

*Raffles*  
ROBSON · YALETOWN

HOMEOOWNER'S MANUAL

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*Welcome to Your New Home*



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# GENERAL INFORMATION

## Important Telephone Numbers

Crosby Property Management      604-683-8900

After Hours Emergencies      *604-683-8900 will have a recorded message with after hours number to call*

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](http://www.bchydro.com)

### **Terasen Gas**

1-800-663-9911      [www.terasengas.com](http://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.

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## Mailing Address

The mailing address for the residential tower at **Raffles** is:

**(Your suite number) – 821 Cambie Street  
Vancouver, BC, V6B 0E3**

Note: Parcels that are too big to fit into the standard mailbox will be left with the concierge or at nearby postal outlet for pickup.

## Building Security

*Smart-Tek Communications* is pleased to provide you with a state-of-the-art access control and visitor entry system.



- **Visitor Intercom System**

The building is equipped with a Sentex visitor entry system that allows you to control access to the building from within your suite by use of your telephone.

For the visitor, simply press the “#” key and find the name of the tenant and associated code. The visitor shall dial the code as indicated and wait for the unit to dial.

When a visitor calls you from the Sentex visitor entry panel, your telephone will ring. Picking up your telephone handset will connect you to the visitor at the front door. If you wish to grant access to your visitor, **PRESS “9”** on your telephone keypad and this will release the door for your visitor to enter the building. You will hear the confirmation tones (beep beep beep) letting you know that the operation was successful.

Once the visitor has entered the building, they will be able to call the elevator and once inside the cab, press the floor number pertaining to your floor only.

To deny access, simply hang up.

You will require call-waiting feature from Telus to answer a call at the intercom while on an outside call. This is a dialer system, it is like a telephone at the front door.

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- **Access Control System**

There will be two types of personal devices to access the building, one is a combination RF transmitter and proximity fob. By pressing the remote near the garage gate, the unit will open the garage gate, this same device also acts as a proximity fob - simply present it to the proximity reader and access will be granted. The second device is a "Fob" which will only work on proximity card reader locations. It will not work for the overhead gate.

Your fob device will unlock the door or your floor number for only a few seconds to allow you to enter and or press the floor button. You can also access the common areas and parkade.

- **Lost or Stolen RF Key Fobs**

Each transmitter and fob has a unique number. If any of your key fobs are lost or stolen, please notify your property manager or the concierge immediately.

- **Door Locks**

Your door is equipped with a deadbolt. If you wish to have your lock changed/rekeyed, you have to make your own arrangements with a locksmith.

## **Security Tips**

These general security measures can be taken by residents to help reduce chances of becoming victimized by minimizing opportunities for thieves to conduct their business.

- Get to know your neighbors, and watch for suspicious people on the premises.
- Report any suspicious activity to the police by calling 911.
- Never allow anyone to enter the building unless they are personally known to you to be a resident of the building. If they wish to enter the building, politely ask them to use their own access fob or contact the homeowner of the suite they wish to visit.
- Never 'buzz' strangers into the building.
- Go down to the lobby entrance door to accept miscellaneous deliveries
- Do not prop entry doors open and ensure that they close behind you.
- When moving in and out or when expecting furniture delivery, designate a person to monitor the entrance to ensure that strangers do not wander into the building.
- When entering or leaving the parkade always wait for the gate to close before driving away or going to park, even if a car is behind you.
- Do not leave any valuables in your car.
- Report any damage to the exterior doors to the property manager or concierge asap.

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- Report any lost or stolen fobs or keys to the property manager immediately. The property manager can deactivate the transmitter so that it is rendered useless if someone attempts to use it.

## **Concierge**

The concierge will accept oversized and courier packages for the owners and let authorized people (i.e. trades) into the building. In addition, the concierge will manage keys and fobs, book move-ins and move-outs, check doors for security breaches, and patrol usage of the visitor parking area. Hours of service: 8:00 am – 4:00 pm, Monday to Friday.

## **Parking**

The residential parking is located on P3 – P5. The allocation of parking is described in the Raffles Disclosure Statement Section 3.6. The particular parking stall allocated to each Strata Lot will be at the discretion of the developer.

Please do not use any parking stall except the numbered stall that has been assigned to your strata lot. For security purposes, residential parking spaces may not be rented or borrowed by anyone outside Raffles.

## **Visitor Parking**

There are 15 visitor parking spots available for the residential strata to use. They are located inside the main parkade entry gate, but before the residential gate.

## **Garbage Room**

The garbage room is located on P1.

## **Recycling Room**

The recycling room is located on P1.

## **Bike Storage**

The bike storage rooms are located on P1.

## **Fitness Room**

The fitness room is located on the 4th floor and is equipped with fitness equipment and a whirlpool spa. The fitness equipment is leased and can be easily updated by the strata council down the road.

## **Multimedia/Multi-Purpose Room**

The multimedia/multi-purpose room is located on the 2<sup>nd</sup> floor and includes a kitchen and built-in cabinets for a large TV. This set-up and equipment in this room will be decided by the owners through the strata council.

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## Common Deck Area

The landscaped roof deck on the 4<sup>th</sup> floor extends the living space with outdoor patio and children's play area.

