is not an old one. It applies particularly to today’s homes, which are tighter and better insulated than ever before due to new and improved building practices, increased energy costs, and comfort levels required by today’s homeowners.

Humidity should be controlled so that little or no condensation appears on the inside surface of the glass (windows). With double-glazing, this still permits normal R.H. except during the most severe weather as indicated in the following, which shows the maximum R.H. that can be tolerated if condensation is to be avoided in cold weather.

Outside Air Temperature

Relative Fahrenheit	Celsius	Humidity (%) at Indoor
-20	-29	20%
-10	-24	25%
0	-18	30%
10	-12	35%
20	-7	40%

Desirable maximum inside temperature of 70F or 21C

The homeowner need not measure R.H. directly. Simply use the windows as a guide, and as soon as objectionable condensation occurs on inside window surfaces, take steps to reduce the R.H. by controlling the moisture sources or by increasing ventilation.

There is no conclusive evidence that either the health or the comfort of most people will be adversely affected if R.H. is kept at a level that will prevent excessive condensation on the interior surface of double-glazed windows.

Homeowners frequently assume that window condensation is a fault of construction, and do not appreciate that their living habits are of prime importance, or that a well-built house is often more vulnerable to excess moisture problems than one that is “loosely constructed.”

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Ventilation is often the only effective means of removing moisture. Dehumidifiers are not a practical solution except for limited areas. Exhaust fans in the kitchen and bathroom are useful for drawing off moisture from cooking and bathing before the vapor can circulate through the unit. Windows are also commonly relied on for general ventilation and whenever possible the windows nearest the source of moisture should be opened.

Millwork

Shrinkage will affect the interior wood trim and you may notice that some of the joints at the corners of the windows, doors, and baseboards will open slightly. This is normal and can be remedied with wood putty, plastic wood, coloured putty sticks or similar products.

Drywall

If the interior walls or ceilings of your unit are finished with drywall, cracks may appear over doors, windows and archways due to shrinkage. Such cracking is usually minor and rarely serious. Small defects may appear near or at the joints of adjacent sheets and at other nail or screw locations. These are referred to as nail pops and again relate to the shrinking of the materials.

Cracks and nail pops can be repaired with patching compounds available at hardware stores or retail building supply units.

Windows

During cold weather a draft may appear around a window even though it is adequately glazed, fitted, and weather-stripped. With some possible exceptions, such as extreme wind conditions, the draft may be due to vertical air movement over the face of the window. A draft may also be commonly experienced when standing or sitting close to a window. This chill may be due to the heat radiating from your body to the colder window.

Condensation and frost on windows (even those double-glazed) will occur if high relative humidity is maintained inside the unit during periods of very cold weather.

A silicone lubricant (available in aerosol cans) or petroleum jelly is recommended for use on weather stripping and tracks of windows.

Hardware

It is not necessary to use a polishing compound on interior door hardware. Wipe them occasionally with a damp cloth and polish with a soft cloth.

Bathroom doors can be unlocked from the outside by pushing any small pick-like instrument such as a 2" finish nail into the hole in the center of the knob; test this before the need arises. Lubricate locks periodically. A few drops of sewing machine or similar light oil, placed on the latch bolt, will suffice.

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Hardwood/Laminate Floors

If your home has hardwood or laminate floors, floors must be protected from heavy and sharp object including high-heeled shoes, furniture, and animal claws. Preventative measures will help preserve the beauty of your home. Some suggestions to protect your hardwood flooring:

- Vacuum your floor with a brush attachment
- Clean regularly with an appropriate cleaner
- Use furniture pads for heavy items
- Waxing is not recommended.

Ceramic Flooring

This type of tile is easy to maintain and needs only to be wiped down with a damp cloth. A mild solution of soap and water is usually adequate.

Electrical System

Many advanced features are included in your home and rarely will you have problems with them; a reliable electrical system is usually taken for granted. When electrical outlets fail to work it usually means a fuse has blown or a circuit breaker has tripped. This is frequently due to overloading a particular circuit, short circuits from worn appliance cords, defective plug connections, or the start up load of some electric motors. There are several switches in the unit that homeowner's should familiarize themselves with.

Before calling an electrician, check your circuit breaker panel. It's recommended that you locate and label all circuits in writing on the panel soon after moving in and before the need arises.

Light Bulbs

When replacing light bulbs, ensure that the bulb complies with the approved fixture wattage. Exceeding the wattage specified on the fixture will void any warranty and can cause safety problems.

Ground Fault Circuit Interrupter

The Ground Fault Circuit Interrupter (GFCI) is an indoor circuit breaker with a built-in element that senses fluctuations in power. Installation of these GFCI's is required by building codes in bathrooms or where an individual can come into contact with water. Each GFCI has 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. Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Outlets & Switches

Some rooms may have outlets that are controlled by a wall switch. Therefore, if an outlet is not functioning, test the wall switch.

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Sprinkler System

Your home has been fitted throughout with sprinklers in the event of a fire. This is a high-pressure system separate from the building's water supply. Physical damage to the sprinkler may cause it activate. Do not hang anything from or cover the sprinklers. In the event that the sprinkler is accidentally activated, the water needs to be shut off at the valve above the red supply box located in the stairwell for each floor. Bylaws require closets of a certain size to be fitted with sprinklers; ensure these are not blocked. Sprinklers are part of the common property - report leaks or malfunctions to your concierge promptly.

Smoke Detectors

All homes come equipped with smoke detectors, which are separate from the fire alarm system. These are hard wired and there are no batteries to replace. These detectors should be tested monthly in order to ensure proper function - simply press the test button to activate. The dust should be blown out in order to prevent false alarms.

Appliances

Be sure to examine the instruction books and warranty papers that come with your appliances. File with the manufacturer any warranty cards provided and do not hesitate to contact their local service agents should you have any difficulties or questions regarding any appliances.

Only proper dishwasher detergent should be used in dishwashers. The use of normal hand or dishwashing liquid can result in massive amounts of bubbles and flooding to the kitchen. Please read the instructions manuals of all appliances before using them for the first time.

If your home is equipped with a garburator, be careful that the garburator processes only approved materials. Pieces of bone, hard objects, etc. will cause it to jam. Always have COLD water running through the garburator while it is in use. This will help to lubricate and flush the material away. Stringy products, such as celery and banana peels should not be placed in the garburator. Avoid putting grease into the drains. It is a good idea to pour a tray of ice cubes into the garburator once a month and switch it on until they are consumed; this will help clean and sharpen the blades.

Stainless Steel appliances are susceptible to fingerprints and fine scratches. Keep your appliances clean by frequently wiping it with a standard window cleaner. Most scratches occur with careless handling such as opening the doors with cooking utensils, keys, and other hard objects in hand.

Requests for service for your appliances should be directed to the authorized service company.

Granite Counter Tops

As with any highly polished surface, the use of abrasive cleaners on counter tops is to be avoided, as should most chemical preparations. Avoid the use of steel wool pads. Periodically check the grouting between the backsplash and the counter top; if cracked, replace with a good caulking compound available from a hardware store. Do not put pots or pans directly from the cook top to the countertop. Do not use the counter as a cutting board as this may scratch the

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surface. Acidic spills can etch or dull polished stone if not wiped up promptly. Granite can be polished using Tile Lab's Stone Glass Polish.

Cabinets

Treat your cabinets as you would any other fine piece of furniture. Any grease that splatters on them should be wiped off immediately.

Carpeting

A simple, regular care plan for your carpeting will help maintain the original appearance for many years. To maintain the optimum appearance the following procedures are recommended:

- Immediate removal of spots and stains.
- Daily maintenance of heavy traffic areas to pick up surface dirt and lint.
- A thorough weekly vacuuming with a vacuum cleaner, properly adjusted for the type of carpet involved, is recommended to remove "embedded" dirt.
- Seasonal brightening of the surface by cleaning is required to remove oily film on carpet fibers.
- To achieve the best appearance, professional cleaning every year or two is recommended.

Carpet Stain Removal Chart

The chart covers most household spills on carpets and fibers. If a stain does not respond, phone a carpet cleaner immediately. Some stains need special chemicals and procedures that are best handled by experts.

Dissolve the following OILY spills in Dry Cleaning Fluid

(Put dry cleaning fluid on cloth and then apply cloth to stain)

Ball Point Pen Ink	Household Cement
Butter	Metal Polish
Cosmetic (except lipstick)	Oils
Crayon	Show Polish
Food Stains	Tar
Grease	Vaseline
Gum	Wax

Dissolve These Water Soluble Spills in Detergent Solution:

Alcohol	Gravy
Beer	Ice Cream
Bleach	Ketchup
Blood	Milk
Chocolate	Mustard
Carbon Black	Permanent
Coffee	Soft Drinks

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Crepe Paper
Egg
Food Colour
Fruit Juice
Gelatin
Glue
Grass

Soot
Syrup
Tea
Urine
Vomit
Water Colours
Wine

This is a rough guide only. If you are unable to determine the nature of the spill, first apply dry cleaning fluid and blot, repeating if effective. Then try the detergent solution and blot, repeating if effective. If neither method proves effective, consult a carpet cleaning professional.

Paint Codes

"Robson (sand)" Paint Colour

Manufacturer: Benjamin Moore
Colour: OC-34 Marble White
Walls: Acrylic Latex, Eggshell finish
Trim: Acrylic Latex, Semi-gloss

"Richards (charcoal)" Paint Colour

Manufacturer: Benjamin Moore
Colour: OC-43 Overcast
Walls: Acrylic Latex, Eggshell finish
Trim: Acrylic Latex, Semi-gloss

Paint Maintenance

Your new home has been painted with quality products. The utmost care and considerations were used in specifying these products for your new home and will last many years when cared for properly. Here are a few tips to help you maintain and enhance the painted areas of your home:

- While latex paints dry rapidly, they are not totally cured for a period of ten to fourteen days. When they reach full cure they have achieved their highest degree of washability. Walls should not be scrubbed for then full days in order to ensure that the paint has fully cured. Harsh scrubbing during this initial period may cause damage to the paint finish.
- When washing normal soil from the painted surface always use a soft cloth or sponge with mild household detergent.
- Always select a non-abrasive cleaner to avoid damage to the surface.
- Wipe gently to remove loose material.
- Stains can be removed with the use of a solution one part bleach to ten parts water. However, frequent stain removal can cause colours to fade.
- Wipe area clean with a clean, soft, dry cloth to ensure the removal of the cleaner.

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Repainting

Here are a few tips if you decide to repaint an area in your home:

- Always select a high quality paint that is suitable for your application.
- Prepare the surface to receive new paint – clean, dry and dull is the rule.
- When changing colours use a minimum of two coats of paint.

Additional home maintenance tips are available in the Customer Service section of this binder.

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CUSTOMER SERVICE REQUESTS

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

Service Request forms have been included in this manual for your convenience and should be mailed or faxed. Please do not present service requests to the Property Manager or construction personnel, as the requests may unintentionally be neglected. If you are not able to use a service request form, 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.

Upon receipt of a service request, customer service will arrange for service with the appropriate trade or service personnel. You will then be contacted by someone from our office for arrange access to your suite for an initial inspection or service. Please be prepared to provide the service/ tradesperson access your home – note that the builder is obligated only to provide 24 hours notice. There is a box for you to initial on the service request form indicating that you give permission for access. 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.

Service requests must be sent prior to the expiration date of your warranty. 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.

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Service Request Forms

Please fax service request form to Bibi van Koeveringe at (604) 685-0122. Service request forms are also available online at www.itc-group.com/owr/rr. A service form is also included at the end of this section.

Intertech Construction has outlined the warranty process below. 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.

The following information has been provided by Intertech Construction:

Bathroom Fans

Bathroom fans may come on automatically as they are set on timers in order to draw excessive moisture out of the area.

Limited Warranty: If the fan fails in the first 12 months, it will be repaired to function as designed.

Blinds

Feather dust the blinds regularly, and where necessary clean using a damp sponge and lukewarm water.

Limited Warranty: Cosmetic damage to the blinds noted on the orientation inspection list will be corrected. Operational defects during the first 12 months will be corrected.

Cabinets (wood /veneer)

Cleaning

Dust build-up, made up of small particles, may scratch or dull the finish if not removed correctly. Remove dust by wiping the surface with a cloth dampened with a non-wax cleaning polish or mild detergent solution. Fingerprints, cooking and smoke residue etc. accumulates on any finished surface. These should be periodically removed to restore the finish to its original lustre. Just wipe the area with a cloth dampened with a non-wax polish or mild detergent solution.

Do not use abrasive cleaners, solvents (such as paint thinner or nail polish remover), or steel wool as these will remove the finish (stain) from the wood. Also, avoid waxes or washing cabinets with water, as both will damage the lustre of the finish.

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Hinges

If a hinge is loose, tighten using the correct screwdriver promptly. If hinges catch, or drawer glides become sluggish, apply a small amount of an appropriate lubricant to improve their action. Follow manufacturer's directions carefully.

Preventing Damage

Care must be taken to prevent scuffs and scratches. Keep in mind that rings, belt buckles, pots, and pans can cause chips and scratches in your cabinetry. Ensure your dishes are dry before returning them to the cabinet. Excessive exposure to direct sunlight, high temperatures and high humidity can cause changes in the appearance of the wood.