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

Here are a few contact numbers you might need:

Hydro	BC Hydro	604-224-9376	<a href="http://www.bchydro.com">www.bchydro.com</a>
Telephone/Internet	Telus	604-310-2255	<a href="http://www.telus.ca">www.telus.ca</a>
Telephone/Internet	Shaw	604-629-8888	<a href="http://www.shaw.ca">www.shaw.ca</a>
Cable/Internet	Novus	604-642-6688	<a href="http://www.novusnow.ca">www.novusnow.ca</a>
Cable	Shaw	604-629-8888	<a href="http://www.shaw.ca">www.shaw.ca</a>

## Home Improvements

Please contact the property management company in writing if you are considering any major renovations to your home. You are required to provide the property manager with a fully itemized list of alterations. Please be aware that as per the limited warranty any components that are altered by private contractors will be excluded from the warranty. You are also required to obtain the appropriate permits from the City of Vancouver and ensure that any alterations are to code and strata by-laws.

## Moving In/Moving Out

Please contact the property manager prior to moving in or out in order for them to maintain accurate records.

## Renting Out Your Home

Please inform the property manager if you will be renting out 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, they must discuss the matter with the legal homeowner before any service can be rendered.

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# PROPERTY MANAGEMENT

Raffles 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

The property manager will be contacting you shortly by letter to advise you of the exact amount and the commencement date of your strata fees. The property manager will also provide you with some additional information on your Strata Corporation and the services offered by *Crosby Property Management Ltd.*

### **Common Property**

The common property includes all areas beyond each owner's strata lot boundaries, i.e. hallways, lobbies, walkways, elevators, landscaped terraces, parking areas, and the amenities within the residential area. 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. Please refer to your Disclosure Statement for a list of limited common property areas.

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

### **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. This insurance normally includes coverage for all of the fixtures, flooring, window coverings, appliances, etc. within each strata lot to the extent that they 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.

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### **Strata Corporation and Owner Responsibilities**

The Strata Corporation has some important responsibilities to its Owners, including 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 that sets the standards for the operation of all strata corporations, and 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.

### **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. **A copy of the current Bylaws are included in this binder.**

### **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 ensuring that the Strata Corporation operates within the parameters of the Strata Property Act and 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.

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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.

### **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 30 years.

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.
- 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.

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- 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.
- 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 building emergency service to owners.

Please do not hesitate to call the property manager at (604) 683-8900 should you require any further information.

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## **BYLAWS**

### **Division 1 – Duties of Owners, Tenants, Occupants and Visitors**

#### **Payment of strata fees**

1. An owner must pay strata fees on or before the first day of the month to which the strata fees relate.

#### **Repair and maintenance of property by owner**

2. (1) An owner must repair and maintain the owner's strata lot, except for repair and maintenance that is the responsibility of the strata corporation under these bylaws.  
  
(2) An owner who has the use of limited common property must repair and maintain it, except for repair and maintenance that is the responsibility of the strata corporation under these bylaws.

#### **Use of property**

3. (1) An owner, tenant, occupant or visitor must not use a strata lot, the common property or common assets in a way that
  - (a) causes a nuisance or hazard to another person,
  - (b) causes unreasonable noise,
  - (c) unreasonably interferes with the right of other persons to use and enjoy the common property, common assets or another strata lot,
  - (d) is illegal, or
  - (e) is contrary to a purpose for which the strata lot or common property is intended as shown expressly or by necessary implication on or by the strata plan.
  - (f) that is in contravention of any rule, order or bylaw of The City of Vancouver applicable to the Strata Lot or that will result in any unusual or objectionable odour to emanate from the Strata Lot, or that is inconsistent with the intent of these Bylaws.

- (2) An owner, tenant, occupant or visitor must not cause damage, other than reasonable wear and tear, to the common property, common assets or those parts of a strata lot which the strata corporation must repair and maintain under these bylaws or insure under section 149 of the Act.
- (3) An owner, tenant, occupant or visitor must ensure that all animals are leashed or otherwise secured when on the common property or on land that is a common asset.
- (4) An owner, tenant or occupant must not keep any pets on a strata lot other than one or more of the following:
  - (a) a reasonable number of fish or other small aquarium animals;
  - (b) a reasonable number of small caged mammals;
  - (c) up to 2 caged birds;
  - (d) one dog or one cat.
  - (e) The owners of pets shall be fully responsible for their behaviour within the common property. If a pet is deemed to be a nuisance by the Strata Council, it shall be removed from the Strata Corporation within thirty (30) days. Visitors shall be informed of the rules concerning pets and residents will be responsible for clean-up or damage repair should their guests bring pets into the common property.
- (5) An owner, tenant or occupant shall not feed nuisance birds such as pigeons, seagulls, crows, starlings and other birds from any Strata Lot or the common property.

#### **Inform strata corporation**

4. (1) Within 2 weeks of becoming an owner, an owner must inform the strata corporation of the owner's name, strata lot number and mailing address outside the strata plan, if any.
- (2) On request by the strata corporation, a tenant must inform the strata corporation of his or her name.
- (3) Any owner of a Strata Lot who leases his lot without submitting a Form K in accordance with the Strata Property Act shall be liable to a fine of \$250.00 for every seven days or part thereof that a tenant is in occupancy of the Strata Lot and the Form K is not submitted.

### **Obtain approval before altering a strata lot**

5. (1) An owner must obtain the written approval of the strata corporation before making an alteration to a strata lot that involves any of the following:
  - (a) the structure of a building;
  - (b) the exterior of a building;
  - (c) chimneys, stairs, balconies or other things attached to the exterior of a building;
  - (d) *doors, windows or skylights* [amendment SPAA s. 51(a)] on the exterior of a building, or that front on the common property;
  - (e) fences, railings or similar structures that enclose a patio, balcony or yard;
  - (f) common property located within the boundaries of a strata lot;
  - (g) those parts of the strata lot which the strata corporation must insure under section 149 of the Act.
  - (h) the painting of the exterior, or the attachment of sunscreens or greenhouses.
- (2) The corporation must not unreasonably withhold its approval under subsection (1), but may require as a condition of its approval that the owner agree, in writing, to take responsibility for any expenses relating to the alteration.
- (3) This section does not apply to a strata lot in a bare land strata plan.

### **Obtain approval before altering common property**

6. (1) An owner must obtain the written approval of the strata corporation before making an alteration to common property, including limited common property, or common assets.
- (2) The strata corporation may require as a condition of its approval that the owner agree, in writing, to take responsibility for any expenses relating to the alteration.

### **Permit entry to strata lot**

7. (1) An owner, tenant, occupant or visitor must allow a person authorized by the strata corporation to enter the strata lot
  - (a) in an emergency, without notice, to ensure safety or prevent significant loss or damage, and

- (b) at a reasonable time, on 48 hours' written notice, to inspect, repair or maintain common property, common assets and any portions of a strata lot that are the responsibility of the strata corporation to repair and maintain under these bylaws or insure under section 149 of the Act.
- (2) The notice referred to in subsection (1)(b) must include the date and approximate time of entry, and the reason for entry.
- (3) Where the Strata Corporation is required to enter a Strata Lot for the purpose of maintaining, repairing, or renewing pipes, wires, cables and ducts for the time being existing in the Strata Lot, which are capable of being used in connection with the enjoyment of any other Strata Lot or the common property, the Strata Corporation and its agents shall in carrying out any work or repairs do so in a proper and workmanlike manner. The Strata Corporation shall make good any damage to the Strata Lot occasioned by such works and restore the Strata Lot to its former condition, leaving the Strata Lot clean and free from debris.

## **Division 2 – Powers and Duties of Strata Corporation**

### **Repair and maintenance of property by strata corporation**

8. The strata corporation must repair and maintain all of the following:
- (a) common assets of the strata corporation;
  - (b) common property that has not been designated as limited common property;
  - (c) limited common property, but the duty to repair and maintain it is restricted to
    - (i) repair and maintenance that in the ordinary course of events occurs less often than once a year, and
    - (ii) the following, no matter how often the repair or maintenance ordinarily occurs:
      - (A) the structure of a building;
      - (B) the exterior of a building;
      - (C) chimneys, stairs, balconies and other things attached to the exterior of a building;
      - (D) *doors, windows and skylights* [amendment SPAA s.51(c)] on the exterior of a building or that front on the common property;
      - (E) fences, railings and similar structures that enclose patios, balconies and yards;

- (d) a strata lot in a strata plan that is not a bare land strata plan, but the duty to repair and maintain it is restricted to
- (i) the structure of a building,
  - (ii) the exterior of a building,
  - (iii) chimneys, stairs, balconies and other things attached to the exterior of a building,
  - (iv) *doors, windows and skylights* [amendment SPAA s.51(c)] on the exterior of a building or that front on the common property, and
  - (v) fences, railings and similar structures that enclose patios, balconies and yards.
- (e) Notwithstanding the foregoing, an owner, tenant or occupant must maintain in a good and reasonable state any planters, flowerbeds or other similar fixtures and the contents thereof, that are located in areas designated as limited common property for the use of that owner, tenant or occupant.

### **Division 3 – Council**

#### **Council size**

9. (1) Subject to subsection (2), the council must have at least 3 and not more than 7 members.
- (2) If the strata plan has fewer than 4 strata lots or the strata corporation has fewer than 4 owners, all the owners are on the council.

#### **Council members' terms**

- 10.(1) The term of office of a council member ends at the end of the annual general meeting at which the new council is elected [amendment SPAA s.51(c)].
- (2) A person whose term as council member is ending is eligible for reelection [note deletion of s. 10(3), (4) and (5) SPAA s. 51(d)].

#### **Removing council member**

- 11.(1) Unless all the owners are on the council, the strata corporation may, by a resolution passed by a majority vote at an annual or special general meeting, remove one or more council members.
- (2) After removing a council member, the strata corporation must hold an election at the same annual or special general meeting to replace the council member for the remainder of the term.

## **Replacing council member**

- 12.(1) If a council member resigns or is unwilling or unable to act for a period of 2 or more months, the remaining members of the council may appoint a replacement council member for the remainder of the term.
- (2) A replacement council member may be appointed from any person eligible to sit on council.
- (3) The council may appoint a council member under this section even if the absence of the member being replaced leaves the council without a quorum.
- (4) If all the members of the council resign or are unwilling or unable to act for a period of 2 or more months, persons holding at least 25% of the strata corporation's votes may hold a special general meeting to elect a new council by complying with the provisions of the Act, the regulations and the bylaws respecting the calling and holding of meetings.