Limited Warranty:

Closing - Cabinets should close smoothly. If they are difficult to close or open during the first 12 months, this will be corrected.

Surface Damage - Only those chips, scratches, and other flaws in surfaces that are noted on the orientation inspection list will be repaired. If the stain is defective, (blisters or peeling areas) it will be corrected during the first 12 months.

Wood Variations - Due to the natural characteristics of wood, colour and grain may vary throughout the same panel. There will be no repair or replacements on such variations.

Warping & Sticking - Warped, inoperable, or poor fitting doors noticed during the first 12 months will be corrected or replaced where necessary.

Cable/ Phone/ Data Wiring

Each home is pre-wired with cable, telephone and data (Cat 5). Outlets have been installed at various locations in your suite. Initiating service is the homeowner's responsibility.

Please note that you cannot put a phone line into a data outlet.

Moving Outlets

Any moving or adding of outlets is also the responsibility of the homeowner.

Limited Warranty.

Please call your phone, cable or internet service provider should there be any issue with service.

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Carpets

Appearance

Fluffing - A new wool carpet will have loose fluff that appears on the surface.

This is only bits of fiber left in the pile by the manufacturing process. The minute proportion of fiber will work out of the pile with use.

Tracking - The appearance of footmarks on the surface of a cut pile carpet. This is temporary and disappears with vacuuming.

Sprouting - A single turf rising up from the pile surface is called a sprout and it should be trimmed with scissors. Do not pull the tuft or it may unravel and make a hole in the carpet.

Cleaning

Spills should be wiped up and stains spot cleaned immediately. To do this, blot with a paper towel or cloth. Avoid rubbing. Next, apply a carpet cleaner recommended for use on wool carpets and ensure it is washed out properly with a damp cloth. Stain removers should be tested first in a small, hidden area to check for any undesirable effects.

Professional cleaning should be performed every 12 - 18 months. Choose a company carefully, and consider the type of cleaning products they use and how thorough they rinse away the shampoo. Remember, any shampoo residue left after cleaning is detrimental to the carpet.

Vacuuming high traffic areas daily will not only keep your carpet clean, but also will help to maintain the upright position of the nap of the carpet. Otherwise, vacuum weekly to remove embedded dirt. Never allow the vacuum bag to become more than ½ full. Use suction only of a vacuum cleaner for loop pile carpets, and vacuum cleaner with a revolving pile agitator for cut pile carpets.

Drafting

Dark lines that appear around the edging of carpet are referred to as drafting. This happens when air passes through the carpet, which filters out the dust and pollutants. The use of candles or smoking can create drafting.

Sunlight

Please note that exposure to sunlight may cause fading on the carpet.

Loosening

Note that dragging heavy furniture across the carpet may cause the carpet to pull away from the edges where the floor meets the wall.

Limited Warranty:

Common in most carpets are dye lot differences and visible seams. This does not imply a carpet defect, inferior quality or accelerated wear.

Gaps at Seams - Any gap at seams, should not exceed 3mm (1/8"). Gaps that are excessive should be noted during the orientation walk-through.

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Stains/Cleaning - Stains or spots noted only on the orientation inspection list will be corrected by cleaning, or replacement. We will not be responsible for dye lot variations if replacements are made.

Caulking

Caulking is used to fill gaps between drywall and woodwork, and to seal joints around bathtubs and plumbing fixtures.

Caulking will shrink over time and is not considered a defect. The homeowner is responsible for routine maintenance, which should include checking caulk, and making repairs where needed. Maintaining caulk around toilets, tubs, sinks and shower seams is very important in protecting underlying surfaces from water damage. You may wish to contact a specialist to performing re-caulking annually, or where necessary.

Caulking & caulking guns are available at hardware stores. Silicone caulk is used for areas where moisture is present e.g. base of bath, around sinks. Please note that silicone caulking is not meant to be painted. Otherwise, latex caulk is used for filling seams between drywall and woodwork, and can be painted.

Limited Warranty: Any shrinkage or cracking will be re-caulked where necessary once only during the first 12 months of warranty.

Ceramic & Porcelain Tile

Ceramic tile is composed of clay and talc. The glaze, which is a result of melting sand and other materials at high temperatures onto the tile, makes the tile impervious.

Cleaning

Simply sweep when needed, in addition to cleaning using a recommended cleaner such as Tile Lab's Concentrated Tile and Stone Cleaner or Grout and Tile Cleaner. For heavy duty cleaning, use Tile Lab's Heavy Duty Cleaner & Stripper. These products are available from most hardware stores.

Grout & Caulking

Please see sections under 'Caulking' & 'Grout'.

Preventing Damage

Do not drop or drag heavy objects on tiles.

Sealing

Unglazed porcelain tile may be sealed with Tile Lab's Surface Guard Penetrating Sealer. This will help the tile resist oil and water-based stains.

Limited Warranty: Cracked or chipped tiles shall be replaced or repaired only as noted on the orientation deficiency list. An exact match of the existing tile colour, and or pattern cannot be guaranteed.

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Closets & Shelving

Cleaning

Wipe clean with a soft, dry cloth. Water left on shelving will cause the material to swell.

Mirrored Closet Doors

Keep door tracks clean by vacuuming periodically. Applying an appropriate lubricant to the tracks can lessen any sticking that may occur. Follow the container directions.

Preventing Damage

Care should be taken not to place excess weight on the shelving.

Limited Warranty: Failure in installation or materials will be corrected in the first 12 months.

Concrete

All concrete in R & R has been poured and formed in accordance with the recommendations of the consulting engineers, and in accordance with applicable building codes.

Ceilings & Floors

Ceilings in your home are finished with a spray texture, or in dropped ceilings, drywall board.

Do not drill into the floor or ceiling, as the post-tensioned slabs contain electrical conduit, in-slab water lines, and in-slab ductwork. Doing so may adversely affect the structural integrity and building systems.

Columns

Do not alter the concrete columns, as they provide structural support for the building. This includes drilling and nailing for the purpose of hanging pictures as well.

Limited Warranty: Hairline cracks are considered normal, but where considered excessive by industry standards, will be repaired once only in the first 12 months. If a ceiling has to be repaired, the spray texture may not match the surrounding areas exactly. This is warranty by the developer only.

Countertops

Separations of countertops at walls and the backsplash, and between tile and plumbing fixtures or trim, are the result of normal shrinkage of materials. If this occurs, the best remedy is to purchase silicone caulking from a hardware store. Follow the manufacturer's directions on the container. This maintenance is important to protect the underlying surface from water damage. Please see the section under 'Caulking'.