## **Officers**

- 13.(1) At the first meeting of the council held after each annual general meeting of the strata corporation, the council must elect, from among its members, a president, a vice president, a secretary and a treasurer.
- (2) A person may hold more than one office at a time, other than the offices of president and vice president.
- (3) The vice president has the powers and duties of the president
  - (a) while the president is absent or is unwilling or unable to act, or
  - (b) for the remainder of the president's term if the president ceases to hold office.
- (4) If an officer other than the president is unwilling or unable to act for a period of 2 or more months, the council members may appoint a replacement officer from among themselves for the remainder of the term.

## **Calling council meetings**

- 14.(1) Any council member may call a council meeting by giving the other council members at least one week's notice of the meeting, specifying the reason for calling the meeting.
- (2) The notice does not have to be in writing.
- (3) A council meeting may be held on less than one week's notice if

- (a) all council members consent in advance of the meeting, or
  - (b) the meeting is required to deal with an emergency situation, and all council members either
    - (i) consent in advance of the meeting, or
    - (ii) are unavailable to provide consent after reasonable attempts to contact them.
- (4) The council must inform owners about a council meeting *as soon as feasible* [amendment SPAA s.51(e)] after the meeting has been called.

### **Requisition of council hearing**

- 15.(1) By application in writing, stating the reason for the request, an owner or tenant may request a hearing at a council meeting.
- (2) If a hearing is requested under subsection (1), the council must hold a meeting to hear the applicant within *one month* [amendment SPAA s.51(f)] of the request.
- (3) If the purpose of the hearing is to seek a decision of the council, the council must give the applicant a written decision within one week of the hearing.

### **Regulation 18.1 – Definition for section 15 of Standard Bylaws**

- 18.1 For the purposes of section 15 of the Standard Bylaws, “**hearing**” means an opportunity to be heard in person at a council meeting.

### **Quorum of council**

- 16.(1) A quorum of the council is
- (a) 1, if the council consists of one member,
  - (b) 2, if the council consists of 2, 3 or 4 members,
  - (c) 3, if the council consists of 5 or 6 members, and
  - (d) 4, if the council consists of 7 members.
- (2) Council members, must be present in person at the council meeting to be counted in establishing quorum.

## **Council meetings**

- 17.(1) At the option of the council, council meetings may be held by electronic means, so long as all council members and other participants can communicate with each other.
- (2) If a council meeting is held by electronic means, council members are deemed to be present in person.
- (3) Owners may attend council meetings as observers.
- (4) Despite subsection (3), no observers may attend those portions of council meetings that deal with any of the following:
  - (a) bylaw contravention hearings under section 135 of the Act;
  - (b) rental restriction bylaw exemption hearings under section 144 of the Act;
  - (c) any other matters if the presence of observers would, in the council's opinion, unreasonably interfere with an individual's privacy.

## **Voting at council meetings**

- 18.(1) At council meetings, decisions must be made by a majority of council members present in person at the meeting.
- (2) Unless there are only 2 strata lots in the strata plan, if there is a tie vote at a council meeting, the president may break the tie by casting a second, deciding vote.
- (3) The results of all votes at a council meeting must be recorded in the council meeting minutes [amendment SPAA s.51(g)].

## **Council to inform owners of minutes**

19. The council must inform owners of the minutes of all council meetings within 2 weeks of the meeting, whether or not the minutes have been approved.

## **Delegation of council's powers and duties**

- 20.(1) Subject to subsections (2) to (4), the council may delegate some or all of its powers and duties to one or more council members or persons who are not members of the council, and may revoke the delegation.
- (2) The council may delegate its spending powers or duties, but only by a resolution that

- (a) delegates the authority to make an expenditure of a specific amount for a specific purpose, or
  - (b) delegates the general authority to make expenditures in accordance with subsection (3).
- (3) A delegation of a general authority to make expenditures must
- (a) set a maximum amount that may be spent, and
  - (b) indicate the purposes for which, or the conditions under which, the money may be spent.
- (4) The council may not delegate its powers to determine, based on the facts of a particular case,
- (a) whether a person has contravened a bylaw or rule,
  - (b) whether a person should be fined, and the amount of the fine, or
  - (c) whether a person should be denied access to a recreational facility.

### **Spending restrictions**

- 21.(1) A person may not spend the strata corporation's money unless the person has been delegated the power to do so in accordance with these bylaws.
- (2) Despite subsection (1), a council member may spend the strata corporation's money to repair or replace common property or common assets if the repair or replacement is immediately required to ensure safety or prevent significant loss or damage.

### **Limitation on liability of council member**

- 22.(1) A council member who acts honestly and in good faith is not personally liable because of anything done or omitted in the exercise or intended exercise of any power or the performance or intended performance of any duty of the council.
- (2) Subsection (1) does not affect a council member's liability, as an owner, for a judgment against the strata corporation.

## **Division 4 – Enforcement of Bylaws and Rules**

### **Maximum fine**

23. The strata corporation may fine an owner or tenant a maximum of
- (a) \$50 for each contravention of a bylaw, and
  - (b) \$10 for each contravention of a rule.

### **Continuing contravention**

24. If an activity or lack of activity that constitutes a contravention of a bylaw or a rule continues, without interruption, for longer than 7 days, a fine may be imposed every 7 days.

## **Division 5 – Annual and Special General Meetings**

### **Person to chair meeting**

- 25.(1) Annual and special general meetings must be chaired by the president of the council.
- (2) If the president of the council is unwilling or unable to act, the meeting must be chaired by the vice president of the council.
  - (3) If neither the president nor the vice president of the council chairs the meeting, a chair must be elected by the eligible voters present in person or by proxy from among those persons who are present at the meeting.

### **Participation by other than eligible voters**

- 26.(1) Tenants and occupants may attend annual and special general meetings, whether or not they are eligible to vote.
- (2) Persons who are not eligible to vote, including tenants and occupants, may participate in the discussion at the meeting, but only if permitted to do so by the chair of the meeting.
  - (3) Persons who are not eligible to vote, including tenants and occupants, must leave the meeting if requested to do so by a resolution passed by a majority vote at the meeting.

## **Voting**

- 27.(1) At an annual or special general meeting, voting cards must be issued to eligible voters.
- (2) At an annual or special general meeting a vote is decided on a show of voting cards, unless an eligible voter requests a precise count.
- (3) If a precise count is requested, the chair must decide whether it will be by show of voting cards or by roll call, secret ballot or some other method.
- (4) The outcome of each vote, including the number of votes for and against the resolution if a precise count is requested, must be announced by the chair and recorded in the minutes of the meeting.
- (5) If there is a tie vote at an annual or special general meeting, the president, or, if the president is absent or unable or unwilling to vote, the vice president, may break the tie by casting a second, deciding vote.
- (6) If there are only 2 strata lots in the strata plan, subsection (5) does not apply.
- (7) Despite anything in this section, an election of council or any other vote must be held by secret ballot, if the secret ballot is requested by an eligible voter.

## **Order of business**

28. The order of business at annual and special general meetings is as follows:
  - (a) certify proxies and corporate representatives and issue voting cards;
  - (b) determine that there is a quorum;
  - (c) elect a person to chair the meeting, if necessary;
  - (d) present to the meeting proof of notice of meeting or waiver of notice;
  - (e) approve the agenda;
  - (f) approve minutes from the last annual or special general meeting;
  - (g) deal with unfinished business;
  - (h) receive reports of council activities and decisions since the previous annual general meeting, including reports of committees, if the meeting is an annual general meeting;
  - (i) ratify any new rules made by the strata corporation under section 125 of the Act;

- (j) report on insurance coverage in accordance with section 154 of the Act, if the meeting is an annual general meeting;
- (k) approve the budget for the coming year in accordance with section 103 of the Act, if the meeting is an annual general meeting;
- (l) deal with new business, including any matters about which notice has been given under section 45 of the Act;
- (m) elect a council, if the meeting is an annual general meeting;
- (n) terminate the meeting.

## **Division 6 – Voluntary Dispute Resolution**

### **Voluntary dispute resolution**

- 29.(1) A dispute among owners, tenants, the strata corporation or any combination of them may be referred to a dispute resolution committee by a party to the dispute if
- (a) all the parties to the dispute consent, and
  - (b) the dispute involves the Act, the regulations, the bylaws or the rules.
- (2) A dispute resolution committee consists of
- (a) one owner or tenant of the strata corporation nominated by each of the disputing parties and one owner or tenant chosen to chair the committee by the persons nominated by the disputing parties, or
  - (b) any number of persons consented to, or chosen by a method that is consented to, by all the disputing parties.
- (3) The dispute resolution committee must attempt to help the disputing parties to voluntarily end the dispute.

## **Division 7 – Marketing Activities by Owner Developer**

### **Display lot**

- 30.(1) An owner developer who has an unsold strata lot may carry on sales functions that relate to its sale, including the posting of signs.
- (2) An owner developer may use a strata lot, that the owner developer owns or rents, as a display lot for sale of other strata lots in the strata plan.

## **Division 8**

### **Strata Fees (s. 10.7) Strata Property Act**

- 31.(1) Strata fees are due and payable on or before the first day of each month. Strata fees not received by the 10<sup>th</sup> day of the month in which they are due are subject to a 10% per annum interest penalty compounded annually until paid.
- (2) When arrears of strata fees exceed two monthly payments a lien will be placed by the Strata Corporation on the Strata Lot involved at the owner's expense for the total monies due, including all legal and other expenses.

### **Disturbance of Others**

- 32.(1) Mops or dusters of any kind shall not be shaken, and nothing shall be thrown out of any window, door, passage, or other parts of the Strata Lot or the common property.
- (2) No barbecues other than those fueled by propane or natural gas or electricity may be used. No owner shall operate his barbecue in a manner which, in the opinion of the Strata Council, interferes with another owner's enjoyment of his Strata Lot. All barbecues must be kept at a minimum distance of 24 inches away from the building exterior walls. Strata Lot owners or residents are responsible for heat damage to the building envelope.
- (3) Cycling on the common property other than the driveway is prohibited.
- (4) Carpentry or similar alterations shall be limited to the hours as allotted by the City of Vancouver.

### **Hazards**

33. (1) Fire hazards must be minimized. No item shall be brought onto or stored in a Strata Lot or the common property which will in any way increase or tend to increase the risk of fire or the rate of fire insurance or any other insurance policy held by the Strata Corporation, or which will invalidate any insurance policy.
- (2) No material substances, especially burning material such as cigarettes or matches, shall be permitted to be discharged from any window, door, patio or other part of a Strata Lot or the common property.