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Do not put pots or pans directly from the cook top, to the countertop. Do not use the counter as a cutting board as this may scratch the surface. Acidic spills can etch or dull polished stone if not wiped up promptly. Granite can be polished using Tile Lab's Stone Glass Polish.

Limited Warranty:

Cosmetic Damage - Only those surface imperfections - chips, cracks (where you can run your finger over and feel it) and scratches reported on the orientation deficiency list will be repaired. An exact match of the existing tile colour and or pattern cannot be guaranteed due to the natural characteristics of stone.

Separation - Separation at countertop joints reported in the first 12 months will be repaired. Separation at the wall in excess of 3mm (1/8") will be repaired by us during the first 12 months, and will subsequently be a homeowner responsibility.

Variation - As these materials are natural, there are variations throughout. This is normal and not a defect in the material. For example, certain types of granite may have veins and fissures, and slate tile often has fragmented corners, or an uneven surface.

Doors (entry and interior)

The doors installed in your home are subject to changes due to the natural characteristics of wood. Therefore, please do not be alarmed if the doors require some adjusting.

Hardware

Lubricate where the mechanism turns and wipe off excess lubricant with a cloth.

After time, door handles may loosen. Use the appropriate screwdriver to tighten when necessary. Hold the handle tight in one hand, while tightening up the screw with the screwdriver.

Hinges

For squeaky hinges, squeeze a drop of lubricant on to the top of each hinge and swing the door open and closed. Remove any excess with a cloth.

Preventing Damage

Slamming doors can damage both doors and jambs, and can even cause damage to walls. Also, opening doors with excessive force can place undue pressure on adjacent surfaces. Do not place excess pressure or weight on the doorknob. This can work hardware loose and cause the door to lean.

Prolonged exposure to sunlight, extreme heat and humidity can cause changes in doors.

Warping

If a door warps slightly, keep it latched as often as possible and in most cases it will return to normal.

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Limited Warranty:

Cracks & Splits

Wood doors will contract or expand in response to changes in temperature and humidity. Cracks and splits will be corrected during the first 12 months of warranty.

Door Closer

Any failure in the door closer will be corrected in the first year.

Hardware

Scratches or other cosmetic damage to door hardware noted on the orientation deficiency list will be corrected.

Note that locks are sometimes difficult to operate for the first few weeks – this is normal. Hardware may loosen over time and is considered homeowner maintenance.

Surface Damage

Chips or other surface damage noted on the orientation inspection list will be repaired. We are not responsible for any cosmetic damage noticed on the doors after possession is taken in the home.

Warping & Sticking

The most common cause of a warped or sticking door is the natural expansion of lumber due to changes in humidity. Warped, inoperable, or poor doors noticed during the first 12 months will be corrected or replaced where necessary. This may need to wait until after the first heating season to be corrected. Excessive humidity in the home caused by the homeowner may void the coverage.

Electrical

Control Panel, Breakers & Circuits

The master control panel that contains the electrical breakers for your home includes a "main" shut off which controls all the electrical power in the home. Ensure you are familiar with its location, which is usually in the mechanical room.

Should a failure occur in any part of your home, always check the breakers in the main panel box. Ensure your hands are dry, as well as the floor beneath your feet. 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". Do not face the breaker when turning on or off.

Breakers will often trip due to overloading the circuit by plugging too many appliances into it, a worn cord or defective item, or operating an appliance with too high a voltage requirement. If a breaker repeatedly trips do not reset it. The problem should be reported immediately to us. Subsequent to the two-year warranty expiration, you should have an electrician inspect this.

Ensure that any fixtures or appliances you purchase are either labeled CSA or ULC approved.

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GFI (ground fault interrupter)

The GFI is an indoor circuit breaker with a built-in element that senses fluctuations in power. Installation of these GFI's is required by building codes in bedrooms and bathrooms or where an individual can come into contact with water.

Each GFI has 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. Heavy appliances such as freezers or power tools will trip the GFI breaker. Do not plug a refrigerator or food freezer into a GFI controlled outlet; the likelihood of the contents being ruined is very high; such damage is not covered by warranty.

Light bulbs

All fixtures are installed with the specified bulbs. Please note that there is a maximum wattage specified for each fixture, and can be found on a sticker on the fixture itself. Using wattage higher than that specification poses a fire hazard and may trip the breaker. If a bulb needs replacing, ensure the fixture is switched off before doing this.

Bulbs will be replaced only as noted on the orientation inspection list. Subsequent to this, replacing bulbs will be part of homeowner maintenance.

Modifications

Do not tamper with or add to your electrical system. Modification or alterations to the system will void applicable warranties.

Outlets & Switches

Some bedrooms may have outlets that are controlled by a wall switch. Therefore, if an outlet is not functioning, test the wall switch.

Safety

If there are small children in the home, install safety plugs to cover unused outlets. Teach children never to touch electrical outlets, sockets, or fixtures.

When using an extension cord, unravel the entire cord, as leaving it rolled up when plugged in can cause overheating or even fire.

Limited Warranty:

Electrical wiring that fails to carry its designed load will be repaired to meet specifications during the first two years.

Breakers & Fuses

Any fuses that blow or breakers that deactivate under normal use shall be repaired to meet the approved electrical code requirements during the first two years.

Tripping may occur and is not covered under warranty, unless due to a construction defect. Simply reset the breaker before placing a service request.

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Fixtures

Light fixtures are installed in the locations indicated on the plans, and will not be moved or altered by us after installed.

Fixtures that fail to operate will be corrected in the first 24 months if found to be an electrical problem. There is no warranty on light fixtures supplied by the homeowner. Before placing a service request that a light fixture is not working, try replacing the light bulb as that may rectify the problem.

Only those light fixture covers noted on the orientation inspection list as damaged will be repaired or replaced.

Outlets & Switches

Electrical outlets or switches that do not function as intended will be repaired during the first two years.

Power Surge

Power surges are the result of local conditions beyond our control. These can result in burned out bulbs, or even damage to certain electrical appliances, computers, printers etc.

Glass Shower Enclosure

Cleaning

For routine cleaning, use any non-abrasive cleaning product recommended for glass. It is recommended that you squeegee the glass after taking a shower, in order to avoid soap build-up. Please note that the hinges are metal and may be discoloured or corroded if improper cleaning products are used. Please read label recommendations to see if the cleaner is appropriate for use on metal surfaces.

Preventing Damage

Do not place excess pressure on the glass, and avoid knocking against it with objects. As the glass is tempered, ceramics or porcelain is particularly damaging.

Limited Warranty: Broken, chipped, or scratched glass will be replaced (or repaired) only as noted on the orientation inspection list.

Grout

Cleaning

Grout that becomes yellowed or stained can be cleaned with a soft bristle brush (i.e. soft toothbrush), cleanser, and water. Grout should be cleaned with recommended cleaners such as Tile Lab's Concentrated Tile & Stone Cleaner or Grout and Tile Cleaner. For heavy duty cleaning, use Heavy Duty Cleaner and Stripper and reseal afterwards. Note we do not recommend these cleaners for the glass tiles.

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Sealing

Grout is very susceptible to staining and annual sealing is recommended with Tile Lab's Surface Guard Penetrating Sealer or Grout and Tile Sealer.

Limited Warranty: Hairline cracks are considered acceptable. Excessively cracked grouting will be repaired once during the first 12 months of warranty. We are not responsible for colour variations in grout or discontinued coloured grout.

Hardwood or Laminate Flooring

Cleaning

Sweep the floor with a soft-bristled broom on a daily basis, or as needed. Walking on sandy or dirty floors will quickly damage the finish. If necessary, use a specialty hardwood cleaner (non-abrasive) and damp mop. Remove any excess water from the mop.

Spills should be cleaned up in a timely manner. We have left for your convenience a hardwood flooring cleaning kit containing a cleaner recommended for your floors.

Never wet mop your hardwood floor or leave water on your hardwood floors, as constant exposure to moisture will cause the wood to expand, and or damage to the surface.

Preventing Damage

To protect your floors from scratches or dents, put glides or furniture protectors under your furniture. Keep these clean and replace when necessary.

It is recommended that high-heeled shoes not be worn on the floors. In particular, heels that have lost their protective cap will mark or dent the floor.

Placing rugs in high-traffic areas will prolong the life of the flooring.

Do not drag or drop heavy objects on the floor.

Ensure plants have saucers underneath, and that they are not watered to the point where water flows out of the dish. This will cause water damage to the floor, which is not covered under warranty.

Rugs

Wear and tear on flooring will be highest where traffic is the heaviest. Area rugs are recommended - especially by the entry door, and in front of the kitchen sink and stove. This will help prevent sand and grit from getting on the floor, which can be damaging to the surface. Shake out or vacuum these rugs frequently.

Warping/Shrinkage

Some shrinkage or warping can be expected, especially around heat producing appliances or vents. Warping will occur if the floor is soaked, or repeatedly wet.

Disclaimer:

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As the floorboards adjust to the temperature and humidity conditions in the home, they may shrink or expand slightly. This can be seen as minor gaps, slight swelling, and a slight corrugated appearance when the floor is viewed in the direction of a light source. These occurrences are normal.

Maintaining relative humidity (40 - 50% manufacturer's recommendations) will minimize board cracks and checking.

Wax

Waxing is not recommended. Once a wax is applied, it is very difficult to refinish the floor if needed. Also, once wax has been applied, it must be maintained.

Limited Warranty:

Hardwood defects (excluding scratches, nicks, gouges, dents and improper maintenance) will be reviewed and if found to meet warranty criteria, will be corrected during the first 12 months of warranty.

Only those surface defects that are noted on the orientation deficiency list will be corrected. This includes scratches, nicks, dents, and gouges.

High Humidity

The first sign of high humidity is condensation: water or frost on the inside surface of a window. In the bathroom, moisture usually builds up on the toilet tank, mirrors, and walls.

Condensation is caused by some of the following:

- The drying out of new construction materials.
- A Sharp drop or rise in temperature
- Showering
- Cooking
- Houseplants
- Defrosting of a refrigerator
- Humidifiers
- Even perspiration & respiration

Windows cannot cause condensation.

High humidity can in severe cases result in mold, which thrives on windowsills, on walls and on tile grout.

Increasing ventilation, via opening windows and/or operating bathroom and kitchen fans can help control humidity. Open a window slightly to increase ventilation and keep window coverings away from the glass where possible.

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Homeowner with humidifiers should follow the manufacturer's directions carefully, especially during extremely cold periods.

Should your home accumulate excessive moisture on the windows, you should wipe them down on a regular basis and ensure there is no moisture pooling on your window ledges. Moisture left unchecked can result in a black mildew on the sill and the blinds, and even serious problems. Such moisture damage is not covered under warranty.

Paint

Cleaning

If you are cleaning your walls, do not use abrasives, chemical cleaners, scouring pads, or brushes.

Limited Warranty:

Compliance to meeting the criteria of a properly painted surface shall be determined when viewed without magnification, at a distance of 3' under normal lighting conditions, and from a normal viewing position.

Fading

Sunlight may fade paint slightly and is not a warranty defect.

Surface Flaws

Only those surface flaws as noted on the orientation inspection list will be corrected. Any subsequent repairs are the responsibility of the homeowner.

Touch-ups

Paint touch-ups may not match surrounding areas and are sometimes visible under certain lighting conditions. This is not a defect.

Plumbing & Fixtures

Aerators

Aerators on the faucets strain much of the mineral build-up from your water. It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of water – approximately every three to four months. Do this by covering the drain plug to prevent parts going down, then unscrewing the cap at the end of the nozzle. Disassemble the cap and set the parts aside in order of removal. Clean the screen by soaking it in vinegar and scrubbing with an old toothbrush. Reassemble the parts and tighten cap ¼ turn with pliers.

Drain Clogs

Many kitchen sink clogs are caused by improper garbage disposal (garburator) use. Always use plenty of cold water when running the disposal. Allow the water to run a minimum of 15 seconds after shutting off the disposal. A little dish soap during use is helpful. Do not place stringy products in the garburator, or grease. Garburating ice cubes monthly should help keep the drain clear.

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Clogged drains can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid damage to the fixtures or personal injury. Clear sink and tub drains regularly.

Faucets and Taps - Cleaning

Clean faucets and taps with water and a soft cloth. Do not use abrasives, detergents, acids, or harsh cleaners, these will damage the finish.

Sometimes, a blue or green staining will appear on fixtures, caused by minerals and copper in the City's water pipes. Frequent cleaning will prevent this from building up.

Atmospheric conditions, direct sunlight, caustic agents such as paints or harsh cleaning products, or scratches from contact with sharp objects may result in spotting and discoloration. These problems associated with metals are not covered by the warranty; therefore, it is essential that utmost care be demonstrated especially when cleaning your fixtures.

Garburator

If your home is equipped with a garburator, do not place stringy products like celery or banana peels in it. During operation, run the cold water. Do not dispose of bones, wood, paper, glass, or tin. Avoid putting grease in the drains where possible. Grease will congeal and plug the line further down.

Each garburator is equipped with a GFI circuit interrupter. In the event that the garburator stops working, reset the breaker by pressing the reset switch underneath the sink. Also if it is clogged, you can manually crank the motor by using a special allen key.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply water to the area involved. This may mean shutting off the water to the entire home. Then, contact your property management's emergency number. Soak up water with old towels promptly to prevent damage to flooring and cabinets.