### **Cleanliness**

- 34.(1) All household refuse and recycling material shall be secured in suitable plastic bags or recycling containers. The owners will comply with the City's recycling program as it is implemented.

- (2) Any waste material other than ordinary household refuse and normally collected recycling materials shall be removed by the individual owner or resident of the Strata Lot.

### **Exterior Appearance**

- 35.(1) Except as provided in Bylaw 40, no signs, fences, gates, billboards, placards, advertising or notices of any kind shall be erected or displayed on the common property or the Strata Lot without prior written approval by the Strata Council.
  - (2) No awning, shade screen, smoke stack, satellite dish, radio or television antenna shall be hung from or attached to the exterior of the Strata Lot, without prior written consent of the Strata Council.
  - (3) No laundry, clothing, bedding, or other articles shall be hung or displayed from windows, patios, balconies or other parts of the Strata Lot so that they are visible from the outside.
  - (4) Draperies or window coverings that are visible from the exterior of any Strata Lot shall be cream or white in colour.
  - (5) No balcony or deck shall be used for the purpose of storing bicycles, motorcycles, boxes, machinery, equipment or for general storage purposes.

### **Common Areas**

- 36.(1) The Strata Council shall administer all common areas and any rules and regulations formulated by the Strata Council from time to time shall be binding upon all owners, residents and visitors.
  - (2) The common facilities are for the use of residents and their invited guests only. A resident must accompany guests when using these facilities.

### **Parking**

- 37.(1) A resident shall use only the parking stall(s) obtained by way of partial assignment of [Parking Co.]'s rights under a parking stall and Storage Lease registered in the Land Titles Office against title to the common property of the Strata Corporation. Parking Stalls cannot be utilized by any person who is not a resident within the Strata Corporation.
  - (2) No major repairs or adjustments shall be made to motor vehicles on the common property.
  - (3) A maximum speed of 15 km/h shall apply within the common property.

- (4) Owners will be responsible for the clean up of oil spills on common property.
- (5) No parking is permitted except in a designated parking space, nor shall a vehicle park in a manner, which will reduce the width of an access roadway.
- (6) No vehicles exceeding 4,000 kg. G.V.W. shall be parked or brought onto the common property without the consent of the Strata Council, except when used in delivery to or removal from the premises.
- (7) Any vehicle, which does not comply with this Bylaw, may be removed at the owner's expense.

### **Damage to Property**

- 38.(1) An owner or resident shall not cause damage to trees, plants, bushes, flowers or lawns and shall not place chairs, tables or other objects on lawns or grounds so as to damage them or prevent growth.

### **Security**

- 39.(1) Strata Lot owners or residents are responsible for anyone they admit onto or about the common property, inclusive of agents, servants, licensees, or invitees.
- (2) The Strata Council shall form a Security Committee to provide guidelines for the security of individual Strata Lots, and to establish resident based voluntary crime prevention programs such as Block Watch.

### **Moving and Resale**

- 40.(1) It will be the express responsibility of the owner to ensure that all moves in or out by the owner or resident conform to the regulations as established by the Strata Council from time to time.
- (2) Except in the case of advertising and marketing of Strata Lots by the Developer as provided in Subsection (3), any advertising for the resale or rental of a Strata Lot shall only be permitted within the boundaries of the Strata Corporation on the Directory Board which shall be located, supplied and maintained by the Strata Council.
- (3) The Developer shall in respect of any unsold Strata Lots be entitled to carry on sales functions on the common property that relate to the sale of such Strata Lots, including without limitation the right to post signs on the common property in relation thereto.

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# EMERGENCY PROCEDURES

## Fire Planning & Prevention

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

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

## 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 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.

## Fire protection equipment

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.

Your home has been fitted throughout with sprinklers in the event of a fire. Some balconies also have side wall sprinkler heads. 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. 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 property manager promptly.

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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 Raffles, familiarize yourself with the layout of the building. It is important to develop an emergency plan and practice it 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.
- 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 irons. 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, televisions, etc.
- 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 in the building (the odor is usually like sulfur or rotten eggs):

- Leave the building immediately.
- Call Terasen Gas from a nearby phone at 1-800-663-9911.

## **Plumbing Leak**

- Shut off the water supply valve off immediately. Be sure you are familiar with the location of your water shut off valve.
- Soak up any excessive water to prevent damage to flooring, cabinets, and drywall.
- Call the property management company.

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## CUSTOMER SERVICE REQUESTS

Items for which you request service must be reported in writing. Not only does this help accuracy, but also protects the homeowner. Customer service cannot accept reports for routine warranty items over the phone. Please do not present service requests to the Property Manager or construction personnel.

Service Request must be reported via the online reporting system for proper tracking and follow-up.

[www.buildingwarranty.com/raffles](http://www.buildingwarranty.com/raffles)

Upon receipt of a service request, customer service will arrange for service with the appropriate trade or service personnel. You will be contacted by someone from the construction office to 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 to only provide 24 hours notice. There is a box for you to initial on the service request form indicating that you give permission for access. 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.

If you are unavailable during the scheduled time, you can make arrangements with the Concierge to let the tradesperson into your suite. Should access to your suite not be possible, warranty can be voided.