Stainless Steel Sinks

Stainless steel sinks should be cleaned with a stainless steel cleaner to preserve their lustre. Do not use abrasive cleaners or steel wool; these will damage the finish.

Toilet Care

Avoid exposing the toilet to blows from sharp or heavy objects; this can cause chipping or cracking. Do not place any excess pressure on the tank, as it is possible to crack the tank. Do not stand on the toilet seat cover. It is not designed for this purpose as it may crack and or scratch.

It is common for minor condensation to periodically build on the exterior of the tank, and is not indicative of any problems in the toilets system.

Toilet Clogs

The main causes of toilet clogs are various domestic items, such as paper diapers, excessive amounts of toilet paper or the wrong type of paper, sanitary

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supplies, Q-tips, dental floss, children's toys, etc. Should you need to, shut the water supply off. For the wall-hung toilets, shut-offs are located under the removable tank cover. All costs associated with toilet overflows are the responsibility of the homeowner.

Toilet Water Level/Flush

Please note that the amount of water allowed into a toilet's tank has been mandated by Code, and will sometimes cause a weaker flush. This is not a defect and requires no service. The level of water in the toilet may look lower than you may be used to – this is normal.

Tubs

Use only recommended cleaners, avoiding harsh chemicals and acids, which will damage the acrylic finish.

If you have upgraded to a jetted tub please see the manufacturer's guide provided. Do not turn the jets on until the tub is completely filled. Purge the system once a month to clean the pipes with a whirlpool cleaner kit. Follow label directions. Bubble bath is not recommended for use in jetted tubs.

Limited Warranty:

Cosmetic Defects

Only those surface damages as noted on the orientation inspection list will be repaired. Chips, scratches, etc., reported subsequent to the orientation inspection list are the responsibility of the homeowner.

Damage to the finish on plumbing fixtures are not covered under warranty, therefore it is essential that container directions on cleaning products be followed carefully.

Drains

All drains and sewer lines should operate freely. Obstruction resulting from construction debris will be corrected during the first 30 days after initial closing. After this period, the homeowner (or strata in certain instances) is responsible for maintaining clear drains and lines.

Dripping Faucet

A dripping faucet will be adjusted in the first 12 months.

Leaks

Leaks in the plumbing system will be repaired during the first two years, provided they are not a result of improper maintenance or negligence. No repairs will be made for secondary damages (wallpaper, drapes, personal belongings etc), and homeowner insurance should cover these. Flooding due to homeowner negligence is not covered under warranty.

Noise

Changes in the flow of the water itself will cause some noise in the pipes. Please note that this can only be minimized in some cases, therefore there is no guarantee that the issue can be resolved.

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Temperature

Note that the building water temperature is preset to a level as recommended by the mechanical engineers and by code. Shower fixtures have a pre set limit in the fixture itself.

Toilet - Clogs

Clogs are not covered under warranty, and the homeowner will be responsible for contacting a plumbing company. Any damage caused by a clog i.e. a toilet overflows and damages hardwood, is the responsibility of the homeowner to repair or replace.

Toilet - Running

Toilets where the water is constantly running will be corrected in the first 12 months.

Water Pressure

The fixtures have been installed with flow restrictors as per City codes. In addition, the flow of water into the building from the City's source may vary. Changes in pressure or lower pressure are not defects and we cannot attend to such requests for service.

Vents

The dryer vent duct should be cleaned once a year, or as required where lint accumulation increases due to high dryer use. Please contact your property management company as they may have arrangements in place for vent cleaning.

Walls

Hanging Pictures

When hanging pictures, be careful of how you attach them to the wall. Sticky tape may pull off paint with it when removed. Do not hang pictures on fire-rated walls (see this section under 'Fire-Rated Walls').

Cleaning

If you are cleaning your walls, do not use abrasives, chemical cleaners, scouring pads, or brushes.

Fire-Rated Walls

These are the walls that separate suites from each other, and suites from corridors. The integrity of firewalls must be maintained therefore, do not alter.

Repairing

After the warranty period, most drywall repairs can be easily made. It's recommended that you hire a professional. To correct a nail or screw pop reset the fastener with a hammer or screwdriver and cover it with drywall compound filler. When dry, sand the surface with fine grain sandpaper before painting. Indentations caused by sharp objects can be filled in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with drywall compound filler.

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Limited Warranty:

Drywall and settlement-related repairs will be attended to once only during the first year of warranty, therefore we recommend saving these requests until the 11th month of your warranty.

If a drywall repair is required, the homeowner will be responsible for wallpaper or paint finishes that have been applied subsequent to closing. Please note paint touch-ups are not guaranteed to match surrounding areas.

Lighting Conditions

Repairs will not be made on flaws that are only visible only under particular lighting conditions. The standard rule of thumb applies: the item is only a defect when visible under normal lighting conditions at 3 ft perpendicular to the area.

Nail/Screw Pops and Cracks

This is the shrinkage of the gypsum, into which the fastener has been driven. The occasional nail/screw pop in any single wall is to be expected and although not considered a defect, we will repair these once only during the first year of warranty. Corrections may be made after the first heating season.

Surface Flaws

Only those surface flaws including scratches, dents, and nicks as noted on the orientation inspection list will be corrected; subsequent to this, the homeowner is responsible for the repair.

Windows and Balcony Doors

Alterations

Do not paint or alter any part of the glass, metal frame, metal railings, or weather-strip. Doing so may compromise the building envelope and may void applicable warranties.

Cleaning

Once a month, clean metal surfaces with a warm water, mild detergent, and dry with a soft cloth. Wipe and dry clean. Clean glass with a glass cleaner and a soft cloth or paper towel, and wipe clean.

Do not use any abrasive, acidic, or harsh cleaning product on metal or glass. Do not use scrapers or razors to clean glass.

The strata corporation is responsible for cleaning non-accessible windows. Do not attempt to clean the outside of the balcony railings!

Preventing Damage

Do not lean heavy objects against any component of the window or patio doors, or exert excess pressure on the glass. As the glass is tempered, hitting with ceramic or porcelain objects is particularly damaging.

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Ensure windows and sliding doors are closed and locked tightly during rainy weather.

Door Tracks

Patio door tracks must be kept clean to allow for smooth operation and prevent damage to the doorframe.

Safety Limit Locks

Do not tamper with or remove the safety limit locks. These are installed per building code.

Limited Warranty:

Where a failure in the window occurs in the first five years, which compromises the building envelope, the window or component will be replaced or repaired (unless due to negligence or act of nature).

After our warranty period, please contact your property manager.

Condensation

Any condensation forming in-between the factory sealed glass panes will be corrected during the first 5 years. This is a failure in the window and customer service must be notified in writing immediately.

Cracks, Chips or Scratches

Broken or scratched glass will be replaced only as noted on the orientation inspection list.

Sticking Windows

If sticking occurs or excessive pressure is required to open or close, the window will be repaired in first 12 months.

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WARRANTY



Willis Canada Inc.
1500 – 1095 West Pender Street
Vancouver, BC V6E 2M6
Phone (604)683-6831 Fax (604)605-3668

Limits of Insurance

Subject to the terms and conditions of the Policy to be issued, the Insurer provides coverage limits of:

\$100,000.00 (or the purchase price paid by the purchaser/homeowner, whichever is less) for a dwelling unit in a strata titled or multi-unit project;

In calculating the cost of claims for standard limits under warranty coverage, the Insurer will include:

- the cost of repairs;
- the cost of investigation, engineering and design required for repairs; and
- the cost of supervision of repairs, including professional review (but excluding legal costs).
- \$100.00 (or the paid amount, whichever is less) per day for reasonable living out accommodation expenses actually incurred by you in the event that repairs are required under warranty and the damage to the building or extent of the repairs renders the dwelling unit uninhabitable. Coverage continues until the dwelling unit is ready for occupancy, subject to you receiving 24 hours advance notice. Amounts payable are inclusive and not in addition to the applicable limit of liability shown above.

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Coverage Basics

Again, subject to the terms and conditions of the Policy to be issued, the Insurer will pay on your behalf during the periods of insurance noted for:

Materials and Labour Warranty

The coverage for the two (2) year material and labour warranty is as follows:

In the first twelve (12) months from the commencement date:

Coverage for any defect in materials and labour; and subject to definition, coverage for a violation of building code.

In the first twenty-four (24) months from the commencement date:

Coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems; 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 dwelling unit; coverage for any defect in materials and labour which renders the dwelling unit unfit to live in; subject to definition, coverage for violation of the building code.

Non-compliance with the building code is considered a defect covered by this policy if the non-compliance: constitutes an unreasonable health or safety risk; or has resulted in, or is likely to result in, material damage to the dwelling unit.

Building Envelope Warranty

The coverage for the ten (10) year building envelope warranty is as follows:

In the first ten (10) years, from the commencement date, any defect that permits unintended water penetration such that: it causes material damage to the dwelling unit; or it is likely to cause material damage to the dwelling unit.

Major Structural Warranty

The coverage for the ten (10) year structural defects warranty is as follows:

Any defect in materials and labour that results in the failure of a load bearing part of the dwelling unit; and any defect that causes structural damage that materially and adversely affects the use of the dwelling unit for residential occupancy.

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Living Out Accommodation Expenses

The reasonable living-out accommodation expenses actually incurred by you at a hotel, motel or other rental accommodation due to repair work that renders the dwelling unit uninhabitable. Again, these expenses are included in and not in addition to the applicable policy limit.

Repair/Replacement of Defects

Any repairs or replacement of defects are covered against defect in material and labour until the later of one (1) year from the date of completion of the repair or replacement or to the expiry date of the applicable policy coverage.

Claims Handling Process

In the event of a potential claim, it is important to make timely contact and provide necessary information. Your builder or developer and its service team are well suited to manage the pre-occupancy deficiencies identified in your walk-through and are in a position to best manage other minor items that may arise. Willis will maintain a continuous dialogue with your builder or developer to insure that insured defects of this nature are managed in a reasonable and timely manner.

Should a situation arise that is less minor nature, it is appropriate to contact both the builder or developer and us. We ask that this contact be made by fax and include the relevant information in order for us to make the necessary arrangements for investigation. This information should include:

- Name address and telephone numbers (work and residence);
- Your policy number;
- Date that the condition was first identified;
- Description of the condition (include any relevant documentation or photos, if available);
- What, if any action, has been taken in mitigating the potential loss.

Send the fax to:

Willis Canada Inc.
1500-1095 West Pender Street
Vancouver, BC V6E 2M3
Attention: Warranty Insurance Division
Fax (604) 683-5746

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The Insurer or builder or developer will promptly make reasonable attempts to contact you to arrange for investigation of the claim. The Insurer or builder or developer will make all reasonable efforts to avoid delays in responding to a claim, evaluating a claim and scheduling any repairs. Such repairs will be undertaken in a timely manner, with reasonable consideration for weather, availability of materials and scheduling of crews.

You must cooperate in every reasonable effort to investigate the claim including, without limitation, granting the right of reasonable access to the dwelling unit to monitor, investigate or correct defects or to monitor or investigate the dwelling unit or its components, including but not limited to required maintenance.

If, following evaluation of a claim, it is determined that the claim is not valid and is disallowed, the Insurer will notify you of the decision, in writing. This evaluation will also set out the reasons for the decision. Such notice will also set out the process whereby you can appeal such a decision under the third-party dispute resolution process set out in the Policy.

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Appliance Warranty

Appliances purchased with your new home (stove, refrigerator, dishwasher, and microwave) carry a one (1) year warranty from the Date of Possession of your new home. Warranty is provided by the manufacturer directly to you, the homeowner. Requests for service for your appliances should be directed to the authorized service company.

For warranty service, please contact Whirlpool at 1800-807-6777.

Some appliances come with instruction booklets and warranty cards. Register your warranties with the appropriate manufacturers by completing and mailing the warranty cards immediately.

Useful Information

Before turning on appliances for the first time, check them for items in the appliance such as manufacturer's information etc. Please note that stainless steel may scratch easily, especially if cleaned with abrasives.

Dishwasher

Before washing your dishes for the first time, run the dishwasher through a full cycle.

The filter will need to be cleaned regularly, to ensure efficient dishwashing and rinsing. Simply twist the filter out, located at the bottom of the dishwasher.

Gas Appliances

Remember, if you ever detect a gas leak - contact Terasen Gas immediately!

Kitchen Hood Fan (built-in to microwave)

Ensure you operate the fan on a regular basis when cooking (especially frying, steaming and grilling). Remember to start the fan prior to turning on the cooktop/grill. This will help ensure that excess moisture does not build up in the home also prevent the smoke detectors from sounding.

On a routine basis, take out the metal screen and clean it with soapy water. Oil build up will clog the screen, reducing the effectiveness of the fan and create a potential fire hazard. Please read the manufacturers literature for instructions.

Refrigerator

Please read the manufacturers literature.

Microwave

Please read the manufacturers literature.

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Washer/Dryer

Do not overload, as doing so will lessen the efficiency of the appliance.

Ensure that prior to placing clothing in the dryer, they have been wrung and not dripping wet. Please read the manufacturers literature.