Service requests must be received 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.

Contractors are advised to only inspect what has been requested from the construction 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 Instructions

**Please ensure you have had a chance to review this section prior to placing any service requests for warranty items.**

Please note this is NOT an emergency service. For emergencies, please call the Property Manager at 604-683-8900.

Complete the Service Request Form online at: [www.buildingwarranty.com/raffles](http://www.buildingwarranty.com/raffles)

- 1) Please ensure the contact information you have provided is accessible between 8:00 am and 4:00 pm to schedule the service call
- 2) Service work will be performed between 8:00 am and 3:30 pm Monday to Friday

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 (i.e. having a major leak but failing to shut the water off).

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# GENERAL HOME MAINTENANCE & LIMITED WARRANTY

## 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.

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. Please refer to the Appliance Warranty section for more information.

## 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.

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## **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 luster. 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 luster of the finish.

- **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.

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### **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.

### **Carpets**

- Appearance

Fluffing - A new 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.

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- **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.
- 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.

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## **Ceramic 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.

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.

## **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 Raffles 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.

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Do not drill into the floor or ceiling, as the concrete 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'.

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.

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## **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.

### 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.

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- **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 closet.

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.

- **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

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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.

- **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.

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- **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.
- **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.

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## 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.

**IMPORANT! 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. Thus 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.

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.

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- **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.

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.

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## 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 4' 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.

## Paint Codes

- Interior of suites:  
Colour: Benjamin Moore CC-50 White Down  
Paint: General Paint HP 2000
  - Eggshell finish on walls
  - Flat finish on dropped ceilings
  - Eggshell scrubbable finish in bathrooms
- Baseboards, window sills, and trim inside suites:  
Colour: Benjamin Moore CC-20 Decorator's White  
Paint: General Paint HP 2000 Semi Gloss

## 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  $\frac{1}{4}$  turn with pliers.

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- **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.

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 luster. Do not use abrasive cleaners or steel wool; these will damage the finish.

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- **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 supplies, Q-tips, dental floss, children's toys, etc. Should you need to, shut the water supply off. 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.

#### 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.

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- **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.
- **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.
- **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. It is your responsibility not to damage any wires or pipes behind the drywall.
- **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 repairs with drywall compound filler.

### **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.

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- 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 4 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.

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

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- **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 ten 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 10 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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EDMONDS APPLIANCE CENTRE

7788 EDMONDS STREET, BURNABY, B.C. V3N 1B8 TEL 604.525.0244 FAX 525.0538 WWW.EDMONDSAPPLIANCES.CA

## APPLIANCE WARRANTY

On behalf of the staff and owners of Edmonds Appliance Centre, we would like to congratulate you on your new home – and kitchen!

The Manufacturer's Factory Warranty for the supplied appliances is as follows:

- Miele – 2 Years Parts and Labour
- Faber – 1 Year Parts and Labour
- Maytag – 1 Year Parts and Labour
- Panasonic – 1 Year Parts and Labour

There are several Limited and Specific parts warranties which extend longer than the periods listed above. Please consult the Warranty section of your Operating Manuals for those details.

The Manufacturer's Factory Warranty does not cover misuse or negligence, so it is important to read all Operating Manuals thoroughly before using your kitchen appliances.

If you require Warranty Service for any of your appliances, please contact Angela Neale at Edmonds Appliance Centre. She will put you in contact with the Factory Authorized Servicer for the brand:

Edmonds Customer Service  
Angela Neale  
604.525.0244  
[angela@edmondsappliances.ca](mailto:angela@edmondsappliances.ca)

The Manufacturer's Factory Warranty begins: a) On the Date you begin occupying your new Residence or, b) 1 Year from the Date of the Building Certificate of Occupancy if the residence is unoccupied – whichever date is sooner.

Extended Service Protection to 4-years is available at a discounted cost if you would like to extend complete warranty coverage past the expiration of the Manufacturer's Factory Warranty. Please ask Angela Neale for details.

Yours sincerely

Glenn Anderson  
General Manager  
Edmonds Appliance Centre

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## 2/10/10 WARRANTY



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

### 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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*Anything else is less*

**A warranty insurance policy will be issued for your individual unit as well as for the common property of the strata corporation.**

**The warranty offered complies with the requirements of the Homeowner Protection Act and is subject to exclusions. Certain terms and conditions are the responsibility of the developer, which are to be complied with prior to the transfer of title of a Strata Lot to a purchaser. The home warranty described in this section will not apply to the area comprising the Commercial Parking Area (if applicable) and the retail strata lots (if applicable), but will apply to the common property or common areas within the strata plan.**

**The information below is a summary only. For complete warranty coverage information, please refer to your Willis Canada Inc. Home Warranty Certificate.**

#### Individual Unit Coverage Summary

##### 1. **Materials and Labour Warranty**

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

- a) in the first twelve (12) months from the **commencement date**:
  - i) coverage for any **defect** in materials and labour; and
  - ii) subject to definition, coverage for a violation of **building code**.
- b) In the first twenty-four (24) months from the **commencement date**:
  - i) coverage for any **defect** in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems;
  - ii) coverage for any **defect** in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the **dwelling unit**;
  - iii) coverage for any **defect** in materials and labour which renders the new home unfit to live in;
  - iv) subject to definition, coverage for violation of the **building code**.
- c) Non-compliance with the **building code** is considered a **defect** covered by this policy if the non-compliance:
  - i) constitutes an unreasonable health or safety risk; or
  - ii) has resulted in, or is likely to result in, material damage to the **dwelling unit**.

##### 2. **Building Envelope Warranty**

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

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

##### 3. **Major Structural Warranty**

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

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

##### 4. **Living Out Accommodation Expenses**

The living-out accommodation expenses actually incurred by the **homeowner** at a hotel, motel or other rental accommodation due to repair work that renders the **dwelling unit** uninhabitable.



## 5. Repair/Replacement of Defects

Any repairs or replacement of **defects** pursuant to this policy shall be 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.

### Common Property Coverage Summary

#### 1. Materials and Labour Warranty

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

- b) in the first fifteen (15) months from the **commencement date**:
  - iii) coverage for any **defect** in materials and labour; and
  - iv) subject to definition, coverage for a violation of **building code**.
- c) In the first twenty-four (24) months from the **commencement date**:
  - v) coverage for any **defect** in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems;
  - vi) 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 **common property**;
  - vii) coverage for any **defect** in materials and labour which renders the new home unfit to live in;
  - viii) subject to definition, coverage for violation of the **building code**.
- d) Non-compliance with the **building code** is considered a **defect** covered by this policy if the non-compliance:
  - iii) constitutes an unreasonable health or safety risk; or
  - iv) has resulted in, or is likely to result in, material damage to the **common property**.

#### 3. Building Envelope Warranty

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

- b) In the first ten (10) years, from the **commencement date**, any **defect** that permits unintended **water penetration** such that:
  - iii) it causes material damage to the **common property**; or
  - iv) it is likely to cause material damage to the **common property**.

#### 4. Major Structural Warranty

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

- c) Any **defect** in materials and labour that results in the failure of a **load bearing** part of the **common property**; and
- d) Any **defect** that causes structural damage that materially and adversely affects the use of the **common property** for occupancy.

## 5. Repair/Replacement of Defects

Any repairs or replacement of **defects** pursuant to this policy shall be 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.



## PROJECT TEAM

Developer	Aurmon Development
Development Consultant	McLean Courtenay Development
Architects	IBI/HB Architects
General Contractor	Intertech Construction
Structural Engineer	Glotman Simpson
Mechanical Engineer	Sterling, Cooper & Associates
Electrical Engineer	Nemetz (S/A) & Associates
Interior Design	Bob's Your Uncle Design
Landscape Architect	Durante Kreuk

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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 Raffles. Their role is to manage the day-to-day operations of Raffles residential area. 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](http://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 P1.*

### **Can I obtain additional keys?**

*Yes. Replacement and/or additional remotes, access cards, or key fobs may be purchased directly from the property manager. However, the Strata might implement a key limit per unit.*

### **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 manager for details. However, the Strata does have the right to establish their own rules and regulations and may put restrictions on rentals. Please refer to your Strata Rules and Regulations for details.*

### **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  
1004 Hamilton  
604-668-1550

CIBC  
1096 Homer  
604-665-1640

HSBC Bank Canada  
666 Burrard  
888-310-HSBC

RBC Royal Bank  
1195 Pacific Blvd  
604-688-8200

Scotiabank  
650 West Georgia  
604-668-2094

TD Canada Trust  
1001 Hamilton  
604-482-2780

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## **Cinemas**

Granville Cinemas  
855 Granville  
604-684-4000  
[www.empiretheatres.com](http://www.empiretheatres.com)

Paramount Vancouver  
900 Burrard  
604-630-1407  
[www.famousplayers.com](http://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](http://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](http://www.capersmarkets.com)

Choices Market  
1202 Richards  
604-633-2392  
[www.choices-market.com](http://www.choices-market.com)

Costco  
605 Expo Blvd  
604-622-5050  
[www.costco.ca](http://www.costco.ca)

Marketplace IGA  
489 Robson  
604-684-5714  
[www.marketplaceiga.com](http://www.marketplaceiga.com)

Nesters Market Yaletown  
990 Seymour  
604-682-3071  
[www.nestersmarket.com/yaletown](http://www.nestersmarket.com/yaletown)

Robson Public Market  
1610 Robson  
[www.robsonpublicmarket.com](http://www.robsonpublicmarket.com)

Safeway  
1766 Robson  
604-683-6155  
[www.safeway.com](http://www.safeway.com)

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

T&T Supermarket  
179 Keefer Street

Urban Fare  
177 Davie  
604-975-7550  
[www.urbanfare.com](http://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](http://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](http://www.londondrugs.com)

Shoppers Drug Mart  
1008 Homer Street  
604-669-0330  
[www.shoppersdrugmart.ca](http://www.shoppersdrugmart.ca)

## Post Office

Canada Post  
349 West Georgia Street  
604-662-5723  
[www.canadapost.com](http://www.canadapost.com)

## Shopping Centers

Pacific Centre Shopping Mall  
701 West Georgia Street  
604-688-7236  
[www.pacificcentre.com](http://www.pacificcentre.com)

## Transportation

Translink  
604-953-3333  
[www.translink.bc.ca](http://www.translink.bc.ca)

Yellow Cab  
604-681-1111

Vancouver Taxi  
604-871-1111

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