The dryer lint trap must be cleaned after each use. Regular maintenance of the dryer booster fan and cleaning of the vent duct must be performed by a professional. This cleaning should be once a year, or as required where lint accumulation increases due to high dryer use. Please contact your property management company as they should have arrangements in place for this.

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ROBSON AND RICHARDS

PROJECT TEAM

Developer	Aurmon Development
Development Consultant	McLean Courtenay Development
Architect	IBI/HB Architects
General Contractor	Intertech Construction
Structural Consultant	Glotman Simpson Consulting Engineers
Mechanical Consultant	Sterling Cooper & Associates
Electrical Consultant	Nemetz (SA) & Associates
Interior Design	Insight Design
Landscape Architect	Durante Kreuk Landscape Architects

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FREQUENTLY ASKED QUESTIONS

Can I barbeque?

Yes, if you have an outdoor deck or patio, you are allowed to have a standard home-sized gas barbeque. However, the Strata does have the right to establish their own rules and regulations and may decide to disallow residents from having such appliances in the building.

What are the Strata Council's responsibilities/duties?

The Strata Council is made up of elected volunteer members who are owners of Strata units at R & R. Their role is to manage the day-to-day operations of R & R. For more details on the role of the Strata council call the property management company or visit www.qp.gov.bc.ca/statreg/stat/S/98043_01.htm.

Can I lodge a complaint if my neighbours are causing excessive noise?

Yes, you can file a formal complaint to the Strata Council who will rectify the situation with a warning to the offender and/or impose a fine.

How do I dispose of different types of Garbage (e.g., recycling, glass bottles, etc.)?

Garbage and recycling bins are located on the loading dock, which is accessed from the service hallway next to the elevators on the main floor.

I want to repaint a certain section of my wall and/or replace part of my carpet. Where should I go to purchase it so the colors will match?

Colours are listed in the general home care and maintenance section of this manual.

Can I obtain additional keys?

Yes. Replacement and/or additional remotes, access cards, or key fobs may be purchased directly from the Property Management Company.

Can I rent or lease my suite?

Yes, you are allowed to rent out your suite. However, you must abide by all Strata regulations and have the appropriate forms completed, approved, and signed before your tenant moves in. Please contact the Property Management company for details.

How do I retrieve couriered packages?

Couriered packages that are too big to fit into the standard mailbox will be forwarded to a nearby postal or courier outlet for pickup, and a card with pickup instructions will be left in the recipient's mailbox instead.

Are Pets allowed?

Yes, pets are allowed. However, the Strata Council has rights to implement rules and regulations regarding this matter. In most cases, the Strata Council may limit the number and size of pets. Please refer to your Strata Rules and Regulations for details.

Please contact the Property Manager if you have any additional questions.

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NEIGHBOURHOOD INFORMATION

Arts & Culture

The Centre in Vancouver for Performing Arts
777 Homer
604-602-0616

Queen Elizabeth Theatre and Playhouse
649 Cambie
604-665-3050

TicketMaster
200 Burrard
604-280-8142

Vancouver Art Gallery
750 Hornby
604-662-4719

Banks

Bank of Montreal
401 West Georgia
604-665-7265

CIBC
586 Granville
604-665-1949

HSBC Bank Canada
666 Burrard
888-310-HSBC

RBC Royal Bank
1025 West Georgia
604-665-6991

Scotiabank
650 West Georgia
604-668-2094

TD Canada Trust
1055 Dunsmuir
604-659-2-70

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Cinemas

Granville Cinemas
855 Granville
604-684-4000
www.empiretheatres.com

Paramount Vancouver
900 Burrard
604-630-1407
www.famousplayers.com

Tinseltown 12 Cinemark
88 West Pender
604-806-0799
<http://www.cinemark.com>

CN IMAX Theatre at Canada Place
201 – 999 Canada Place
604-682-2384
www.imax.com/vancouver

City Hall

Vancouver City Hall
<http://vancouver.ca>

Community Police Office

Granville-Downtown Vancouver Police Department
916 Granville
(604) 717-2920

DVD Rentals

Inferno DVD
1205 Homer
604-646-6655

The Screening Room
935 Seymour
604-683-8306

Yaletown Video
1209 Pacific Blvd.

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Grocery Stores

Capers Community Market
1675 Robson
604-687-5288
www.capersmarkets.com

Choices Market
1202 Richards
604-633-2392
www.choices-market.com

Marketplace IGA
110 – 909 Burrard
604-605-0612
www.marketplaceiga.com

Nesters Market Yaletown
990 Seymour
604-682-3071
www.nestersmarket.com/yaletown

Robson Public Market
1610 Robson
www.robsonpublicmarket.com

Safeway
1766 Robson
604-683-6155
www.safeway.com

Stongs Express (online ordering and delivery)
4560 Dunbar
604-266-5191 ext.1
www.stongs.com

T&T Supermarket
179 Keefer Street

Urban Fare
177 Davie
604-975-7550
www.urbanfare.com

West Valley Produce
1156 Bute Street

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Hospitals

St. Paul's Hospital
1081 Burrard
General Inquiries 604-682-2344

Vancouver General Hospital
899 West 12th
General Inquiries 604-875-4111

Library

Central Public Library
350 West Georgia
604-331-3600
www.vpl.vancouver.bc.ca

Fitness and Recreation

Coal Harbour Community Center
480 Broughton
604-718-8222

Fitness World Express
1185 West Georgia (at Bute)
604-662-7774

Fitness World
1214 Howe
604-681-3232

Roundhouse Community Center
181 Roundhouse Mews
604-713-1800

Stanley Park Pitch' n Putt Golf Course
604-681-8847

Vancouver Aquatic Centre
1050 Beach
604-665-3424

YMCA
955 Burrard
604-689-9622

YWCA
535 Hornby
604-895-5777

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Pharmacies

London Drugs
710 Granville Street (at Georgia)
604-685-5292
www.londondrugs.com

Shoppers Drug Mart
1008 Homer Street
604-669-0330
www.shoppersdrugmart.ca

Post Office

Canada Post
349 West Georgia Street
604-662-5723
www.canadapost.com

Shopping Centers

Pacific Centre Shopping Mall
701 West Georgia Street
604-688-7236
www.pacificcentre.com

Transportation

Translink
604-953-3333
www.translink.bc.ca

Yellow Cab
604-681-1111

Vancouver Taxi
604-871-1111

Misc.

BC Lions Football at BC Place Stadium
604-669-2300

Science World
604-443-7443

The Vancouver Aquarium
604-631-2524

Vancouver Canucks Hockey at General Motors Place
604-899-7400

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STRATA MINUTES

Conveniently store your Strata Minutes in this binder for easy reference.

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